

# EMPLOYEE HANDBOOK



# TABLE OF CONTENTS

<b>WELCOME</b>	<b>3</b>	<b>EMPLOYEE CONDUCT</b>	<b>16</b>
		Standards of Conduct	16
<b>ENTRATA VALUES</b>	<b>4</b>	Attendance	16
Be Excellent to Each Other	4	Dress Code	17
Be the Real Deal	4	Harassment Policy	17
Business in the Front, Party in the Back	4		
Talk to Me, Goose	4	<b>WORKPLACE ETIQUETTE</b>	<b>18</b>
Be the Joneses	4	Confidentiality	18
		Customer Relations	19
<b>INTRODUCTION</b>	<b>5</b>	Media Inquiries	19
The Purpose of this Handbook	5	Solicitation & Distribution of Literature	19
What You Can Expect from Entrata What We	5	Use of Communication Systems	19
Expect from You	5	Use of Company Property & Equipment	21
Right to Revise	5	Off-Duty Conduct	21
Definitions Used in the Handbook	5	Announcements & Postings	21
<b>AT-WILL EMPLOYMENT STATUS</b>	<b>6</b>	<b>HEALTH &amp; SAFETY</b>	<b>22</b>
		Drug Free Workplace	22
<b>EMPLOYMENT</b>	<b>7</b>	Safety Guidelines	22
Employment Classifications	7	Reporting Accidents & Safety Issues	23
Job Duties	7	Off-Duty Social & Recreational Activities	23
Job Performance & Review	7	Workplace Security & Monitoring	23
Work Eligibility	7	Inclement Weather & Natural Disasters	24
Equal Employment Opportunity	8	Employees Required to Drive	24
Personnel Data	8		
		<b>TRAVEL</b>	<b>25</b>
<b>TIMEKEEPING &amp; WAGES</b>	<b>9</b>	Travel Policy Guidelines	25
Timekeeping Requirements	9	Automobile Travel	25
Overtime	9	Lodging	25
Payday	9	Meals & Incidental Expenses	25
Direct Deposit	9	Miscellaneous	25
Mandatory Paycheck Deductions	9	Non-Reimbursable Expenses	26
Wage Garnishments	10		
Meal & Rest Periods	10	<b>PRIVACY</b>	<b>27</b>
		Personal Property	27
<b>BENEFITS</b>	<b>11</b>	Human Resource Records & Employee Privacy	27
Workers' Compensation	11	Security Inspections	27
Social Security	11	Personal Blogs & Online Posts	27
<b>TIME OFF</b>	<b>12</b>	<b>CONFLICTS OF INTEREST</b>	<b>28</b>
Holidays	12		
Paid Time Off	12	<b>COMPLAINTS</b>	<b>29</b>
Leave of Absence	12	Open Door Policy	29
Family & Medical Leave	12	Complaint Resolution	29
Return to Work	13	Alternative Dispute Resolution	29
Bereavement	13		
Jury Duty	14	<b>ENDING EMPLOYMENT</b>	<b>31</b>
Voting	14	Termination	31
Military Leave	14	Final Paycheck	31
Documenting Time Off	14	COBRA	31
		Employee References & Verification of Employment	31
<b>PERFORMANCE</b>	<b>15</b>		
Performance Evaluations	15	<b>EMPLOYEE HANDBOOK ACKNOWLEDGEMENT</b>	<b>32</b>
Discipline	15		



## WELCOME

We are glad to have you as a member of Entrata. As a team member at Entrata ("the Company"), you are an essential part of a team effort. We hope that you will find your position with the Company rewarding, challenging and productive. Every Employee has an important role in our operations and we value the ability and experience you bring with you to the organization. You, and other Employees, are vital to the success of Entrata.

This handbook has been prepared to acquaint you with the employment policies and practices of Entrata. Please read it carefully and keep it for future reference. If you have any questions, please contact a member of the Human Resources Department.



## ENTRATA VALUES

### Be Excellent to Each Other

*Definition: We show respect to our customers, team members, and partners by valuing their time, addressing their challenges, and discussing their ideas in order to deliver world-class service.*

1. Act with others in mind
2. Always speak well of others
3. Give trust and be trustworthy
4. Be approachable and coachable
5. Be professional, cordial, and personal

### Be the Real Deal

*Definition: We are what we say we are, and we do what we say we'll do.*

1. Act with courage, honesty, and integrity
2. Establish realistic expectations, take responsibility, and deliver on commitments
3. Work hard, achieve results, and maintain work/life balance

### Business in the Front, Party in the Back

*Definition: We create legendary tales of adventure.*

1. Celebrate excellence
2. Build lifelong relationships
3. Take our jobs seriously but not ourselves
4. Find humor and relish quirkiness

### Talk to Me, Goose

*Definition: We communicate to empower.*

1. Communicate timely, accurately, concisely, and appropriately with customers, team members, and partners
2. Break communication barriers
3. Define success in employment, products, processes, and service

### Be the Joneses

*Definition: We lead passionately and revile mediocrity.*

1. Challenge the status quo and strive for continuous improvement
2. Be entrepreneurial
3. Innovate with purpose balanced by quality
4. Only build products that will be best in the world



## INTRODUCTION

### **The Purpose of this Handbook**

We think that Employees are happier and more valuable if they know what they can expect from Entrata and what the Company expects from them. In this handbook we introduce you to the Company's, values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet Entrata's values in everything you do.

The remainder of this handbook will familiarize you with the policies, privileges, benefits, and responsibilities of being an Employee at Entrata. Please understand that this handbook can only highlight and summarize our Company's policies and procedures. For detailed information, please talk to your Supervisor or Human Resources.

In this Company, as anywhere, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this handbook is a contract or a promise. The policies can change at any time, for any reason, without advanced notice.

The enclosed information may differ according to the law of the state in which you work, in which case Entrata will comply with those laws.

### **What You Can Expect from Entrata**

Entrata believes in a work environment that fosters innovation and involvement to meet the challenges of our business. We believe in providing quality service to our customers and a quality workplace for our Employees. Through this commitment, we will continue to ensure our success and growth.

### **What We Expect from You**

At Entrata, service to our customers is everyone's responsibility. You should always treat our customers and your fellow Employees with respect. Our Employees provide the services that our customers rely upon and expect, and enable us to grow and create new opportunities in the future.

We expect and depend upon you to perform the tasks assigned to the best of your ability and to act in ways reflecting favorably on the Company, other Employees and yourself.

### **Right to Revise**

This Employee Handbook contains the employment policies and practices of the Company in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

Entrata reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment.

Any written changes to this handbook will be distributed to all Employees so that everyone will be aware of the new policies or procedures. Changes will be effective on the dates determined by the Company. No oral statements or representations can in any way alter the provisions of this handbook.

Nothing in this Employee Handbook or in any other human resource documents, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any Employee. If you are uncertain about any policy or procedure, please check with Human Resources.

### **Definitions Used in the Handbook**

"Employee" and "Team Member" as used in this handbook, refers to employees employed by Entrata.

"Company" and "Worksite Employer" as used in this handbook refers to Entrata.

"Supervisor" or "Manager" as used in this handbook refers to your immediate supervisor or manager and/or management of Entrata.



## AT-WILL EMPLOYEE STATUS

Your employment at Entrata is at will. Employment at-will may be terminated with or without cause and with or without notice, at any time by the Employee or the Company. Nothing in this handbook or in any document or statement shall limit the right to terminate employment at-will. No Manager, Supervisor or Employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the CEO of the Company has the authority to make any such agreement and, even then, only in writing.

The remainder of this handbook will familiarize you with the policies, privileges, benefits, and responsibilities of being an Employee at Entrata. Please understand that this handbook can only highlight and summarize our Company's policies and procedures. For detailed information, please talk to your Supervisor or Human Resources.



## EMPLOYMENT

### Employment Classifications

The following definitions of employment classifications are provided so that you can better understand your employment status and benefits eligibility. Your classification is based on your job description and the nature of the position and determines how you are paid and whether or not you receive overtime pay. These classifications do not guarantee employment for any specified period of time.

**Full-Time Salaried Exempt Employees** are regularly scheduled for and work a minimum of 40 hours per week, are not eligible for overtime, and meet the minimum requirements for eligibility of benefits on the first of the month following a one month waiting period.

**Full-Time Salaried Non-Exempt Employees** are regularly scheduled for and work a minimum of 40 hours per week, are eligible for overtime, and meet the minimum requirements for eligibility of benefits on the first of the month following a one month waiting period.

**Full-Time Hourly Non-Exempt Employees** are regularly scheduled for and work a minimum of 40 hours per week, are eligible for overtime, and meet the minimum requirements for eligibility of benefits on the first of the month following a 90 day waiting period.

**Part-Time Employees** are regularly scheduled for and work less than 30 hours per week.

**Inactive Employees** are those who are on any type of leave of absence, work-related or non-work-related. During the time the Employee is on inactive status, benefits and seniority will not generally accrue.

Employees are classified as “exempt” or “non-exempt” from federal and state wage and hour laws. An Employee’s exempt or non-exempt classification may be changed only upon written notification by Entrata.

**Exempt Employees’** job duties, responsibilities, and salary place them in an executive, administrative, professional, or outside sales capacity as defined by the Federal Fair Labor Standards Act and applicable state law. Exempt Employees will not receive additional compensation for hours worked in excess of 40 hours per week.

**Non Exempt Employees** are eligible for overtime pay according to the provisions of the FLSA and applicable state law.

### Job Duties

Your Supervisor will explain your job responsibilities and your expected performance standards. 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. In some cases, the operational needs of the Company may require a change of an Employee’s regular workday and/or workweek hours. Your cooperation and assistance in performing additional work or working a different schedule is appreciated and expected.

The Company 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.

### Job Performance & Review

Property Solutions is committed to helping each Team Member realize his or her full potential. The Company encourages Employees and their Supervisors to discuss job performance and goals on an informal, day-to-day basis. The Performance section of this handbook has detailed information regarding performance evaluations. These policies are meant to provide detailed guidelines. Entrata reserves the right to review and evaluate performance at anytime using any appropriate means.

### Work Eligibility

Within three business days of your first day of work, you must complete federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires this. If you have worked for Entrata previously, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us or if your current I-9 Form is no longer valid.

All offers of employment are contingent on verification of your right to work in the United States. If an Employee is unable to produce the required documentation or a receipt or letter requesting the appropriate documentation within three days of hire, employment will be terminated. If you have not submitted the original documents to replace the receipt/letter within 90 days of hire, employment will be terminated.

## **Equal Employment Opportunity**

Entrata is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. The perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics is also discrimination and is against the law.

Entrata is committed to compliance with the Equal Pay Act of 1963, the Civil Rights Act of 1964 (Title VII), the Age Discrimination in Employment Act of 1967 (ADEA), the Americans with Disabilities Act of 1990, and all applicable state laws providing equal employment opportunities. This commitment applies to everyone involved in Company operations and prohibits unlawful discrimination by any Employee of the Company, including Supervisors and coworkers.

The Company will make reasonable accommodations for known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an Employee, unless an undue hardship to the company would result. Any applicant or Employee who requires such accommodations should contact Human Resources details of the requested accommodation. The Company will review and identify any barriers that interfere with the equal opportunity of the applicant or Employee to perform his or her job. The Company will identify any possible accommodations that address the limitation. If an accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, or if you know of another Employee who has been the subject of discrimination, submit a written complaint to your supervisor or Human Resources. Your complaint should be specific and should include the names of the individual(s) involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, please contact a Human Resources representative. The Company will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense, up to and including termination. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by Management, Employees, or co-workers.

## **Personal Data**

The Company is required by law to keep current Employee's names and addresses. Employees are responsible for notifying the Company of any changes in personal data. Personal mailing addresses, telephone numbers, names and number of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, please contact Human Resources.

Additionally, if you are participating in a group insurance plan, please notify Entrata immediately upon experiencing a family status change. Failure to report status changes within 30 days of the change may result in a loss of benefits.



## TIMEKEEPING & WAGES

### **Timekeeping Requirements**

Employees are responsible for accurately recording time worked. 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.

All non-exempt Employees are required to record the time that they begin and end their work period, as well as the beginning and ending time of each meal period. Non-exempt Employees also must record their time whenever they leave the worksite for any reason other than on Company business. Any exceptions to this must be approved by Management.

Falsifying or altering your own or another Employee's time record is not permissible and is subject to disciplinary action up to and including the termination of employment.

### **Overtime**

When operating requirements or other needs cannot be met during regular working hours, Employees may be scheduled to work overtime. When possible, advance notification of these assignments will be provided. All overtime work must be authorized in advance by a Supervisor. The Company will attempt to distribute overtime evenly and to accommodate individual schedules.

The Company provides compensation for all overtime hours worked by non-exempt Employees in accordance with state and federal laws. Only actual hours worked in a given workday or workweek can apply in calculating overtime. Time off on sick leave, vacation, or any leave of absence will not be considered hours worked when calculating overtime.

Non-exempt employees will be expected to work the hours documented in their offer letter at time of hire, with no more than a five (5) hour difference per week. Any hours worked in excess of five hours over the hours assigned per week without their managers approval may result in disciplinary action, up to and including termination.

Overtime exceeding five hours weekly will require prior written authorization from your Manager. Failure to obtain prior written authorization from your supervisor will result in disciplinary action, including possible termination of employment.

Exempt Employees may have to work hours beyond their normal schedules as necessary to perform their work effectively. No overtime compensation will be paid to exempt Employees.

### **Payday**

Paychecks are normally available by the end of the business day on payday. You are paid bi-weekly, every other Friday. The bi-weekly pay schedule is made up of 26 pay periods per year. If a regular payday falls on a holiday, Employees will be paid on the following business day.

Every effort is made to avoid errors in your paycheck. If you find an error on your check, please report it immediately to the Payroll Department so corrections can be made as quickly as possible.

### **Direct Deposit**

Direct payroll deposit is the automatic deposit of your pay into the financial institution accounts of your choice. You may begin and stop direct payroll deposit at any time. To begin automatic payroll deposit, complete and submit a Direct Deposit Authorization form to the Payroll Department. After your deposit authorization is received, it may take up to two pay periods before your paycheck is deposited directly into your account.

### **Mandatory Paycheck Deductions**

The Company is required by law to make certain deductions from your paycheck each time it is prepared. Among these are your federal, state and local income taxes and legally required contributions to Social Security. These deductions are itemized on your check stub.

The amount of your tax deductions depends on your earnings and on the information you furnish on your W-4 and applicable state

withholding forms regarding the number of exemptions you claim. If you wish to modify this number, please provide Payroll with an updated W-4 form to change your federal withholding, or the appropriate state form to change your state exemptions. Verbal or written instructions are not sufficient to modify withholding allowances. Remember to check your pay stub to make sure that it reflects the proper number of withholdings. Your annual W-2 form will reflect the amount of your earnings deducted for these purposes.

If you believe that your deductions are incorrect for any pay period or on your W-2, contact the Payroll Department.

### **Wage Garnishments**

A wage garnishment is an order from a court or a government agency directing the Company to withhold a certain amount of money from an Employee's paycheck and send it to a specified person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit. If Entrata is instructed by a court or government agency to garnish an Employee's wages, the Employee will be notified of the garnishment at once. Please note: Entrata is legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, contact the court or agency issuing the order.

### **Meal & Rest Periods**

Employees are allowed a ten minute, paid break every two hours. In addition, all employees who work at least six hours in a day are entitled to a 30-minute meal break, and employees who work at least eight hours in a day are entitled to a 60-minute meal break. Meal breaks are unpaid. Consult with your Supervisor to determine when you should take your breaks. Breaks are an opportunity to rest and eat during the work day, and may be required by law. For this reason, Employees should always take breaks as scheduled unless they make other arrangements with their Supervisor.

## ☆ BENEFITS

As part of our commitment to Employees and their wellbeing, Entrata provides Company-sponsored Health and Dental Insurance, Vision Insurance, Life Insurance, Long and Short Term Disability, Flexible Spending Account and a 401K. The details of each plan are too lengthy to provide here. Please refer to the official plan documents provided for each of the benefit plans. Those documents (along with any updates that we give you) are your primary resource for information about your benefits. If you see any conflict between those documents and the information in this handbook, please defer to the official plan documents.

The most current Entrata “Guide to Benefits and Enrollment” booklet provides eligibility requirements and some of the features of the benefits offered by Entrata. The Company may change or terminate any of the provisions, contributions and/or benefits of these plans at any time, with or without notice.

### **Workers' Compensation**

While employed at Entrata, you are protected by the Company's workers' compensation insurance plan at no cost to you. The plan covers you in case of work-related injuries or illnesses. The workers' compensation benefits to injured Employees may include: medical care, case benefits, a portion of lost wages, and assistance to help qualified injured Employees return to suitable employment.

Employees who are injured as a result of a work-related incident, and who are eligible for family and medical leave under state and federal law, will be placed on FMLA and applicable state leave during the time they are disabled and not released to return to work. Leave due to a work-related injury or illness will run concurrently with applicable Federal (FMLA) and state leave laws.

To ensure that you receive any workers' compensation benefits to which you are entitled, report any work-related injury, no matter how minor, immediately to your Supervisor. Promptly reporting work-related injuries or illnesses will enable an eligible Employee to qualify for coverage as quickly as possible.

Workers' compensation benefits usually do not cover absences for medical treatment or therapy. When you report a work-related illness or injury, you will be sent for medical treatment, if necessary. You will be paid your regular wages for time spent seeking initial medical treatment. Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy or other prescribed appointments will not be paid as time worked.

Entrata will not be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Entrata.

### **Social Security**

Social Security is an important part of every Team Member's retirement benefit. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. The Company is required to deduct this amount from each paycheck you receive. In addition, the Company matches the amount of Social Security taxes paid by each Employee.

Your Social Security number is used to record your earnings. Protect your record by ensuring the name and Social Security number on your pay stub and W-2 Form are correct. You can request a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling (800) 772-1213 or visiting [www.ssa.gov](http://www.ssa.gov).



## TIME OFF

### Holidays

Entrata observes the following paid holidays each year for full-time salaried Employees:

• New Year's Day	January 1 (or the closest business day)
• Martin Luther King Jr. Birthday	Third Monday in January
• Washington's Birthday	Third Monday in February
• Memorial Day	Last Monday in May
• Independence Day	July 4 (or the closest business day)
• Labor Day	First Monday in September
• Thanksgiving Day	Fourth Thursday in November
• Day after Thanksgiving Day	Fourth Friday in November
• Christmas Eve	December 24 (or the closest business day)
• Christmas Day	December 25 (or the closest business day)

### Paid Time Off

Paid time off (PTO) is available to regular full-time salaried Employees and is earned based on the following calculations, unless otherwise specified by Employee's Employment Agreement:

**1st year** - PTO will be earned at the rate of 3.08 hours per pay period. (10 days/year)

**2nd year** - PTO will be earned at the rate 3.69 hours per pay period. (12 days/year)

**3rd year** + - PTO will be earned at the rate of 4.62 hours per pay period. (15 days/year)

- PTO must be taken in either half-day or full-day increments and approved by the Employee's Supervisor.
- Any request by an Employee with a negative PTO balance will be approved at the sole discretion of Management.
- If employment is terminated, any PTO that has been used but not yet earned by the Employee will be subtracted from Employee's final paycheck.
- Earned PTO in excess of 40hrs will not carry forward from calendar year to calendar year.
- Upon termination, any PTO that has been earned but not used will be paid to the Employee in his or her final paycheck.
- If an Employee begins working for Entrata in an hourly position and then changes to a salaried position, PTO will begin accruing at the start of the salaried or PTO eligible position and the next increment is achieved when the employee reaches their next employment anniversary date.

### Leave of Absence

The Company may grant unpaid leaves of absence (LOA) to Employees who have worked for Entrata for at least six months but less than twelve (and are therefore not eligible for Family & Medical Leave Act, or FMLA, benefits) in certain circumstances. A leave of absence must not interfere with the operations of your department or Entrata.

Request a leave in writing as far in advance as possible, keep in touch with your Supervisor during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting your Supervisor and/or the Company, it will be assumed that you do not plan to return and that you have voluntarily terminated your employment.

While on leave, Employees participating in a company sponsored insurance plan will be responsible for making their usual share of premium payments to continue their coverage. If you fail to return to work, you may be required to reimburse the Company for any costs paid by Entrata during the leave.

Employees must use all remaining paid time off (PTO) balances before taking any leave without pay. You may not accept other employment and are not eligible for unemployment insurance. Acceptance of, or working at other employment while on a leave of absence will be considered a voluntary resignation.

### Family & Medical Leave

Property Solutions will grant unpaid leave to eligible Team Members in accordance with the federal and state family and medical

leave laws. Under most circumstances, leave taken under federal and state family and medical leave laws will run concurrently. Employees who will be out of work for more than three days, should contact Human Resources to determine if a leave of absence may be necessary. Please notify your Supervisor as soon as you become aware of the need for a family medical leave.

FMLA entitles eligible Team Members to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible Employees are entitled to: For FMLA purposes,

Twelve work weeks of leave in a 12-month calendar period for:

- the birth of a child and to care for the newborn child within one year of birth;
- the placement with the Employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the Employee's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the Employee unable to perform the essential functions of his or her job;
- any qualifying exigency arising out of the fact that the Employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or

Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible Employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

To be eligible for FMLA leave, Employees must:

- have more than 12 months of service;
- worked at least 1,250 hours during the previous 12-month period before the need for leave; and
- be employed at a work site where there are 50 or more Employees within a 75 mile radius.

Employees may take FMLA leave intermittently (in blocks of time, or by reducing their normal weekly or daily work schedule) if the reduced leave schedule is medically necessary as determined by the health care provider of the person with the health condition.

If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the Employee or a family member, the Employee must notify the Company at least 30 days before leave is to begin. If the Employee cannot provide 30 days' notice, the Company must be informed as soon as is practical.

Under most circumstances, an Employee will be reinstated to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions upon return from FMLA leave. However, an Employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. Reinstatement after family/medical leave may be denied to certain "key" employees based upon FMLA guidelines. Contact Human Resources for additional information about federal and state family and medical leave to which you may be eligible or to request a Leave of Absence form.

## **Return to Work**

To protect both Employees and the Company, any Employees who has been absent from work because of serious illness or injury is required to obtain a doctor's release specifically stating that the Employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the Employee being absent from work for more than three consecutive days, or one which may limit the employee's future performance of regular duties or assignments.

## **Bereavement**

- If you suffer the death of an immediate family member, you are entitled to take up to three days off work. This leave will be paid and does not reduce PTO balance.
- Immediate family members include spouse, parents (step parents or in-laws) children (step children and in-laws), and siblings.
- The Company will consider, on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this policy.

The Company reserves the right to request proof of need prior to authorizing bereavement leave.

## **Jury Duty**

Entrata encourages Employees to fulfill their civic responsibilities by serving on jury duty when called. The Company will grant Employees unpaid time off (the employee may use PTO if they choose) for mandatory jury duty or court appearances as a witness when the Employee is required to appear as a result of a court order or subpoena. Please notify your Supervisor if you need for time off for jury duty as soon as you receive a notice or summons from the court. Your Supervisor may request a copy of the court order or subpoena.

Employees who have been subpoenaed or otherwise requested to testify as witnesses receive unpaid time off for the entire period of witness duty.

## **Voting**

Property Solutions will comply with state-specific laws around time to vote. With adequate planning, employees should be able to vote without taking time away from work.

## **Military Leave**

Team Members who serve in U.S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment according to the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

## **Documenting Time Off**

Team members may submit a time off request through Client Admin.

1. Employees are responsible for submitting time off requests in Client Admin at least 10 days in advance of a planned leave. In emergency situations, employees may submit a request with less than 30 days notice.
2. The time off request will be submitted to the Employee's Supervisor for approval, who will review the request and will notify the Employee of leave eligibility.



## PERFORMANCE

### **Performance Evaluations**

At Entrata we communicate to empower, and in order to foster more dialogue between Team Members and Managers the Company will conduct periodic performance reviews. Performance evaluations will be conducted semi-annually in February and August. The performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems. Every effort will be made to perform evaluations on or about your scheduled review date, but be aware that delays may occur.

During your performance evaluations, your Supervisor may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increase in salary or promotions. Salary increases and promotions are solely within the discretion of the Company and depend upon many factors.

### **Discipline**

Violation of Entrata's policies and rules may warrant disciplinary action. The Company may, at its discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.



## EMPLOYEE CONDUCT

### Standards of Conduct

To ensure orderly operations and provide the best possible work environment, Entrata expects Employees to follow rules of conduct that will protect the interests and safety of all Team Members and the organization. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. While it is not possible to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. This list is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Company operations are also prohibited.

- Violation of any policy, practice and/or procedure;
- Neglect of job responsibilities or unsatisfactory performance;
- Falsification, misrepresentation or alteration of employment records, employment information, or other Company records, including lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Company;
- 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;
- Theft and deliberate or careless damage or destruction of any Company property, or the property of any employee, customer, supplier, or visitor in any manner;
- Theft or unauthorized removal or borrowing of Company property or the property of fellow employees without prior authorization, including unauthorized use of Company equipment, time, materials, or facilities;
- Engaging in acts (or threats of acts) of violence or coercion, making threats of violence toward anyone, intimidating, fighting, or provoking a fight during working hours, or on Company property, or when representing the Company;
- Engaging in criminal conduct whether or not related to job performance;
- Insubordination, including but NOT limited to failure or refusal to obey the lawful orders or instructions of a supervisor, member of management of Entrata, or the use of abusive or threatening language toward a supervisor or member of management of Entrata.
- Using inappropriate language such as: profanity, cussing, swearing, vulgar, obscene, abusive or insulting language, including unwelcome name-calling and inappropriate jokes or racial slurs at any time on Company premises;
- Displaying indifference or rudeness towards a customer or fellow employee; or any disorderly/antagonistic conduct on company premises;
- Immoral conduct or indecency on Company property;
- Conducting a lottery or gambling on Company premises;
- Failing to obtain permission to leave work for any reason during normal working hours;
- Sleeping or loitering on scheduled work time;
- Violating any safety, health, security or Company policy, rule, or procedure;
- Committing a fraudulent act or breach of trust under any circumstances;
- Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs;
- Being under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance;
- Solicitations or distribution of any nature on Entrata property during scheduled work time;
- Violating safety rules, practices, or engaging in conduct that creates a health hazard, including smoking in unauthorized areas.

Please note: nothing in this list alters the Company's policy of at-will employment. Either you or the Company remains free to terminate the employment relationship at any time, with or without notice, and in the absence of any violation of these rules.

### Attendance

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees are expected to remain at work for their entire work schedule, except for meal periods, or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from schedule hours are disruptive and place a burden on other Team Members and on Entrata.

If you are unable to report to work or will arrive at work late, call and notify your Supervisor at least one hour before the time you are scheduled to begin work for that day, or as soon as possible in advance of the anticipated tardiness or absence. Be aware: simply leaving a message or texting your supervisor or a fellow Team Member does not constitute notification to your supervisor. In the event of an emergency, a family member or friend should call on your behalf. Contact your supervisor each day you are absent from work. In all cases of absence or tardiness, Employees must provide their Supervisor with an honest reason or explanation.



If you are absent because of an illness for three or more consecutive days, you will be required to submit written documentation from your doctor stating you are able to resume normal work duties before you will be allowed to return to work. Absence from work for one or more consecutive days without notifying the Company will be considered a voluntary resignation, unless an emergency medical excuse is provided by a physician and accepted by the Company. Excessive absences, lateness, or leaving early may lead to disciplinary action, up to and including termination of employment.

## **Dress Code**

Because each Employee is a representative of the Company in the eyes of the public, you should always report to work properly groomed and wearing appropriate clothing. Team Members are expected to dress neatly and in a manner consistent with the nature of our business and the type of work performed. Employees who report to work inappropriately dressed may be asked to leave the workplace until they are properly dressed or groomed. Under such circumstance, you will be asked to clock out and return in acceptable attire. Consult your Supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability. Employees who violate dress code standards may be subject to appropriate disciplinary action.

## **Harassment Policy**

Entrata is committed to providing a work environment which encourages mutual respect, promotes respectful and congenial relationships between Employees, and is free of unlawful harassment. Entrata prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful. The Company's anti-harassment policy applies to everyone involved in the operation of the Company and prohibits unlawful harassment by any Employee of the Company, including Supervisors and Managers, as well as vendors, customers and any other persons. We also prohibit harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited 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 as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors; and
- Retaliation for reporting or threatening to report harassment.

If you believe that you have been unlawfully harassed, promptly report the incident to Human Resources. You will be asked to provide details of the incident, names of individuals involved and names of any witnesses. Supervisors will refer all harassment complaints to the Human Resources Director. The Company will immediately undertake an effective, thorough and objective investigation of the allegations. All harassment charges will be promptly investigated and treated confidentially.

Harassment is considered a form of employee misconduct. If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any Employee responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination of employment. A Company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against you for filing a complaint or report, or assisting in an investigation, and will not tolerate or permit retaliation by Management, Employees, or co-workers. We also prohibit Employees from hindering internal complaint procedures or investigations.

Any Supervisor or Manager who has knowledge of such behavior, yet takes no action to end it is also subject to disciplinary action, up to and including termination of employment, and could be held liable for monetary damages. In addition, harassers may legally be held liable for their own actions. The Company, to the extent permitted by law, reserves the right to not provide a defense or pay damages assessed against any employee for conduct in violation of this policy.

## WORKPLACE ETIQUETTE

Entrata strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when an Employee is unaware that behavior in the workplace may be disruptive or in violation of personal privacy. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention (TTMG). In most cases, common sense will dictate an appropriate resolution. The Company encourages all Employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another Team Member's privacy or productivity.

The following workplace etiquette guidelines are not necessarily intended to be rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact your Supervisor or Human Resources if you have comments, concerns or suggestions regarding these guidelines.

- Avoid public accusations or criticisms of other Employees. Address such issues privately with those involved or your Supervisor;
- Try to minimize unscheduled interruptions of other Employees while they are working;
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas; never intentionally eavesdrop on another conversation within the office, whether between employees, phone call, video call, or conference call.
- If something on a printer or workstation isn't yours; do not read it.
- If you are sent an email or any other communication by mistake, to the extent that it is feasible, do not read it, and forward it onto the correct person if you know who it was intended for, and respond to the sender, notifying them that it was sent to the wrong person, then delete it.

### Confidentiality

In the course of your work, you may have access to confidential information regarding the Company, its suppliers, its customers, or fellow Team Members. It is the responsibility of all employees to safeguard sensitive company information obtained during employment. Sensitive company information is defined as trade secrets or confidential information relating to products, work processes, know-how, customer or vendor lists, designs, drawings, formulas, test data, marketing data, accounting, pricing or salary information, business plans and strategies, negotiations and contracts, inventions, and discoveries.

If, in your job duties, you are given access to or come upon non-public Personally Identifiable Information (PII) including but not limited to social security numbers, national identification numbers, driver's license numbers, credit card and debit card numbers, date and place of birth, genetic and biometric information, mother's maiden name, and zip codes, outside of any job functions that require disclosure to deliver the products and services we offer our customers, you must never intentionally disclose or discuss any PII that you become privy to regarding customers, fellow employees, residents of customers, etc. You agree to maintain physical, electronic and procedural safeguards of this information as outlined in Entrata's policies and procedures.

If you are given access to or come upon PII, as defined above, or sensitive information (including but not limited to accounting or payroll information, human resources contracts, legal documentation, checks, receipts, etc.), never leave this information where it is viewable or accessible to others, even during short breaks.

Unless specifically directed by a warrant or subpoena, the following information should not be released to any personnel outside of Entrata:

- Payment Information Including:
  - Account Numbers
  - Names on Accounts
  - IP Addresses
  - Check Numbers
  - Customer's Banking Information (Including copies of checks with account numbers)
- Residents PII when not directly speaking with the customer (e.g., the resident or property management company).

If you are questioned by someone outside the company and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, refer the request to your Supervisor.

No one is permitted to remove or make copies of any records, reports or documents without prior Management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

Continued employment with the Company is contingent upon compliance with this policy. Employees who improperly use or disclose trade secrets or confidential business 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.

Upon termination of employment, Employees must promptly return any and all documents containing the above information, knowledge or data, or relating thereto, to the Company. Confidential information obtained during your employment with the Company may not be discussed, disclosed or divulged to any third party, including future employers.

## **Customer Relations**

The success of Entrata depends upon the quality of the relationships between the Company, our Team Members, customers, suppliers and the general public. Our policy is to provide our customers with the best possible service in a courteous and thoughtful manner at all times. Employees are expected to be polite, courteous, prompt, and attentive to every customer. If you encounter an uncomfortable situation that you do not feel capable of handling, contact your Supervisor immediately.

Below are several things you can do to help give customers a good impression of the Company:

- Act competently and deal with customers in a courteous and respectful manner;
- Communicate pleasantly and respectfully with other Employees at all times;
- Respond to inquiries from customers, whether in person or by telephone, promptly and professionally;
- Always speak on the telephone in a courteous and professional manner;
- Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate persons and make sure the call is received;
- Show your desire to assist the customer in obtaining the help they need through your conduct. If you are unable to help a customer, find someone who can;
- Prepare all correspondence and documents, whether to customers or others, neatly and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business;
- Never argue with a customer. If a problem develops or if a customer remains dissatisfied, ask your supervisor or the general manager to intervene; and
- Take great pride in your work and enjoy doing your very best.
- Remember, always treat the customer the way you would want to be treated.

## **Media Inquiries**

Employees may be approached for interviews or comments by the news media. All media inquiries, whether verbal or written, should be forwarded to the Director of Marketing, PR, or the appropriate executive.

## **Solicitation & Distribution of Literature**

In order to ensure efficient operation of the Company's business and to prevent disruption to employees, we have established the following rules. If you have any questions about these policies, contact your Supervisor.

- No Employee shall solicit or promote support for any cause, activity or organization during their working time or during the working time of the Employee or Employees at whom such activity is directed;
- No Employee shall distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the Employee or Employees at whom such activity is directed;
- Under no circumstances will non-employees be permitted to solicit or to distribute written material on Company property.

## **Use of Communication Systems**

Entrata uses various forms of electronic communication including computers, e-mail, telephones, Internet, cell phones, etc. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of Entrata 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, against Company policy, or not in the best interest of the Company. Examples of violations of communication systems include, but are not limited to:

- Solicitation for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations;
- Offensive or disruptive messages, including messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability;
- Unwelcome propositions or romantic communications;
- Messages that disparage anyone or any entity, including but not limited to the Company, its Employees, customers, vendors or their employees.
- In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
- Messages that include defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions.
- Installing personal software on Company computer systems.
- Voicemail and electronic mail (email) systems are maintained by the company in order to facilitate company business. Therefore, all messages sent, received, composed, and/or stored on these systems are property of the Company. All electronic information created by any Employee using any means of electronic communications becomes the property of the Company and remains the property of the Company. 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.
- Messages on the voicemail and email systems are to be accessed only by the intended recipient and by others at the direct request of the intended recipient. However, the company reserves the right to access messages on both systems at any time. Any attempt by persons other than the above to access messages on either system will constitute a serious violation of company policy unless directed to do so by Company management.
- The Company will override all personal passwords if necessary for any reason.
- The Company reserves the right to access and review electronic files, messages, mail, and other digital archives and to monitor the use of electronic communications to ensure that no misuse or violation of Company policy or any law occurs.
- No Employee may install or use anonymous email transmission programs or encryption of email communications, except as specifically authorized by the Company.
- Employees shall not read, open, or download any files from the Internet without first screening the file for viruses using the Company's virus detection software.
- Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, camera cell phones, cordless phones, portable computers, fax machines, cameras and/or video recorders 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.
- Any information about the Company, its products or services, or other types of information that will appear in the electronic media about the Company must be approved by the appropriate representative or executive of the Company before the information is placed on electronic information that is accessible to others.
- Employees should have no expectation of privacy while using the systems and equipment provided by the Company. The Company reserves the right to access an Employee's voicemail (outgoing and incoming) and email messages at any time. Therefore, an Employee's outgoing voicemail message must not indicate to the caller that his/her incoming message will be confidential or private. The existence of a password on either system is not intended to indicate that messages will remain private, and passwords must be made known to the company.
- Employees should be aware that even when a message has been erased, it still may be possible to retrieve it from a backup system. Employees should not rely on the erasure of messages to assume it has remained private.
- Access to the Internet, websites, and other types of Company-paid computer access are to be used for Company-related business. These systems are to be used by Employees in conducting business and are not for Employees' personal use. Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described above. However, personal use of the systems which interferes with an Employee's work performance will not be tolerated.

- Employees may not conduct personal business or business for another employer during their scheduled working hours. The telephone equipment is provided for use in conducting business for Entrata. Therefore, we ask your cooperation in limiting outgoing or incoming personal calls to an absolute minimum. Personal calls of short duration, i.e., two to three minutes, may be received and made at your desk or workstation. No long distance calls will be allowed unless prior permission to make such a call is received from a supervisor, and the necessity is apparent, e.g., an emergency.

Any Employee who violates these policies can be subject to discipline, up to and including termination.

### **Use of Company Property & Equipment**

All Company property, assigned to Employees, contractors, consultants, temporaries and other workers, including desks, computers, vehicles, work areas and equipment are to be used and maintained according to Company rules and regulations. They should be kept clean and used only for work-related purposes.

Entrata reserves the right to inspect all Company property to ensure compliance with its rules and regulations, at any time and without notice to the Employee, not necessarily in the Employee's presence. No personal locks may be used on Company provided lockers unless the Employee furnishes a copy of the key or the combination to the lock to a Human Resources representative. Unauthorized use of a personal lock by an Employee may result in losing the right to use a Company locker.

You may be issued certain equipment such as a computer to perform your duties as a Entrata Employee. It is your duty and responsibility to reasonably protect and safeguard that equipment from loss and damage. We understand that accidents do happen. However, if the equipment assigned to you becomes lost or damaged, you will be responsible for the first \$125.00 of repair or replacement cost.

Any Company property issued to you, such as computer equipment, access cards, keys, parking passes or company credit card must be returned to the Company at the time of your termination. You will be responsible for any lost or damaged items. Depending upon state law, the value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

Prior authorization must be obtained before any Company property may be removed from the premises. The improper, careless, negligent, destructive, or unsafe use or operation of Company equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

### **Off-Duty Conduct**

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 will not be tolerated.

### **Announcements & Postings**

Property Solutions maintains posting areas to provide information to Team Members, including announcements, safety reminders, special schedules and government required posters and notices. Posting areas are not to be used for personal messages or solicitations. If you have a message of interest to the workplace, submit it to your Supervisor for approval.



## HEALTH & SAFETY

### Drug Free Workplace

Entrata strives to provide a drug-free, healthy, and safe workplace for Employees and customers. Use of illegal or controlled substances, whether on or off the job, can detract from an Employee's work performance, efficiency, safety, and health, and therefore seriously impair the Employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other Employees and exposes the Company to the risks of property loss or damage, or injury to other persons. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

The following rules and standards of conduct apply to all Employees either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy includes:

- Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on the job;
- Employees shall not consume alcoholic beverages at any time during working hours or at any function in association with work.
- Any individual taking prescribed medication should consult with his/her physician(s) to determine whether the medication may have an adverse effect on job performance or workplace safety. Employees should report the use of physician-prescribed or over-the-counter medications which are likely to adversely affect job performance or workplace safety to Entrata Human Resources and their Manager.
- Driving a Company vehicle or on company business while under the influence of alcohol or other substances which may impair function or judgment; and
- Distribution, sale or purchase of illegal or controlled substance while on the job.

Violations of this policy may lead to disciplinary action, up to and including required participation in a substance abuse rehabilitation or treatment program, and/or immediate termination of employment. Such violations may also have legal consequences.

In order to enforce this policy, Entrata reserves the right to:

- Conduct searches of Company property, Employees, and/or an Employee's personal property being used on Company property or in the performance of your duties, and to implement other measures necessary to deter and detect abuse of this policy;
- Test any Employee for any reason at any time, including pre-employment drug testing, post accident or injury drug testing, and random drug testing.
- Test any employee based on reasonable suspicion that the employee may be under the influence, following work place accidents or unsafe practices, or as a follow-up procedure where the employee previously has tested positive or has completed a drug rehabilitation or counseling program.

An Employee's conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct reflects adversely on the Company. In addition, the Company will keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances off the premises.

Any Employee who is using prescription or over-the-counter drugs that may impair the Employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a Supervisor of such use immediately before starting or resuming work.

### Safety Guidelines

To help Entrata maintain a safe workplace, we expect everyone to be safety-conscious at all times. All Employees should devote their full time, skill and attention to the performance of their job responsibilities utilizing the highest standard of care and good judgment.

In addition to following Entrata's safety guidelines, rules, and regulations at all times, Team Members are responsible for:

- Immediately reporting any work related injury or illness to their Supervisor or Human Resources;

- The proper use of protective clothing, devices, or equipment;
- Attending all training sessions related to their job and participating in a safety committee when requested;
- Following the directions of warning signs or signals or the commands or directions of supervisory personnel;
- Reporting and containing unsafe conditions and taking appropriate steps to eliminate and reduce hazards; and
- Their own safety, as well as that of others in the workplace.

Failure to comply with Entrata's rules or safety guidelines will be considered serious infractions and will result in disciplinary actions up to and including termination of employment.

## **Reporting Accidents & Safety Issues**

Keeping work-related injuries or illnesses from occurring is our primary concern. However, in the event of a work-related injury, our goal is to help you recover and return to employment as soon as medically possible.

Federal law (Occupational Safety and Health Administration) and state Workers' Compensation Acts require that we keep records of all illnesses and accidents which occur during the workday. All job-related injuries or illnesses should be reported to your Supervisor immediately, regardless of severity. If you fail to report an injury, you may delay or jeopardize your right to certain benefits.

If you or another Team Member is injured or incur a job-related illness, you should notify your Supervisor immediately. If medical treatment is needed, your Supervisor may refer you to a local medical clinic or emergency center, depending upon the severity of the injury or illness. The Workers' Compensation Incident Report must be completed in all cases in which an injury requiring medical attention has occurred. If an injury does not require medical attention, a Refusal to Seek Medical Attention form and a Workers' Compensation Incident Report must still be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected.

In addition to reporting accidents and injuries, all potential safety hazards, safety suggestions, and health and safety related issues should be reported to your Supervisor.

## **Off-Duty Social & Recreational Activities**

During the year, the Company may sponsor social or recreational activities for Team Members. Your attendance at such social activities is completely voluntary and not work-related. Entrata will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

## **Workplace Security & Monitoring**

Property Solutions has developed guidelines to help maintain a secure workplace. All Employees should be aware of people loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious person or activities to your Supervisor. 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. The security of facilities as well as the welfare of our Team Members depends upon the alertness and sensitivity of every individual. Notify your supervisor immediately when you see people acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

Workplace monitoring may be conducted by the Company to ensure quality control, safety, security, and customer satisfaction.

- Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training;
- Computers furnished to employees are the property of the Company; therefore, computer usage and files may be monitored or accessed;
- Selected Employees or contractors of Entrata are given keys/door cards and security system access. Keys/cards and security access are given with the aim of increasing productivity if Employees or contractors work during times other than normal business hours. Building access is given to Employees or contractors for the sole purpose of working for Property



Solutions. Building keys/cards remain the property of Entrata. Do not lend your assigned building key/card to anyone, including other Entrata Employees. Any violation of the building key/card and security access policies are grounds for disciplinary action up to and including termination of employment.

- The Company may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and prevent acts of harassment and workplace violence.

Because Entrata is sensitive to the privacy rights of Employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

## **Inclement Weather & Natural Disasters**

In the event of severe weather or a natural disaster that prevents Employees from safely traveling to and from work, the following leave policies will apply:

- **Inclement weather:** If weather conditions prevent you from safely traveling to work, you must notify your Supervisor by phone, if telephone service is functional, or by any other available means.
- **Natural disasters:** In the event of a natural disaster contact your Supervisor for instructions. For instructions on reporting to another location, contact the office immediately, if possible.

## **Employees Required to Drive**

Entrata Employees may occasionally be asked to drive their private vehicles to complete local errands on company business or may be required to rent vehicles when on out-of-town visits. The following guidelines apply to Employees when operating vehicles on company business:

- Authorized drivers will follow safe driving practices and abide by all local laws. Safe driving practices include steps to ensure the driver's total concentration and safe operation of vehicles, such as, but not limited to, determining clear directions before departing, not manipulating radios or other equipment while the vehicle is moving, not talking on a cell phone while the vehicle is moving, not reaching for objects if you have to take your eyes off the road, and not operating a vehicle when the driver's ability to react is impaired. Drivers are expected to follow defensive driving principles and laws and regulations to prevent accidents in spite of unsafe driving by others and/or adverse driving conditions.
- Drivers and passengers are required to use seat belts.
- All Employees who operate automobiles on company business must be at least 18 years of age and possess a valid driver's license from their state of residency.
- Employees who are required to drive in order to perform their job duties must have an acceptable driving record. Examples of offenses that may render a driving record unacceptable include but are not limited to a major traffic offense in the last 24 months, including reckless driving, driving under the influence of intoxicants, failing to perform the duties of a driver, criminal driving while suspended or revoked, etc.
- Failure to maintain an acceptable driving record will result in Entrata revoking the authorization to drive on company business.
- A Supervisor may not permit an Employee to drive either a rental or privately owned vehicle on company business prior to a review and approval of the DMV record by Entrata's insurance provider.
- On an annual basis Supervisors may require Employees who drive on company business to self-certify that they have a valid driving license.
- Driving convictions received in the course of company business may be considered grounds for disciplinary action up to and including dismissal.
- An authorized driver shall not operate any vehicle that is unsafe.
- Authorized drivers shall report any incident occurring while they are driving a rented vehicle or driving a private vehicle on company business.
- Employees are required to list Entrata as an additional insured through their personal automobile policy with limits of \$100K/\$300K/\$50K.

The Company retains the right to transfer to an alternate position, suspend, or terminate the employment of an Employee whose license is revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable for any reason under the Company's policy.



## TRAVEL

The purpose of Entrata's travel policy is to provide all Employees nationwide with a clear and consistent understanding of approved travel procedures. Entrata reimburses employees for all necessary and appropriate transportation and travel-related costs incurred with approved Company activities. Please be aware that you represent Entrata as you travel and remember to conduct yourself in a professional manner at all times.

### Travel Policy Guidelines

- All travel must be approved in advance of booking by the Employee's Manager.
- Reimbursement requests must be submitted within thirty (30) days of the qualifying expense; receipt(s) should accompany the requests if applicable.
- Employees may retain frequent flyer program benefits; however, participation in such programs must not influence flight selection that would result in an increased cost to the Company.
- No more than five company employees or two company executives should fly on the same flight.
- Airport parking must be long-term parking or equivalent.

### Automobile Travel

Whenever a personal automobile is used for travel requested by Entrata (beyond travel to and from the employee's place of employment), reimbursement will be made at a cost-per-mile basis, in accordance with the current Internal Revenue Service rate. For extended-length trips consider renting a car if the rental and gas cost will be less expensive than the mileage reimbursement on your personal vehicle.

- When using taxi services, a receipt is preferred. If you cannot obtain a receipt, note the date, destination, and expense accurately in order to be reimbursed.
- Rental cars are to be compact or mid-size, but travelers may upgrade to a larger car when it is at no extra cost to the company. When traveling with another person, a full-size car may be booked. When traveling in larger groups, a van to transport the group may be booked. Insurance coverage should be declined on all car rentals because the company has insurance coverage to cover the business use of rental vehicles.

### Lodging

- Actual, reasonable costs will be reimbursable for lodging expenses.
- Hotels of moderate and reasonable comfort should be sought, rather than deluxe or luxury hotels. Each traveler should use his or her best judgment in selecting a location and hotel, recognizing that his or her health and safety are of paramount importance.
- Travelers may upgrade when it is at no extra cost to the company.
- Travelers of the same gender will double-occupy hotel rooms unless an exception is granted by your Manager.

### Meals & Incidental Expenses

- Actual, reasonable costs will be reimbursable for meals and incidental expenses.
- Personal alcohol is not a qualified expense for reimbursement under the company's travel expense reimbursement policy. Alcohol or bar tabs in association with business meetings or functions will not be reimbursed.
- Gratuities must always be calculated before sales tax is applied. Gratuities must be reasonable (15%) - you may be generous with your own money but be reasonable with company money.

### Miscellaneous

- Actual, reasonable costs will be reimbursable for other travel-related expenses.
- Examples of other, allowable miscellaneous expenses include: taxi/shuttle fares to/from airport, parking fees, business-related photocopying and facsimiles, and equipment rental.
- Actual and reasonable laundry expenses will be reimbursed only after the employee has been away from home for five consecutive days, or if the trip has been unexpectedly extended.

**Personal/Vacation/Family travel:** Employees may combine personal with business travel when it does not increase the Employee's cost of travel to the Company. When combining personal vacation with business, all vacation mileage and any expense associated

with using a larger vehicle than would normally be required for the purpose of transporting family members should be logged and reimbursed to the Company upon conclusion of the trip. In general, any personal expenses associated with vacation and family travel should be paid from personal funds.

**Same Day Travel:** Entrata will compensate non-exempt Employees for any travel to another work site that takes place on the same day. The Company will pay the Employee from the time they leave to the time they return that same day. If travel time and work requires more than eight hours a day, the Employee will be paid for the time traveled and the time worked while at the other work site.

**Overnight Travel:** The Company will compensate non-exempt Employees for any travel that takes place between the hours of 8 am to 5 pm except for standard travel to and from the employee's place of work. Non-exempt employees will always be compensated for all hours worked regardless of the time of day or night.

**Companion Travel:** The Company encourages two Employees of the opposite gender to travel separately on company business. This covers all forms of travel including but not limited to air, automobile, sea, and train. When it is necessary for two Employees of the opposite gender to travel together to perform approved Company business, a third Employee is encouraged to accompany them. In the event that a third Employee is not available, the trip/project should be postponed until such time that this requirement can be met. It is the responsibility of the Manager approving any project requiring travel to ensure that all Employees are given productive assignments while traveling.

### **Non-Reimbursable Expenses**

Non-reimbursable expenses include, but are not limited to: alcoholic beverages for personal consumption; airline club dues; rental car club membership fees; airline headset rental; in-room movies; fines for traffic violations (parking fines or tickets); personal travel expenses; personal medication; insurance on life or personal property while traveling; purchase of clothing and/or other personal items; or expenses for family, child, pet, home and property care while traveling. Any exceptions must be pre-approved by management. Credit card interest and late payment fees are not reimbursable expenses.



## PRIVACY

### Personal Property

For security reasons, Employees should not leave personal belongings of value in the workplace. The Company will not be responsible for the loss, theft or damage of Employees' personal property. Personal items brought onto Company property or used in Company business are subject to inspection and search, with or without notice, with or without the Employee's prior consent.

### Human Resource Records & Employee Privacy

You have a right to inspect certain documents in your Human Resource file, as provided by law, in the presence of a Company representative at a mutually convenient time. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comment to any disputed item in the file.

The Company recognizes our Employees' rights to privacy; therefore, Entrata will restrict disclosure of your file to authorized individuals within the Company. Any request for information contained in files must be directed to Human Resources. Disclosure of information to outside sources will be limited. Entrata will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

### Security Inspections

Desks, filing cabinets, and other storage devices may be provided for the convenience of Team Members, but remain the sole property of Entrata. Accordingly, they, as well as any articles found within them, may be inspected by an authorized representative of Entrata at any time, with or without prior notice.

An Employee's personal property, including but not limited to, packages, purses and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Entrata property. The Company 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.

### Personal Blogs & Online Posts

Property Solutions recognizes that some of our Employees may post personal information on the Internet through personal websites, blogs, or chat rooms, by uploading content, or by making comments on other websites or blogs. We value our Employees' creativity and honor your interest in engaging in these forms of personal expression on your own time. However, problems can arise when a personal posting identifies or appears to be associated with the Company, or when a personal posting is used in ways that violate the Company's rights or the rights of other Employees.

**No Posting Using Company Resources:** You may not use Company resources to create or maintain a personal blog or a personal website, or to upload content or make personal postings online, nor may you do so on Company time.

#### Guidelines for Online Posting:

- You are legally responsible for content you post to the Internet, in a blog or otherwise. You can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.
- You may not use personal postings to harass or threaten other Employees or reveal Company trade secrets or confidential information. Embarrassing or unkind comments about other Employees, customers, clients, or competitors are also inappropriate.
- If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of Entrata, whether by explicit statement or by implication, you must clearly state that the views expressed in your post, or at your blog or website, are your own, and do not reflect the views of the Company.
- You may not make unauthorized use of Entrata trademarks, logos, or other images, nor may you make false or misleading statements about the Company's philosophy, products, services, opinions, or affiliations with other companies.

Please keep in mind that your personal postings will be read not only by your friends and family, but possibly by your coworkers and Managers, as well as Entrata's customers, clients, and competitors. Even if you post anonymously or under a pseudonym, your identity can be discovered relatively easily. Please use your common sense when deciding what to include in a post or comment. Don't say something that you wouldn't want these people to read.



## CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees working at Entrata are forbidden from engaging in any outside business or financial activity which conflicts with the interests of the Company, or which interferes with his or her ability to fully perform job responsibilities. Company policy also forbids a financial interest in an outside concern which does business with or is a competitor of the Company (except where such ownership consists of securities of a publicly owned corporation regularly traded on the public stock market). Financial interests held by an Employee or by his or her immediate family members in such companies are to be disclosed immediately to the Company so that a determination can be made as to whether a conflict exists. Members of the Employee's immediate family include spouse, children, and any other relative sharing the same home as the Employee. Rendering of directive, managerial, or consulting services to any outside concern which does business with or is a competitor of the Company, except with the knowledge and written consent of the President of Entrata, is also prohibited.

All Employees must avoid situations involving actual or potential conflict of interest. Personal or romantic involvement with a competitor, supplier, or subordinate Employee of Entrata, which impairs an Employee's ability to exercise good judgment on behalf of the Company, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

An Employee involved in any of the types of relationship or situations described in this policy should immediately and fully disclose the relevant circumstances to their immediate Supervisor, or any other appropriate Supervisor, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined, Entrata may take appropriate action according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

While employed by Entrata, 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; including consulting.
- Additional employment that impairs or has a detrimental effect on the Employee's work performance with the Company;
- Additional employment that request the Employee to conduct work or related activities on Company property during the Employee's working hours or using Company facilities and/or equipment; and
- Additional employment that directly or indirectly competes with the business or the interests of the Company.

## COMPLAINTS

### Open Door Policy

Entrata strives to maintain a positive and pleasant environment for all of our Employees. To help us meet this goal, Entrata has an open-door policy, by which Employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate Supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your Supervisor, feel free to raise the issue with any officer of the Company. We encourage you to come forward and make your concerns known to Entrata. We can't solve a problem if we don't know about it.

### Complaint Resolution

Property Solutions is committed to providing the best possible working conditions for its Team Members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Management. If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, we encourage you to discuss it with your Manager. If you do not feel comfortable discussing your concerns with your Manager, or are not satisfied with the response, you are encouraged to contact Human Resources.

Every effort will be made to maintain confidentiality to the extent possible. However, it is important to know that from time to time, information gathered and statements taken may be shared with others on a need-to-know basis only. Appropriate action will be taken where warranted.

You will not be penalized, formally or informally, for voicing a complaint with the Company in a reasonable, business-like manner, or for using the problem resolution procedure. Retaliation against an Employee utilizing this procedure will not be tolerated.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can Employees and Management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

### Alternative Dispute Resolution

Ideally, the Company's Complaint Resolution process will resolve disputes or claims related to employment. Occasionally, a more formal proceeding is necessary to resolve these issues. Any dispute or claim that relates to employment with the Company, or that arises out of or that is based on the employment relationship (including any wage claim, any claim for wrongful termination, or any claim based on any employment discrimination or civil rights statute, regulation or law), including tort or harassment claims (except a tort that is a "compensable injury" under workers' compensation law), shall be resolved by mediation.

The Company believes that alternative dispute resolution is the most efficient and mutually satisfactory means for resolving certain types of employment disputes. Alternative dispute resolution procedures provides for a hearing before a neutral arbitrator, selected by both sides. The parties involved have an opportunity to meet and see if there is a mutually satisfactory basis for resolving their dispute. If the parties fail to reach a resolution, the arbitrator will have authority to resolve the matter. Judgment upon the award rendered by the mediator may be entered in any court having jurisdiction over the matter.

By simply accepting or continuing employment with the Company, you automatically agree that mediation is the exclusive remedy for all disputes arising out of or related to your employment with the Company and you agree to waive all rights to a civil court action regarding your employment and the termination of your employment with Entrata; only the arbitrator, and not a judge nor a jury, will decide the dispute.

Alternative dispute resolution does not prevent you from filing a charge or claim with any governmental administrative agency as permitted by applicable law.

All employment relationships are at the mutual consent of the employee and the Company. Accordingly, either the Employee or the Company can terminate the employment relationship at-will, at any time, either with or without cause or advance notice.

For further details, please contact a member of Management.



## ENDING EMPLOYMENT

### Termination

Entrata personnel are employed on an at-will basis. The employment relationship is at the mutual consent of the Employee and the Company. Employment at-will may be terminated with or without cause and with or without notice at any time by the Employee or the Company. Nothing in this handbook or in individual compensation agreements constitutes a contract of employment, nor limits the right to terminate at-will employment. No Manager, Supervisor, or Employee of the Company has any authority to make an agreement for employment on other than at-will terms.

Violation of policies and rules of Entrata may warrant disciplinary action. The Company may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.

Employees who voluntarily resign from the Company are asked to provide at least two week's advance notice of their resignation. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work. We will consider you to have voluntarily terminated your employment if you resign from the Company, fail to return from an approved leave of absence on the date specified or fail to report to work or call in for one or more consecutive work days.

### Final Paycheck

Employees will receive final paychecks based on applicable state and federal laws. Final paychecks will include all compensation earned but not paid through the date of termination and any outstanding PTO accrual balance.

### COBRA

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with Entrata or loss of eligibility to remain covered under the group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense.

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives Employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Company's health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are:

- Change in the Employee's marital status, including: marriage, divorce, death of spouse, legal separation, or annulment;
- Change in family status, such as: birth, adoption, or placement for adoption, or death;
- Termination of employment by Employee;
- Reduction in hours worked by Employee, resulting in loss of coverage;
- Dependent child no longer meeting eligibility requirements;
- Spouse or dependent become eligible for COBRA when covered Employee drops group plan and becomes eligible and selects coverage through Medicare.

Under COBRA, the Employee or beneficiary pays the full cost of coverage at Entrata group rates plus an administrative fee. Entrata provides each eligible Employee with a written notice describing rights granted under COBRA when the Employee becomes eligible for coverage under Entrata health insurance plan. The notice contains important information about the Employee's rights and obligations. In addition to federal law, some states have their own COBRA regulations. Whenever federal and state laws differ, the provisions of the state in which you live will apply.

### Employee References & Verification of Employment

All requests for employment references or verification of employment must be directed to Human Resources. Supervisors or Employees are not authorized to release information for current or former Employees.

Entrata does not respond to verbal requests for references or verification of employment; all such requests must be made in writing. By policy, Entrata discloses only the dates of employment, the job title of the last position held and wage rate of former employees. Authorization to disclose this information must be in writing.



## EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I \_\_\_\_\_ (Print Name), an Employee of Entrata, have received my copy of the Entrata Employee Handbook. I understand that the policies, benefits, practices and procedures contained in this Employee Handbook and those that may be issued from time to time, are not a contract of any kind. I understand that my employment is at-will and that both the Company and I have the right to terminate the employment relationship with or without notice and with or without cause at any time.

I will read and follow the policies described in the handbook. I understand that violation of any of Entrata's written or unwritten rules, personnel policies or practices may result in my immediate discharge. I understand that the Company has the right to change, interpret and/or cancel any of its published or unpublished personnel policies or practices at any time without advance notice. Because these policies may change from time to time, I have been instructed to check with my supervisor and/or the Human Resources Department if I have a specific question about any policy or practice.

---

SIGNATURE OF EMPLOYEE

---

DATE