

ATTENDANCE AND PUNCTUALITY

POLICY

It is the policy of the Company to require employees to report for work punctually and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt workflow and customer service and will not be tolerated.

PROCEDURES

- Property Managers should notify employees of their starting, ending, and break times. Employees are expected to carry out their duties during all scheduled work time and should be ready to begin working at their scheduled starting time.
- The Property Manager should record all absences and any tardiness or early departure exceeding ten minutes. Employees are not allowed to skip meal breaks in lieu of early departure. If an employee elects to skip his/her lunch, he/she is still expected to work the entire scheduled shift.
- Employees must personally notify their Property Manager by phone at least one hour in advance of their scheduled start time whenever they are unable to report for work, know they will be late, or must leave early. The notice should include a reason for the absence and an indication of when the employee can be expected to report for work. Texting, email, voicemail or calling the answering service is not an acceptable form of notification. If the Property Manager is unavailable, notification should be made to the Regional Manager.
- Property Managers should report to their Regional Manager when they are out of work due to illness or bereavement, in compliance with the policy above. The Regional Manager will report the absence to the corporate office by submitting a time off request form to HR.
- Employees will be compensated during authorized absences in accordance with the policies contained in LEAVES OF ABSENCE Policy. Employees will not receive compensation for time missed because of tardiness or early departure. Failure to notify the Property Manager or Regional Manager of any absence may result in loss of compensation during the absence and may be grounds for disciplinary action.
- Employees who are delayed in reporting for work more than 30 minutes and who have not notified their Property Manager or Regional Manager of their expected tardiness may lose their right to work the balance of the workday.
- Employees who report for work without proper equipment or in improper attire may not be permitted to work.

- Employees, who report for work in a condition considered not fit for work, whether for illness or any other reason, will not be allowed to work.
- Employees generally are expected to report for work during inclement weather conditions if the Company does not declare an emergency closing. Employees who are unable to report because of weather conditions will be granted an authorized unpaid absence. Employees who are late because of weather conditions will be given a chance to make up their missed time if work schedules and conditions permit.
- Employees will not be required or permitted to work any period of time before or after scheduled starting or quitting times for the purpose of making up time lost because of tardiness, unauthorized absence, authorized absence, or any other reason if the result will be that the employee works more than forty hours during the workweek.
- Employees must report to their Property Manager or Regional Manager after being late or absent, give an explanation of the circumstances surrounding their tardiness or absence, and, when applicable, certify that they are fit to return to work. The Property Manager or Regional Manager should forward a copy to the Human Resources Department.
- When appropriate, the Property Manager or Regional Manager should counsel the employee on the importance of good attendance and warn that excessive tardiness or absences will lead to discipline, up to and including termination.
- Employees must obtain permission from their Property Manager in order to leave the Company premises during working hours. In addition, employees who are frequently away from the premises for business reasons should inform their Property Manager of their whereabouts during working hours.
- Unauthorized or excessive absences or tardiness will result in disciplinary action, up to and including termination. An absence is considered to be unauthorized if the employee has not followed proper notification procedures or the absence has not been properly approved.
- Employees who are absent from work for one (1) full day without giving proper notice to the Company will be considered as having voluntarily quit. At that time, the Company will formally note the termination and advise the employee of the action by certified mail to the employee's last known address.

BENEFIT ENROLLMENT

The Company may provide employees the opportunity to participate in fringe benefit programs. These employee benefit program are not made available to employees as a contractual right. Just as your employment is at-will, the Company's establishment and maintenance of any employee benefit plans is solely in its discretion. Although the Company intends to continue to offer its current fringe benefit program available to employees, unforeseen circumstances may require the Company to modify the terms and/or benefits provided by the current programs, or to discontinue programs altogether.

An employee who is regularly scheduled to work thirty (30) hours per week or more is considered a full time employee and is entitled to participate in the full range of benefits offered by the Company, in accordance with waiting periods and eligibility requirements.

The following is the criteria for benefit enrollment:

- Salaried employees are eligible to enroll in company benefits the first of the month following 30 days of employment.
- All hourly employees are eligible to enroll in company benefits the first of the month following 90 days of employment

The Human Resource Department will notify the Property Manager when employees are eligible for enrollment.

See attached Benefit Summary for a complete listing of our available benefits.

CONDITIONS APPLICABLE TO BONUSES AND COMMISSIONS

The following conditions apply wherein the employee who is otherwise eligible and claims a bonus/commission will not be entitled to and/or lose their bonus if they violate any of the following rules:

1. If an applicant is accepted that very clearly violates our qualifications for residency as published in the Statement of Rental Policy.
2. If all deposits, prorated rents and all applicable move in fees are not collected from the resident prior to releasing all keys and remote controls.
3. If the application for the apartment is not fully completed on the front and back and an application obtained on all residents over 18 years of age. (Unless legally married couple.)
4. If the resident has a pet and it is so noted on the application, but no pet deposit or pet agreement is executed and/or if the pet exceeds the weight limit and/or if the pet has not been seen and/or approved by Manager.
5. If the new or renewing resident is not charged at least the scheduled rent, unless the lower rent was approved by the Regional Manager.
6. If a resident is given a key to an apartment without an executed lease agreement by all lease parties.
7. If the incorrect rent amount or lease dates are entered into the computer Onesite system and not corrected within 7 days.
8. If the apartment that a new resident will be moving into has not been inspected by the leasing consultant at least one day prior to move-in and management Move In Checklist completed and put in lease file. Also if the apartment is not ready when resident arrives to move in.
9. If a vacant apartment electricity and gas if applicable is not disconnected in the Owner name prior to a new resident moving in or account number collected and follow up by leasing agent receiving bonus to assure power was disconnected as soon as utility company could schedule.
10. Managers and Maintenance supervisors may forfeit NOI bonuses and Assistant Managers delinquent bonuses if vacant electric is not reasonably controlled within the company benchmark of \$35 each.
11. If a prospective resident is told of acceptance prior to Manager's approval of the applicant.
12. Any other violation of company policies regarding acceptance of applicants, lease terms and conditions, and/or rental rates and misrepresentation of facts concerning an applicant or resident.

13. If employee (s) violates company policy regarding utility usage (vacant electric overages), report processing, payroll processing, etc or any policy senior management deems applicable.
14. Employee must be employed at time of move-in to receive a “Move-In” bonus. For “Renewal” and/or “Lease-Up” Bonus employee must be employed at least 15 days after month end for the month in question.
15. Bonuses are subjective and are in addition to and not a part of your employment compensation package. Bonuses may be cancelled, delayed or withheld at the company’s discretion with or without notice.

.....

I have read the above rules regarding commissions and bonuses and agree to abide by this policy.

Signature: _____ Date: _____

Printed Name: _____

CONFIDENTIAL INFORMATION

ANY VIOLATION OF THE FOLLOWING POLICIES WILL RESULT IN IMMEDIATE DISCHARGE FROM EMPLOYMENT.

FAIR CREDIT REPORTING ACT

The Fair Credit Reporting Act governs the request for and use of background information about a person, be it a prospective resident, a current resident, applicant for employment or a co-employee. The law governs not only the credit reporting agency and the Company, it covers **YOU** individually.

A violation of the Fair Credit Reporting Act may subject the Company and YOU to civil liability. More importantly, if you violate this act, YOU personally may be liable for damages of not less than \$1,000, possibly punitive damages, and the payment of costs and attorneys' fees incurred by the person whose legal rights you violated.

To ensure compliance with this federal law, it is the policy of the Company that:

No employee is allowed to obtain a credit report for any reason other than checking on applicants to lease an apartment. Employees are prohibited from using the accounts of the Company to request or obtain a credit report on themselves, their family members, their former spouse, their co-worker or their friend, unless that person is an applicant to lease an apartment in the property to which the employee is assigned and that person has signed the required written consent form.

Employees are authorized to request or obtain a credit report or background check **only** on persons who sign the application to lease an apartment. For example, if an individual who will also occupy the apartment does not sign the application, a credit report cannot be requested on that individual.

Only management personnel in the Company's Corporate Office in Birmingham are authorized to conduct a background check on applicants for employment.

Employees are not allowed to request or obtain a credit report or background check without first obtaining written consent of the person(s) who sign the standardized application to lease an apartment.

Any violation of this policy will result in the employee's immediate discharge from employment. Furthermore, the Company will seek indemnification from the employee with respect to any sums which it is required to pay as the result of the violation of the Fair Credit Reporting Act or this policy.

PERSONAL & PRIVATE BUSINESS INFORMATION

Our clients, residents and prospective residents place great trust in us and provide us with personal information so we may serve their needs. As an employee of the Company, you may be entrusted with or have access to personal information concerning

our clients, or confidential information about the Company, your fellow employees, or residents and applicants. It is vital that all such confidential documents and information remain strictly confidential and within The Company.

It is difficult to define what information is personal and private, and what documents contain confidential information. To simplify matters, we have adopted the following rule:

ALL information relating to the business affairs of the Company, our clients, their residents, their prospects and applicants for residency, our employees, our applicants, our vendors and our contractors is STRICTLY CONFIDENTIAL. You are not to discuss with or disclose to anyone outside The Company of any such confidential information.

This prohibition includes information about your own or other employee's confidential personal information, identity information, medical information, income and private lives. Further, within the Company you should only discuss confidential or private information with personnel with a legitimate business reason to know the information.

EMPLOYMENT VERIFICATION / RECOMMENDATIONS

The Company will provide employment verifications regarding your current employment only if authorized by you in writing. All requests and authorizations are to be directed to the Director of Human Resources. The Company will only provide verification of your job title, current compensation, and dates of employment. No information will be provided regarding future employment or compensation adjustment prospects or potential.

Only the Company President and the Director of Human Resources are authorized to provide information regarding an employee separated from employment to a third party inquiry for a reference. No information will be provided to third parties unless and until the former employee executes an authorization and release exonerating the Company and its employees from any liability for providing the information requested. The information that will be provided will be limited to the former employee's last job title and job responsibilities, ending compensation and benefits, and dates of employment. The Company will not provide any information related to the basis for the employee's separation from employment, job performance while employed, corrective action administered during employment, unemployment, workers' compensation or other administrative charges or legal claims, or whether the former is eligible for re-hire.

The Company does not provide employment recommendations and you are prohibited from giving a reference, including, but not limited to, information regarding another employee's job performance, the reason another employee is separated from employment, or any confidential or private information relating to a former employee. Violations of this policy will result in corrective action, up to and including discharge.

LEGAL MATTERS

The Company's Corporate Office will handle all legal matters involving the business of the Company.

NO EMPLOYEE HAS THE AUTHORITY TO ACCEPT SERVICE OF PROCESS OR OTHER LEGAL DOCUMENTS SERVED ON THE COMPANY, ONLY THE ASSIGNED REGISTERED AGENT CAN RECEIVE THESE DOCUMENTS.

NO EMPLOYEE OF THE COMPANY, INCLUDING THE PRESIDENT, HAS THE AUTHORITY TO ACCEPT, RECEIVE, OR SIGN FOR ANY DOCUMENT SENT BY A COURT, A LAW ENFORCEMENT OFFICER, A PROCESS SERVER OR A LAW OFFICE MAIL, WHETHER BY MAIL, CERTIFIED MAIL OR HAND DELIVERY, TO A CLIENT OF THE COMPANY, INCLUDING ANY PROPERTY MANAGED BY THE COMPANY.

IF YOU RECEIVE AN ENVELOPE INDICATING THAT IT IS SENT BY A COURT, LAW ENFORCEMENT DEPARTMENT, PROCESS SERVER OR LAW OFFICE YOU SHOULD IMMEDIATELY CONTACT MICHELLE YOUNGS AT 205.823.9101 EXT. 117 TO DETERMINE THE REGISTERED AGENT FOR YOUR PROPERTY.

Information regarding legal matters of the Company is strictly confidential and should not be discussed with anyone other than management employees in the Corporate Office. It is inadvisable to make statements or representations regarding what the law is regarding a particular situation or issue. You further are not authorized to make any offer or proposal regarding the resolution of a dispute with a co-worker, resident or third-party without express authorization from the Company President.

CORRECTIVE ACTION

Violation of any Company policy or procedure will result in corrective action. The Company reserves the right to determine whether conduct is of such degree that counseling and opportunities to change behavior are not in its' best interest and immediate discharge is warranted.

All employees are expected to comply with the Company's standards of behavior and performance and that any noncompliance with these standards must be corrected.

Under normal circumstances, the Company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the Company's right to bypass the disciplinary procedures suggested.

POLICY

It is the Company's policy and practice that discipline be progressive in nature, beginning with the least severe action necessary to correct the undesirable situation, and increasing in severity only if the condition is not corrected.

It is important that the degree of discipline be directly related to the seriousness of the offense and the employee's history; therefore, it is possible for steps to be skipped or repeated.

Most workplace performance problems can initially be handled by informal discussion (verbal warning) and counseling between the supervisor and the employee.

PROCEDURES

- When informal discussions and counseling have not resolved the issue or the situation warrants moving directly to formal action, the steps of corrective action may include:
 - Initial written warning
 - Subsequent or additional written warning(s)
 - Final written warning which may include a suspension without pay
 - A transfer or demotion may be an appropriate corrective action.
 - Termination
- It is generally recommended that all steps be taken; however, some problems may be so serious that earlier steps may be eliminated.
- Supervisors must consult with the Human Resources Director prior to preparing and delivering a Corrective Action write up to the employee

- The Human Resources Director will review and edit (if necessary) the corrective action form and return to the Supervisor to administer to the employee.

The normal application of progressive discipline should be:

- If an employee is not meeting Company standards of behavior or performance, the employee's Community manager should take the following action:
 - Meet with the employee to discuss the matter;
 - Inform the employee of the nature of the problem and the action necessary to correct it; and
 - Prepare a memorandum indicating that the meeting has taken place and send to Human Resources Department.
- If there is a second occurrence, the Property Manager should hold another meeting with the employee and take the following action:
 - Issue a written reprimand to the employee (after review by HR Director)
 - Warn the employee that a third incident will result in more severe disciplinary action; and
 - Prepare and forward to the Regional Manager and Human Resources Department, a written report describing the first and second incidents and summarizing the action taken during the meeting with the employee. This information will be included in the employee's personnel file.
- If there are additional occurrences, the Property Manager should contact the Human Resources Department and follow directions given which may include:
 - Issue a written reprimand or warning;
 - Suspend the employee for up to five working days without pay; or
 - Recommend termination.

Removal from the workplace during an investigation

- Some circumstances warrant an employee's removal from the workplace in order to allow the Company to investigate a situation.
- The following are examples of circumstances that may necessitate the removal of an employee to allow the Company to investigate a situation.
 - The employee's alleged misconduct is of a serious nature.
 - The safety or security of persons or property is in question.
 - It is believed that the employee's presence will disrupt the workplace.

Supervisors must consult with the Human Resource Director prior to removing an employee from the workplace.

Prior disciplinary actions

- Generally, disciplinary action that is more than 12 months old is not used in considering whether to move to the next level of discipline. However, it is appropriate to consider the prior disciplinary action if no more than 12 months has passed and it is a similar problem.
- The twelve month time limit does not apply to any corrective action taken for the following offenses: theft, falsification of records, sexual harassment, workplace violence, and other extremely serious offenses or other types of harassment prohibited by law.

COURTESY OFFICER

The purpose of this policy is to define the responsibilities of the Courtesy Officer. A Courtesy Officer is a City, State or County Police Officer whose jurisdiction includes the entire Property.

A Courtesy Officer may be offered discounted monthly rental rates for their services. This discount, if any, must be approved by the Regional Property Manager.

The Courtesy Officer is to be provided a Courtesy Officer log and this log is to be monitored by the Property Manager.

All Courtesy Officers are required to sign the following forms prior to moving in at one of The Company's communities:

- Courtesy Officer Arbitration Agreement
- Courtesy Officer Duties Agreement
- Courtesy Officer Independent Contractor Agreement
- Courtesy Officer Lease Addendum

Fax a copy of all of these agreements to Human Resources.

EMPLOYEE APARTMENTS

FULLY COMPENSATED APARTMENTS

In some circumstances, an employee may be required by the Company, as a condition of employment, to live on the property where he or she works. This is expected to occur in exceptional circumstances only, where the performance of an employee's job duties requires that he/she reside on the premises. Generally, this requirement will be limited to Property Managers, Maintenance Supervisors and "on-call" Maintenance Technicians, although the Regional Manager has the authority to require that employees in other positions live on property if necessary for the performance of their jobs.

Where an employee is required to live on the property, the employee will receive a fully compensated apartment. Employees that are eligible for fully compensated apartments must live at the property at which they work. The employee may select a unit from the most common unit type on that property (i.e. one or two bedroom), unless another unit is approved by the Supervisor. Any employee moving on-site must be approved by the Regional Manager. In addition, any transfer to another unit must be approved by the President in advance and writing.

If an employee is required to live on the property, the value of the discount will not count as "wages" to the employee. Therefore, it will not be part of an employee's income for tax purposes, unless otherwise required by law.

Employees provided with free apartments will be responsible for their own utility bills.

DISCOUNTED APARTMENTS

Full-time employees may be given the opportunity to reside in a Company Community at a discounted rate and with the approval of the Regional Manager. Employees are not eligible for upfront concessions, gift cards or other leasing promotions. No application fee or deposit will be charged to the employee, however if they have a pet, they must register and pay the required non-refundable pet fee directly to the property.

An employee who resides in a Company Community may receive one of the following discount options:

1) 20% off current market rent for selected unit, or...

2) The current lease rate special offered at the time of move in

To be eligible for the discount, the employee must be a resident of the apartment. If two (2) employees share an apartment, they may divide the discounted rent between themselves in any manner they wish. Once a discounted rent is established, it will not be increased until the annual review in March of the following year, unless the employee moves to a different unit within the same community or a different Company community. All employee apartment transfer must be submitted in writing and approved in advance by the President. All employees must sign a designated Month-to-Month Standard Lease Agreement and an Employee Lease Addendum. Any occupants residing with an employee that are 18+ years of age are required to qualify for residency by passing a criminal background screening only.

Should employment end for any reason, the former employee may remain in the apartment if approved by the Regional Manager and/or the President. In such cases, the former employee must qualify and go through the complete screening process, and must pay the full rental value of the apartment.

All employees receiving a discount will be required to have their rent payroll deducted over the first two pay periods of the month. In the months that there are three pay periods, no rent will be deducted from the third pay period. Should the employee move in prior to the first of a month, the employee is responsible for the pro-rated rent at move-in. *Payroll deductions begin with the first full month of rent.*

GARAGE, CARPORT, STORAGE UNIT. Employees may rent a garage, carport or a storage unit at the current rate with approval from the Regional Manager.

UTILITIES. There will be no concessions related to utilities, cable or satellite television or any other communications. These must be paid by the employee either directly to the property or by payroll deduction (depending on the property where they reside).

SUBLET/RENT. Employees cannot sublet or rent their apartment to an outside party.

SEPARATIONS - Upon separation from employment, the Company may terminate the employee's tenancy and require employee to vacate the apartment he or she occupies within fourteen (**14**) calendar days, or as otherwise allowed by law, in its sole discretion. If the employee holds over beyond his or her lawful tenancy, he/she shall be liable to the Company for all rent payable during the hold over period, at the current market rate.

Employees moving off of any of The Company's properties by choice must give a 30 day written notice to vacate, to the Property Manager.

The employee shall leave the apartment clean and in good repair. Otherwise, the Company may deduct the cost of any cleaning, repairs or refurbishing from any compensation due to the employee. Further, if the employee or an occupant of the unit leaves any personal property in the unit or on the premises of the property, the employee shall pay to the Company any cost incurred to move said property from the unit or premises of the property and all costs for storage of said personal property, should the Company elect to store said property in its sole discretion.

RESPONSIBILITY OF THE PROPERTY MANAGER

Upon hiring an employee who is going to live on-site, the Property Manager where the employee works, not the manager where the employee lives, is responsible for getting the proper paperwork submitted to Human Resources in a timely manner.

1. For all new employees *moving on-site*, a New Hire Personnel Action Form should be submitted to Human Resources prior to the first full month of residency but no later than the Tuesday of the payroll cutoff week. This will ensure that the initial rent payment is deducted from the correct paycheck. For instance, if an employee moves on property on the 1st of the month, the rent deduction form should be sent to HR by noon of the previous week.
2. If an employee is *moving off property* or has written permission by the President to transfer to another apartment or community it is still the responsibility of the Property Manager where the employee works to fill out a Change of Information Personnel Action Form with the updated information and send it to Human Resources. If an employee is completely moving off Company property, complete that section of the form and send to Human Resources. The form must be sent the week prior to payroll cutoff to ensure the rent deduction is not deducted from the employee's check that month.
3. If an employee is moving off the property due to resignation or termination it is the responsibility of the Property Manager where the employee works to fill out a Termination Personnel Action Form and send it to Human Resources.

LEAVES OF ABSENCE

Family and Medical Leave

The Company has adopted this policy to implement the terms of the Family and Medical Leave Act of 1993 (“FMLA”). Eligible employees are entitled to family and medical leave on the terms and conditions stated in this policy, the regulations issued by the Department of Labor under the FMLA and in The Company’s other applicable leave policies.

A. DEFINITIONS:

For purposes of this policy, the following definitions apply:

1. “Eligible Employee” means an individual who has been employed by The Company for at least 12 months, has worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the requested leave, and is employed at a worksite with at least 50 employees within 75 miles of that worksite.

2. “FMLA Leave” means leave that qualifies under the Family and Medical Leave Act of 1993, as amended by the National Defense Authorization Act of 2008, Pub. L. 110-181, and the Department of Labor’s regulations and is designated by The Company as so qualifying.

3. “Leave Year” means the 12-month period measured backward from the date each employee’s leave commenced.

4. “Serious Health Condition” means an illness, injury, impairment or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider.

5. “Inpatient Care” means an overnight stay in a hospital, hospice or residential medical care facility, including a period of incapacity or any subsequent treatment in connection with the inpatient care.

6. “Continuing Treatment” includes any one or more of the following:

a. A period of incapacity of more than three (3) consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition, that also involves:

- i. Treatment by a health care provider two (2) or more times within 30 days of the first day of incapacity; or
- ii. Treatment by a health care provider on at least one occasion, which results in a regimen of continuing treatment under the supervision of a health care provider;

- b. A period of incapacity due to pregnancy or prenatal care;
- c. A period of incapacity or treatment for such incapacity due to a chronic serious health condition;
- d. A period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective; or
- e. Any period of absence to receive multiple treatments by a health care provider.

7. “Covered Service Member” means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

8. “Covered Military Member” means the employee’s spouse, son, daughter or parent on active duty or call to active duty status.

9. “Active duty or call to active duty” means duty under a call or order to active duty (or notification of an impending call or order to active duty) in support of a contingency operation as either a member of the reserve components, or a retired member of the Armed Forces or Reserve.

10. “Serious Injury or Illness,” in the case of a member of the Armed Forces, including a member of the National Guard or Reserves, means an injury or illness incurred by the member in line of duty on active duty in the Armed Forces that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating.

11. “Qualifying Exigency” means one or more of the following circumstances:

- a. Short-notice deployment – to address any issues that may arise due to the fact that Covered Military Member received notice of the deployment seven (7) or less calendar days prior to the date of deployment;

- b. Military events and related activities – to attend any official ceremony, program, or event sponsored by the military that is related to the Covered Military Member’s active duty; or to attend family support or assistance programs and informational briefings sponsored by the military;

- c. Child care and school activities – to arrange for alternative childcare; to provide childcare on an urgent or immediate basis; to enroll or transfer a child to a new school; and to attend meetings with school staff that are made necessary by the Covered Military Member’s active duty or call to active duty;

- d. Financial and legal arrangements – to make or update financial or legal arrangements related the Covered Military Member’s absence while on

active duty; and to act as the Covered Military Member's representative with regard to obtaining, arranging or appealing military benefits;

e. Counseling – to attend counseling sessions related to the Covered Military Member's deployment or active duty status;

f. Rest and recuperation – to spend up to five (5) days with a Covered Military Member who is on short-term, temporary rest and recuperation leave;

g. Post-deployment activities – to attend ceremonies and reintegration briefings for a period of 90 days following the termination of the Covered Military Member's active duty status; and to address issues arising from the death of a Covered Military Member ; and/or

h. Other activities that The Company and employee agree qualify as an exigency.

B. REASONS FOR FMLA LEAVE:

An Eligible Employee is entitled to a total of 12-weeks of unpaid leave during each Leave Year in the event of one or more of the following:

1. The birth, adoption or placement for foster care of a son or daughter of the employee and to care for such child. (Leave must be taken during the 12-month period following the birth or placement, and must be taken in a single consecutive period and may not be taken intermittently or on a reduced schedule.)

2. A serious health condition of a qualifying family member, *i.e.* spouse, son, daughter or parent of the employee, if the employee is needed to care for such family member.

3. A serious health condition of the employee that makes the employee unable to perform any one or more of the functions of his or her job.

4. Any “qualifying exigency” arising out of the fact that an employee's spouse, parent, son or daughter is on active duty or has been called to active duty in the Armed Forces in support of a contingency operation.

An Eligible Employee is entitled to a total of 26-weeks of unpaid leave during a single 12-month period to care for a parent, son, daughter, spouse or next of kin who is a Covered Service Member, regardless of whether the employee has taken leave for another FMLA qualifying reason in the past 12-months.

Any leave taken under one or more of these circumstances will be counted against the employee's total entitlement to FMLA leave for that Leave Year.

C. PAID LEAVE BENEFIT COORDINATION WITH FMLA LEAVE:

FMLA leave under this policy is generally unpaid leave. If, however, the employee is eligible for any paid leave under any other benefit programs such as accrued vacation,

unused sick or personal days, the employee generally will be required to exhaust the paid leave upon the commencement of, and concurrently with, FMLA leave. Paid leave will run concurrently with and be counted toward the employee's total 12-week (or 26-week period in the case of the military duty provisions) of FMLA leave.

Absences caused by an employee's own serious health condition during which an employee is receiving workers' compensation benefits shall be considered as a FMLA leave but an employee will not be required to exhaust accrued vacation, unused sick or personal days concurrently with such leave.

D. INTERMITTENT OR REDUCED SCHEDULED LEAVE:

If the FMLA leave is taken for a serious health condition of the employee or a qualifying family member, the leave may be taken intermittently or on a reduced work schedule basis. If FMLA leave is taken intermittently or on a reduced schedule basis, then The Company may require the employee to transfer temporarily to an available alternative position with an equivalent pay rate and benefits, including a part-time position, to better accommodate recurring periods of leave due to foreseeable medical treatment. Every employee taking intermittent or reduced schedule FMLA leave is obligated to make a reasonable effort to schedule medical treatment so as not to unduly interrupt The Company operations.

E. EMPLOYEE NOTICE REQUIREMENT:

When an employee seeks leave due to a FMLA-qualifying reason for which The Company has previously provided FMLA-protected leave, the employee must specifically reference the qualifying reason for the leave and the need for "FMLA" leave. If the need for leave is foreseeable, the employee is required to provide such notice to the Director of Human Resources at least 30 days before the commencement of the leave, unless impracticable to do so under the circumstances, in which case notice must be given as soon as possible, generally the same or the next business day. The employee also must follow any of The Company's policy requiring advance notice, reasons for leave and anticipated start and duration of the leave. Failure to provide advance notice or follow The Company policy when the need for leave is foreseeable may result in delay or denial of FMLA leave and any absences deemed un-excused. If the leave is not foreseeable, the employee must provide notice to The Company of need for leave as soon as practicable, and must follow The Company's normal call-in procedures. Failure to follow The Company's call-in procedures, absent unusual circumstances, will result in delay or denial of the leave.

F. DESIGNATION OF FMLA LEAVE:

Upon receiving sufficient notice of an employee's need for FMLA-qualifying leave, The Company will notify the employee of his or her eligibility to take FMLA leave within five (5) business days of the request, absent extenuating circumstances. At this time, The Company will also provide the employee written notice of the employee's rights and obligations with respect to the leave (as well as providing copies of the required certification form).

The Company has the right to deem an employee's absences as FMLA-qualifying even though an employee has not requested FMLA leave. On request, employees are required to provide The Company with sufficient information to make it aware that the employee's absences are for FMLA-qualifying health condition. Sufficient information may include, but is not limited to, the following: that the employee is unable to perform his or her job functions; that the employee's family member is unable to perform his or her daily activities; that the employee or his or her family member must be hospitalized or undergo continuing treatment; or the circumstances supporting the need for military family leave. If The Company deems absences as FMLA-qualifying, it will notify the employee in writing of the decision within five (5) days of its receipt of sufficient information to enable it to reasonably make such a determination. At this time, The Company will also provide the employee written notice of the employee's rights and obligations with respect to the leave (as well as providing copies of the required certification form).

G. CERTIFICATION:

A leave to care for the employee's own serious health condition, or the serious health condition of a covered family member, must be supported by a medical certification completed by the health care provider for the employee or the covered family member. A qualifying exigency leave or a leave to care for a Covered Service member with a serious injury or illness must also be supported by a certification. The Company will provide the proper certification to the employee for his or her respective leave within five (5) business days of the designation of a health condition as FMLA-qualifying. The employee must return a complete and sufficient copy of the appropriate certification to The Company within (15) calendar days of receiving the certification, unless it is not practicable. If the employee returns an incomplete or insufficient certification, then The Company shall advise the employee in writing what additional information is necessary to make the certification complete and sufficient. In order to cure the deficiency, the employee must then return a complete and sufficient certification to The Company within seven (7) calendar days. If the employee fails to cure a deficiency in a certification, or fails to return a certification, within the prescribed time period, The Company may deny the taking of leave and the absences shall be deemed un-excused.

A Company representative (other than the employee's direct supervisor) may contact the employee's health care provider to clarify or authenticate the medical certification submitted for leave for the employee's own serious health condition or the serious health condition of a family member. If The Company has reason to doubt the validity of a medical certification, the employee will be required to obtain a second or third opinion at The Company's expense. Failure to comply with these certification requirements will result in the delay, denial or termination of leave.

An employee who will be on a FMLA leave for more than one (1) week is required to call the Director of Human Resources weekly to report when and if the employee expects to return to work. The Company may request re-certification at any time during the course of the leave for the employee's own serious health condition, if: (1) the employee requests an extension of leave; (2) the circumstances of the employee's condition as described in the previous certification have changed significantly, or (3) if The Company has reason to suspect that an employee on FMLA leave has obtained or is

using FMLA leave fraudulently. If desired by The Company, a second or third certification in the manner provided above may be required. If the employee's leave to care for his or her own serious health condition or that of a family member is expected to last more than 30 days, The Company will require a new certification from the employee's health care provider when leave is scheduled to expire, or every 6 months, whichever occurs earlier.

H. APPLICATION AND MEDICAL CERTIFICATION FOR INTERMITTENT / REDUCED WORK SCHEDULE LEAVE:

Any employee who needs an intermittent or reduced schedule leave shall submit an application for such leave on a form supplied by The Company at the time described above. The employee shall also, within the time limits set forth, furnish The Company with the proper medical certification on Form WH-380-E, which will be supplied by The Company, regarding the need for such intermittent or reduced schedule leave. As in the case for other FMLA leaves, The Company may require a second or third medical certification. Prior to the commencement of any intermittent or reduced schedule leave, the employee requesting intermittent or reduced scheduled leave must advise The Company of the reasons why the intermittent/reduced scheduled leave is necessary and of the schedule for treatment, if applicable. The employee and The Company shall attempt to work out a schedule for such leave that meets the employee's needs without disrupting The Company operations.

I. CONTINUATION OF GROUP HEALTH BENEFITS:

The Company will maintain the employee's coverage under a group health plan during the period of FMLA leave under the same terms and conditions as though the employee were actively working. During the leave, the employee will be required to continue to make all premium payments that he/she otherwise would have had to make if actively employed. Where feasible, The Company will advise the employee concerning the necessary arrangements for such payments prior to the commencement of the leave. If the employee fails to return to work following the expiration of FMLA leave for a reason other than a serious health condition or circumstances beyond the employee's control, The Company will be entitled to the repayment by the employee of any premiums paid by The Company during the leave. Failure to make timely premium payments may result in the termination of coverage.

An employee on FMLA leave should deliver payment of the employee's portion of such premium to the Director of Human Resources prior to the first work day of each month. Failure to make prompt payment of the employee's portion of such premium may result in the loss of medical insurance coverage for the duration of the FMLA leave, but upon the employee's return to work, the medical insurance will be restored as of the date that the employee returns. If the employee does not return from FMLA leave or returns to work, but does not remain an active employee for at least 30 days, The Company may seek to recover the amount paid for such insurance premiums from the employee.

An employee on FMLA leave shall be responsible for the payment of the full premium for all other insurance, pensions and other benefits. Failure of the employee to pay the entire premium for such items shall result in their lapse for the duration of the

FMLA leave. If the employee returns from FMLA leave, all such insurance, pension and other benefits shall be restored without any break in service.

An employee shall not accrue any credit toward vacation or other benefits based upon time worked for the time that he or she is on FMLA leave.

J. RETURN TO WORK / FITNESS-FOR-DUTY CERTIFICATION:

Consistent with The Company practice, before returning to work following a medical leave due to the employee's serious health condition, the employee will be required to present a fitness-for-duty certification from his/her health care provider that the employee is medically able to resume work and to perform the essential functions of his or her job. If the date on which an employee is scheduled to return to work from an FMLA leave changes, the employee is required to give notice of the change, if foreseeable, to The Company within two (2) business days of the change. Subject to the limitations below, an employee returning from FMLA leave will be restored to the position of employment held when the leave commenced or to an equivalent position. Job restoration may be denied if conditions unrelated to the FMLA leave have resulted in the elimination of the employee's position.

In summary, upon expiration of a FMLA leave, an employee who returns to work shall be restored to the same or an equivalent job, if the employee shall have:

1. Called the Director of Human Resources in accordance with terms above;
2. Furnished the Director of Human Resources with proper certifications and re-certifications in accordance with terms above;
3. Submitted to any second or third examination by a health care provider upon request of The Company;
4. Furnished the Director of Human Resources with a medical certification of the employee's ability to return to work and to perform the essential functions of the job; and
5. Returned to work immediately upon expiration of the FMLA leave.

Failure to call the Director of Human Resources weekly, to provide the required medical re-certification or to return to work immediately upon expiration of a FMLA leave may result in termination of the employee. Failure to furnish a fitness-for-duty certification of the employee's ability to return to work and to perform the essential functions of the job may result in the delay of job restoration or the termination of the employee.

K. QUESTIONS:

Questions about this policy or eligibility for FMLA leave should be directed to the Director of Human Resources.

NEW HIRE PROCEDURES

New employee orientation effectively integrates the new employee into the Company and assists with retention, motivation, job satisfaction, and quickly enables them to become contributing members of the work team.

Once an applicant is approved for hire, the following process will take place.

- **COMPLETE THE NECESSARY PAPERWORK USING THE NEW HIRE PAPERWORK CHECKLIST:**

- Offer Letter
- Personnel Action Form (PA Form)
- State Tax Form (if applicable)
- Federal W-4 Tax Form
- Direct Deposit Authorization Form
- 401K Enrollment Forms
- Employee Handbook (give to employee)
- Employee Handbook Acknowledgment Form
- Terms of Employment Agreement
- Arbitration Agreement
- Confidentiality Agreement
- Employee Responsibilities & Expectations Sign Off sheet
- Drug Free Workplace Policy
- Job Description
- I-9 Form
- Dress Code Policy
- Employee Lease Addendum (if applicable)
- Fair Housing Policy
- Safety Program Statement
- Safety Orientation Checklist
- Bonus / Commission Rules
- Copy of Driver's License
- Copy of Auto Insurance Card

The above paperwork is to be completed on the first day of employment. Upon completion, forward all paperwork to the Human Resources Department at the corporate office.

- **EXPLAIN THE FOLLOWING PRACTICES AND PROCEDURES:**

- Hours of Work
- Attendance/Tardiness Policy
- Reporting Structure
- Payroll Periods (when first check will arrive, etc.)
- Overtime Policy
- Employee benefits and when they become eligible:
 - Medical/Dental Insurance
 - Life, Disability and Accident Insurance
 - Vacation / Sick leave
- Advancement or promotion opportunities and procedures
- Performance Reviews
- Grace Hill Training

- **PROVIDE COPIES OF THE FOLLOWING DOCUMENTS:**

- Employee Handbook
- Benefits Summary

- **NOTIFICATIONS & REQUESTS**

- Notify Human Resources of the employee's official start date
- Request OneSite Login from the National Training & Marketing Director,
if applicable
- Request the National Training & Marketing Director to set up employee in
Grace Hill and give email access

OUTSIDE EMPLOYMENT

POLICY

It is the policy of the Company to allow its employees to engage in outside work or hold other jobs, subject to certain restrictions as outlined below:

- The Company requires that employee's activities and conduct away from the job must not compete or conflict with or compromise its interests, or adversely affect job performance and the ability to fulfill all responsibilities to the Company. This requirement, for example, prohibits employees from performing any services for customers on nonworking time that are normally performed by Company personnel. This prohibition also extends to the unauthorized use of any Company tools or equipment and the unauthorized use or application of any confidential trade information or techniques. In addition, employees are not to solicit or conduct any outside business during paid working time.
- All employees, including part-time employees, must obtain prior approval from the Human Resources Department before undertaking any outside employment or other work activity. Employees are cautioned to consider carefully the demands that additional work activity will create before requesting permission to seek or accept outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued; and, if necessary, normal disciplinary procedures will be followed to deal with the specific problems.
- Employee requests for permission to accept outside employment, including self-employment, should be submitted in writing to the Property Manager. The request should include any pertinent information about the outside employer, the nature of the job, the hours of employment, and potential conflicts with the primary job. The Property Manager should submit the request to the Regional Manager.
- The Regional Manager should then forward the request to the Human Resources Department, recommending either approval or disapproval. The Human Resources Department will make the final decision.
- In evaluating requests for outside work, Property Manager's and the Human Resources Department will consider whether the proposed employment:
 - May reduce the employee's efficiency in working for the Company;
 - Involves working for an organization that is a competitor of the Company or that does a significant amount of business with the Company, such as major contractors, suppliers, and customers; or
 - May adversely affect the Company's image.

- Employees who have accepted outside employment may not use paid sick or personal absence time to work on the outside job. Fraudulent use of sick or personal absences will result in disciplinary action.
- Failure to comply with this policy could result in disciplinary action, including termination.

OVERTIME POLICY

Overtime is time worked in addition to an employee's regularly scheduled hours during a work week.

Eligibility for Overtime

- In accordance with the Federal Labor Standards Act (FLSA), nonexempt employees are eligible to receive overtime pay at a rate of one and one-half times their regular pay for time worked in excess of 40 hours per workweek.
- Exempt employees are not eligible for overtime; they are expected to work as many hours as required to perform the duties of the position.

Scheduling and Working Overtime

- Before overtime is worked, the employee must have a written approval from his or her Property Manager. The Property Manager must request approval from their Regional Manager.
- At the Property Manager's discretion, an employee's work schedule may be adjusted during a workweek to avoid overtime.
- Overtime is considered a condition of employment, and refusal to accept it when reasonable notice has been given is cause for discipline, up to and including termination.

Time Worked

- Approved paid absences, including but not limited to sick leave, vacation leave, holiday leave, jury duty, funeral/ bereavement leave, and voting time off are paid at the employee's regular rate of pay, but are not counted as time worked for the purposes of computing overtime.
- Employees are to record actual time worked and Managers and Assistant Managers are to ensure that employees under their supervision do so as well.

Compensatory Time (Comp Time)

- The Company does not allow accrual of compensatory time by exempt or nonexempt employees and does not give compensatory time off for hours worked in excess of 40 hours in a work week.

PAYROLL PROCESSING

Payroll encompasses activities related to the payment and recording of employees' salaries, wages, bonuses, net pay and deductions.

Payroll is processed and paid on a biweekly basis. A pay period week begins on a Thursday and ends on a Wednesday.

A payroll schedule is issued at the beginning of each year outlining pay dates and deadlines.

Payroll is processed as follows:

- **TIMESHEETS / OVERTIME** - Employees are to fill out timesheets on a daily basis and Managers are to review *daily* to prepare for any upcoming overtime. All overtime is to be approved in advance by the Property Manager and Regional Manager. The Regional Manager is to also consult with the President for approval of overtime.
- **PAYROLL SPREADSHEET** - Property Managers are to submit (via fax or email) their payroll spreadsheet and employee timesheets to Human Resources by 10:00am CST on Wednesday, prior to the scheduled pay date. The payroll spreadsheet is a summary of the hours worked by each employee for the specified pay period. Property Managers will receive their payroll spreadsheet from Human Resources the Monday prior to their submission deadline.
- **TIME OFF** - If an employee has an absence from work (vacation, sick time, etc.) then a Time-Off Request form must be submitted with the corresponding payroll, signed by the Property Manager.
- **BONUS / COMMISSION** - Any bonus or commission earned is paid on the 2nd pay period of the month. Property Managers are to submit their commission paperwork to their Regional Manager the Thursday following the 1st payroll of the month. Regional Managers will review and approve the commissions and submit to Human Resources by 10:00am CST on Tuesday prior to the actual pay date. NOI bonuses & delinquency bonuses are calculated at the Corporate office and submitted to Human Resources by 10:00am CST on Tuesday prior to the actual pay date.
- **DIRECT DEPOSIT** - Direct Deposit is available to all employees. If you choose to have your check directly deposited, on the first payroll you will receive a "live" check and a voucher/pre-note to confirm your account numbers. Once you have verified that the account numbers are correct, all future pay checks will be directly deposited into your account(s) and each pay period you will receive a check voucher outlining your pay, number of hours worked, deductions, etc. The Company encourages all employees to participate in direct deposit.

- **ACCURACY** – When employees receive their paychecks, they are encouraged to check it for accuracy not only for hours paid but to confirm their address, deductions, etc. Should you have corrections to be made, please notify Human Resources immediately. This will ensure that the changes are made prior to the next pay period.
- **MANUAL CHECKS** – Manual checks are only issued on an emergency basis. The decision to cut a manual check is at the President's discretion.

Payroll is sent from the corporate office to each property for arrival the morning of the actual pay date.

RECRUITING PROCEDURE

Hiring the right employee is a challenging process. Hiring the wrong employee is expensive, costly to your work environment, and time consuming. However, hiring the right employee pays you back in employee productivity, a successful employment relationship, and a positive impact on your total work environment.

The right employee enhances your work culture and pays you back a thousand times over in high employee morale, positive forward thinking planning, and accomplishing challenging goals.

Listed below are key steps to hiring the right employee.

- **JOB AD** – Once an approved position is open, the Property Manager is to contact the National Training and Marketing Director to place an ad for the position. All responses to the ad are sent to the Property Manager or Regional Manager for review. The initial interview is performed by the Property Manager and then sent to the National Training and Marketing Director to schedule a second interview. A third interview may also be set up with the Regional Manager.

- **INTERVIEW PROCESS** – During the interview process the Property Manager is to have the candidate complete an application, consent form and sign the job description. Interviews are performed as follows:
 - **Property Manager**
 - Regional Manager
 - National Marketing & Training Director
 - President

 - **Assistant Manager/Leasing Consultant/Leasing Manager/Bookkeeper**
 - Property Manager
 - National Marketing & Training Director
 - Regional Manager

 - **Maintenance Supervisor**
 - Property Manager
 - Regional Manager
 - Director of Construction

 - **Maintenance Personnel**
 - Maintenance Supervisor
 - Property Manager

- **OFFER LETTER** – Upon making a selection of the best candidate the Property Manager will prepare an offer letter, using the approved template, and submit to the Regional Manager for approval. Once approved the Property Manager extends the offer to the candidate. The signed offer letter is sent to Human Resources.
- **BACKGROUND SCREENINGS** - Upon receipt of the offer letter, the Property Manager has the candidate fill out a background investigation consent form. The Property Manager will fax the application, resume and consent form to the screening company, ESS (Employment Screening Services), to begin the background screening. All paperwork sent to ESS is also faxed to the Human Resource department at the Corporate office.

All background screening results are sent directly to the Human Resources Director. At that point, the applicant is either approved to continue to the next screening process or is declined. If declined, applicant will receive written notification from Human Resources.

Example of items that automatically decline candidates (not an all inclusive list):

- 2+ DUI convictions within past 5 years
 - Any felony or criminal convictions
 - Assault convictions
- **MEDICAL/DRUG SCREENING** - The next step in the screening process is the medical and drug screening. Once an applicant is approved to move to this next screening, the Property Manager has them complete the following paperwork to take with them to the property's assigned clinic.
 - Medical Questionnaire (with instructions)
 - Authorization Form
 - Physical and Drug Screen Consent Form
 - Medical Authorization Form (to be signed by Physician)
 - Job Description

All medical/drug screening results are sent directly to the Human Resources Director. Based on the results of the screenings, an email is sent to the Property Manager telling them whether or not the applicant is eligible for hire. If they are not eligible for hire, a letter is sent from the Human Resources Department to the applicant with a copy of their screening results. If the applicant is eligible for hire, the next step will be to proceed to the New Hire Process.

INTERVIEWING THE CANDIDATE

Use the following tips when conducting an interview:

- **Set the Stage** - Thank the candidate for coming in. Introduce yourself and briefly explain your role in the company.
- **Begin the Interview** - Prepare questions in advance to get the most out of the interview. Also, follow a logical train of thought.
- **Limit Your Role** - Throughout the interview, keep this rule in mind...the candidate talks 80% of the time; you talk 20% of the time.
- **Tolerate Silence** - If the candidate struggles to answer a question, don't rescue them. Let them think and come up with an answer.
- **Take Notes** - It's difficult to remember everything about every candidate...so take notes. This will be helpful in the decision making process. Always take notes on a separate sheet of paper. Do not write on the candidates resume.
- **Be Prepared** - Most importantly, be prepared for applicants arrival. This is the candidates' first impression of our company. Regardless of whether or not we hire them, we still want them to refer our properties to others.

SUGGESTED INTERVIEW QUESTIONS

The interviews we conduct should be thorough and professional. The more you know about a candidate's previous behaviors, the more you know what to expect should you hire them.

Below are suggested interview questions:

1. Describe a typical day in your current or previous job.
2. What excited you about your current or previous job? What bored you?
3. How do you respond to interruptions or changes in schedule?
4. What is your greatest frustration in relation to your job?
5. How do you like to be managed? What do you like least/most about your current boss?
6. Describe your ideal boss and ideal job?
7. What would your current boss say he/she values most/least about you?
8. How do you prioritize your day?
9. What has been your favorite job/position and why?
10. Why do you want to work for The Company?

Your property can only be as good as the people that you attract and keep. Therefore, it is important that you take the time necessary to find the right people. This will save you money, frustrations and valuable time in the long run.

Think of the people you hire as an investment. When you choose people to work for you, keep in mind that they will be with you for a long time and that they will be the essential ingredient to your success. Look for people who balance your strengths and weaknesses and who have a track record of success. Good people are found, not changed!

EQUAL EMPLOYMENT OPPORTUNITY – The Company provides equal employment opportunities (EEO) to all team members and applicants without regard to race, creed, color, religion, gender, national origin, age, disability, or veteran status in accordance with applicable federal laws. In addition, The Company complies with applicable federal, state and local laws governing discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation and training. With regards to disability, The Company will provide reasonable accommodations for applicants and team members with disabilities.

Any team member that feels this policy is not being observed should immediately notify his/her supervisor or the Human Resources Department. All alleged incidents will be investigated and handled responsibly by the Human Resources Department.

SAFETY POLICY & PROCEDURES

Safety Program Statement

The Company is committed to working with our employees to provide a safe work place. It is our policy that employees should report unsafe conditions and will not perform work tasks if it is considered unsafe. We all play an equal part. Everyone must report any/all incidents, injuries, and unsafe conditions to their supervisors. We have established a protocol for this purpose and expect to see our mission of minimizing work place injuries and incidents fulfilled.

All employee recommendations to improve safety and health conditions are encouraged and will be given thorough consideration by our management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions and analysis of unsafe work practices. Your ideas and involvement with fulfilling the program goals and objectives will be expected.

This is intended to reiterate the Company's commitment to, involvement in, and expectations of providing our employees a safe and healthful work place. Our work place safety program will be incorporated as the standard of practice for this organization. Compliance with these safe work expectations will be required of all employees as a condition of employment. Our company focus will hold all employees accountable for safety performance equal with quality and production expectations.

Property Manager & Maintenance Supervisor Safety Responsibilities

Each of our supervisors has an important responsibility for safety in their respective areas. They are the primary contact and have immediate control over their employees. No other function within our organization has the same unique opportunity to coach its employees and make an impact on their safe work performance.

Employees respond to what they perceive as their job expectations. Our supervisors must show by example (with their attitudes and actions) that they support our safety program. This leadership will help our employees understand that safety is a necessary part of their work. Each supervisor should understand their responsibilities for safe working conditions and the performance of safe work practices within their department and throughout the facility.

Primary Duties

The Property Manager and Supervisor's responsibilities and duties will include, but are not limited to:

- **Hiring:** Follow our company's hiring practices in accordance with the "Americans with Disabilities Act" (ADA). Select only qualified employees within the scope of their job expectations and capabilities.
- **Orientation:** Be sure that each new employee is well versed in the basic needs and expectations of the tasks they are to perform. Review each item of our employee safety orientation with each new employee. Sign and have the employee sign their orientation checklist acknowledging their understanding of the items on the form. Retain these forms in

our personnel files. These should be reviewed after the probation period has ended, or when the employee has achieved proficiency, or to determine additional training needs.

- **Safety “Rules”:** Give detailed instructions for safe job performance by explaining the inherent hazards and safety precautions when assigning new or transferred employees to new jobs. Provide ongoing coaching to assure that safe work performance is maintained and unsafe work practices are corrected and eliminated.
- **Observing Work Performances:** Identify and correct any unsafe condition and identify any unsafe action observed. Use appropriate coaching techniques to correct unsafe work behavior consistent with our safety culture and philosophy. In cases of clear circumvention of a safe work expectation, the supervisor may deploy our disciplinary protocol.
- **Enforcement:** Check to see that personal protective equipment, such as respiratory protection, is used where/when required. Provide employees with safe tools, facilities, and equipment to perform their jobs.
- **Participate and Demonstrate:** Set good examples of our safety program philosophy in your actions, attitudes, and messages. Actively participate in safety promotional activities to demonstrate management’s commitment to the safety program.
- **Inspect and Monitor:** Regularly inspect and maintain the work environment to assure that good housekeeping practices are followed and that mechanical failures are minimized.
- **Incident Reporting and Follow-up:** Promote prompt claims reporting and prepare for possible work modifications for recovering employees with our insurance carrier and our treating physicians, utilizing their disability management program. This is addressed under the Incident Investigation and Injury Management program area.
- **Commitment:** Carry out the mission and objectives of our safety and health program to create a safety culture and reduce the costs of injuries and incidents.

New Employee Safety Orientation and Training

A key element in our safety program is the initial training of employees. They need to know The Company safety program, policy, and rules to begin to develop the proper safety attitude and work procedures immediately. This also demonstrates management’s interest in their well-being.

The following areas are to be covered in the new employee’s orientation:

- Company safety expectations of the work force, supervisors and management; how employees and management representatives are held accountable for safe work performance.
- Specific job safety requirements as they affect each individual department and task.
- Incident reporting procedures, including the need for prompt reporting and follow-up.
- Injury management and transitional duty plan for recovering employees of work place incidents by following the disability management model from our insurance carrier.
- Specific personal protective equipment (PPE) requirements.
- Orientation tour of the property.
- Review of the company emergency disaster preparedness plan and medical information, including what employees do in case of emergency and from whom they will seek help, cover, evacuation, alarms, etc.

- Review location of fire extinguishers, and the steps to follow in case of fire or related evacuation procedures.

Job Specific Training

Each supervisor must acquaint new employees with the nature of their work, specific safety features and requirements, general safe work expectations for the department, and introduce the new person to other employees. On-the-job training, with an experienced employee should include key points, as well as hazards and how to avoid them.

The employee safety orientation checklist should be completed by the supervisor and placed in the employee's file to document this important phase of initial job training. The supervisor needs to follow up to check key points and the employee's competency.

New Employee Safety Orientation Checklist

This is a brief, itemized summary of topics to cover with each new or transferred employee prior to having that employee start work:

	Covered (√)
• DEPARTMENT TOUR (Discuss specific hazards, locations of problems, and job safety controls)	_____
• LOCATION/USE OF FIRST AID	_____
• COMPANY SAFETY POLICY and THEIR ROLE IN THE PROGRAM	_____
• USE, CARE, AND MAINTENANCE OF PERSONAL PROTECTIVE EQUIPMENT	_____
• SPECIFIC SAFETY EXPECTATIONS IN YOUR DEPARTMENT (Explain the specific precautions and the reasons for these rules)	_____
• HAZARD COMMUNICATION/RIGHT TO KNOW: WORK WITH TOXIC MATERIALS (MSDS review)	_____
• MATERIAL HANDLING /LIFTING TECHNIQUES AND BODY MECHANICS	_____
• USE OF MACHINE SAFEGUARDING, HAND TOOLS, AND MECHANICAL MATERIAL HANDLING EQUIPMENT	_____
• FIRE SAFETY PRECAUTIONS (Designated smoking areas, control of flammable/combustible materials, etc.)	_____
• LOCATION AND USE OF FIRE EXTINGUISHERS AND EVACUATION PLANNING	_____
• FIRE OR OTHER EMERGENCY PREPAREDNESS PROCEDURES (Specific to the property including shut-off valve locations for all utilities)	_____
• WHAT TO DO IF YOU SPOT A HAZARD OR UNSAFE WORK PRACTICE	_____
• WHEN AN INCIDENT OCCURS (Injury or property damage) (Reports, investigations, obtaining medical treatment, returning to work, follow-up, etc.)	_____

.....

I acknowledge that information on the above subjects was furnished to me during my orientation.

Employee Signature

Date

I have instructed the above-named employee in the fundamentals of safety practices.

Supervisor Signature

Date

Safe Work Performance Expectations

Employee Responsibilities

We expect our employees to follow all objectives for safe work performance and be responsible for their own actions and conduct. OSHA requires that we furnish employees a place of employment “free from recognized hazards that are causing or are likely to cause death or serious physical harm to employees.” Our workers also play a significant role in the success or failure of our program.

Primary Expectations

Employee responsibilities for safety include the following:

- Practice good safe, work habits and follow all safety mandates, company expectations, and regulations. Do not operate equipment without the necessary safety features in place and in working order.
- Wear and maintain appropriate safety equipment as required by your supervisor.
- Maintain equipment in good condition with all safety features in place when in operation. Keep your area in good housekeeping order.
- Report all injuries and incidents to your supervisor immediately.
- Participate in safety by attending meetings or submitting good suggestions for improvement.

General Safety Expectations

All Company employees are expected to perform their jobs to the best of their ability as well as perform them in a safe manner. It is critical that employees do not circumvent safety features and safe work behaviors that can cause them or others to be at risk. All accidents are preventable. We must each carry out our safety responsibility. We each share a common goal and these are our expectations of each person working at MPI.

- Follow the safe job procedures established by your supervisor. Perform only those jobs to which you have been assigned and properly instructed.
- Wear the protective equipment required for your job, as established by your supervisor. Be certain that protective equipment is kept clean and in good repair.

Report damaged equipment immediately for replacement or repair. *Do not perform your task without the appropriate protection.*

- Report unsafe work practices and/or unsafe conditions immediately. You may use the Ethics Line to record your concern anonymously.
- Do not operate equipment for which you have not been trained or authorized. If you have questions about the safe operation of a machine, contact your supervisor immediately. *Under no circumstances should machines be used in an unsafe manner or with safety features missing, malfunctioning, or circumvented.*
- Do not remove or adjust machine guards installed over the point of operation, power transmission, or moving parts, unless authorized to make adjustments and repairs. Appropriate precautions must be used according to our company lockout/tag-out procedures. Safeguards must not be circumvented unless appropriate equivalent safety features are in use.
- Serious injury can result when excessive pressure is used for personal cleaning or cooling over 30 psi. Only compressed air for equipment operation can be above 30 psi.
- Keep all fire protection equipment, exits, and suppression equipment clear of obstructions, supplies, or equipment, etc.
- Do not use flammable or combustible solvents in open, unlabeled containers. Store all flammable materials in UL listed or FM approved safety containers with appropriate grounding and bonding to avoid the buildup of static electricity during dispensing. Refer to the fire safety section for more detail on solvent handling and storage.

Best Safety Practices

The following are job-specific safe work expectations and are minimum guidelines to help you avoid injury. This list is not all-inclusive and is intended as a summary of “best safety practices.” You will be expected to practice them regularly and commit them to habit. This is a prerequisite to your continued employment, as well as your own safety.

Hand Tools

- Storing tools on benches, near machines, on floors, and on ladders are causes of serious injuries. Return tools to their appropriate storage place immediately after use.
- Keep tools clean and free of grease and dirt. Clean tools work better and last longer. Poorly maintained tools may cause severe injuries if they fail during use. This can

also create a fire hazard if left to accumulate over time. Have defective tools repaired and cleaned to keep in good-working condition when needed.

Lifting and Carrying

Do not lift awkward or heavy materials alone. If in doubt, contact your supervisor to get someone to help you.

- Inspect the object to be moved for sharp corners, nails, and other projections that may cause an injury. Check out the container or object to make an intelligent decision as to your capabilities and limitations for making a lift. Seek help if in doubt. Look for a weight indicator or a capacity rating to determine how much you will be lifting.
- Never lift beyond your strength. Size up the load and get help if you need it. Clear away anything on the floor that might cause you to trip or slip.
- Avoid reaching as you lift or lower. If something is in your way, move it. Set feet firmly, placing one foot alongside the load and the other slightly behind the load. When lifting, keep the object close to the body. Choose the lifting position that feels most comfortable, with or without a straight back. Set muscles of legs, hips, and back ready to take the strain.
- When grasping an object to lift, get a firm grip with fingers under the load if there are no handholds. Lift gradually, avoiding jerky, twisting motions.
- When two or more workers are “team lifting,” decide what route to use and how the object will be handled. Keep in step and have signals for changing directions, stopping, placing objects, etc.

Material Storage

- Provide a safe, stable base with a solid, level surface free of potholes and imperfections. Barrels and other materials that may roll or slide should be checked at the base for stability and tied to vertical structural supports when toppling is a risk.

Machine Operations

- When you have turned off a machine for repairs or adjustment, use lockout devices and tags to make sure machines will not unintentionally re-activate. Never clean, repair, or adjust any machinery while in operation. Procedures in our company lockout/tag-out program should be followed when conducting any repair, setup or maintenance on machinery or equipment.
- Keep machinery clean and free of tools, rags, scrap, etc. Keep the area dry around machines and free of tripping hazards. Use “oil dry” or spill pigs when containing floor spills. Report these conditions to your supervisor.

- Keep fingers away from points of operation and other exposed moving machine parts.
- Do not wear jewelry or loose clothing when operating machinery. If gloves are required for protection, contact your supervisor to suggest alternatives. Machines can sometimes pull in gloves and cause severe injuries.
- Do not work with any defective equipment, especially with malfunctioning safeguards. This is a very dangerous situation and must be reported to your supervisor immediately.
- All machines will have guards in place before that machine is put into operation. The guards will be adjusted according to the operation required. Guards will only be removed when required for setup or repair.
- All power machines with hazardous moving parts shall be guarded. All other special equipment will be guarded in accordance with the manufacturer's instructions.

Ladders

- For any overhead work near electrical sources, use an appropriate ladder for the task (fiberglass, plastic, or wood). Metal ladders must not be used when working on or near electrical circuits.
- Straight or extension ladders should have safety feet or cleats. Stabilize them with lashing at the top and blocks at the bottom.
- Use ladders only on a stable base and not on boxes, barrels, or other insecure footings.
- Stepladders more than 10 feet high should be held by another worker. Don't step on the two highest rungs.
- When straight ladders are used to climb onto a work platform, extend at least 3 feet above the landing or roof area.
- Make certain the ladders are in good-working condition and the joint between the side rail and step are tight. Ladder fasteners (i.e., rivets, nuts, bolts, screws) must be secured in place and in good-working condition. Ladder movable should be parts operating freely without binding or undue play.
- Remove defective ladders from service and tag "*Dangerous, Do Not Use.*"
- Ladders should be inspected for defects (missing cleats, cracked rungs, broken spreaders, etc.) before use.
- Position ladders away from doors unless door is blocked, locked, or guarded to prevent it from striking ladders.

- Provide a second worker to support the bottom or warning signs and barricades nearby.

Housekeeping

- Return tools and other equipment to proper storage place after use.
- Dispose of oily rags, old paint cans, and other containers that have held flammable liquids in the appropriate receptacle.
- Throw debris and scrap in proper labeled waste containers. Do not place combustibles or flammables in open containers. Use self-closing lid containers (FM and UL listed) to avoid potential fires from spontaneous combustion. Dispose of infectious waste and materials that have been used to clean up blood or other potentially infectious materials in the appropriate red containers marked with the biohazard label. Pick up tripping hazards such as nuts, nails, pieces of wire, waste materials, etc., and dispose of them promptly.
- Do not let personal items accumulate in locker areas and workplaces. Take clothing home each evening and launder them accordingly. Use only fresh uniforms and protective clothing each day.
- Keep first-aid facilities clean and sanitary. Do not leave prescription medications in your locker without appropriate notification to management and/or your supervisor.
- Practice good housekeeping within your work area. Everyone must look after their own area, as well as report areas in need of attention to your supervisor.

Fire

- Report ALL first-aid and fire hazards immediately. When contacting 911 for help, be sure to give the operator specific information including the location of a fire and refer to the emergency response plan for prompt evacuation.
- All extinguishers must be prominently placed, labeled for use and kept clear of obstructions at all times so they are accessible in a fire emergency. If a fire extinguisher is used or has been discharged, it should be reported to your supervisor immediately. All extinguishers must be inspected for integrity and charging capability monthly and the tag should reflect that inspection. Fire extinguishers shall be conspicuously located and readily accessible at all times, and be maintained in operational condition.
- When an alarm sounds, go to the nearest fire exit. Observe the instructions of your supervisor or the designated fire coordinator in your area. Do not try to take personal belongings with you.
- “No Smoking” signs shall be enforced in all areas where hazardous substances are stored or used and any other areas where posted.

- Keep all fire protection equipment, exits, and suppression equipment clear of obstructions, supplies, or equipment, etc.

Flammable and Combustible Liquids

- Do not use flammable or combustible solvents in open, unlabeled containers. Store all flammable materials in UL listed or FM approved safety containers with appropriate grounding and bonding to avoid the buildup of static electricity during dispensing. Refer to the fire safety section for more detail on solvent handling and storage.
- Only approved containers will be used for the storage and handling of flammable and combustible liquids. Flammables, including gasoline, will be stored in approved safety cans. Under no circumstances will gasoline or other high flash-point flammables be utilized as cleaning solvents in this establishment.
- When not in use and at the end of the work day, all flammable liquid containers will be placed in the flammable liquids storage cabinets.
- Leakage or spillage of flammable or combustible liquids shall be cleaned up immediately and disposed of properly within federal regulations.
- There shall be no smoking, open flame, or use of flammable or combustible liquids in the area of storage. All employees must observe company restrictions on where and when smoking is acceptable. Failing to practice these rules will result in disciplinary action.
- Isolate all combustible and flammable materials and solvents from possible ignition sources such as open flames, heated surfaces, explosives, electric arcs and sparks, mechanical sparks, static electricity, and self-heating materials. In short, all energy sources (mechanical, electrical, chemical, thermal, radiation) should be considered as potential ignition sources.

Electrical Safety

- Treat all electrical circuits and equipment as live and do not attempt to adjust or repair any unless it is part of your job description and regular job assignments. Bring observed hazards and maintenance needs to the attention of your supervisor as soon as possible. Also, contact the Community Manager if a severe safety hazard exists.
- De-energize all electrical circuits before completing any work on live lines or equipment. Remember, even low voltage can kill.
- Keep covers to all electrical fixtures and wiring in place at all times, unless temporarily removed for servicing by authorized persons, and only after isolating all energy sources.

- Do not attach flexible cords to a wall, ceiling, door, or other structural or building surface.
- All permanent wiring must be installed in rigid conduit. Flexible wiring (extension cords) may be used, but only for temporary energy supply. This is considered both a fire and personal safety hazard.
- Do not use metal ladders near electrical installations or when working on electrical equipment.
- Use only proper electrically grounded or double insulated power tools in our operations. Metal housed tools must utilize the three-prong ground pin.
- Never use spark producing equipment in hazardous atmospheres or locations where volatile processes are conducted or performed.
- Never use electrical equipment in wet or damp areas unless the equipment is approved for use in these areas and suitable PPE is utilized.

Restricted Work

Get the approval of your supervisor before doing the following types of work (unless authorized):

- Opening pressurized gas, chemical, air, or steam lines/valves. Observe our company lockout/tag-out procedure and utilize appropriate blanks and isolation devices before proceeding with your work.
- Disposing of flammable or toxic materials, per EPA, local fire codes, and OSHA regulations. In questionable cases, air-monitoring conditions may need to be evaluated. Contact your supervisor first.

These work performance requirements are established in the interest of protecting lives and property. All employees are asked to follow these rules to help safeguard themselves and their coworkers.

Incident Investigation

An incident investigation should be completed *immediately following every accident by the Property Manager or Maintenance Supervisor.*

The purpose of investigating an incident is to determine the incident cause so that similar accidents can be prevented.

It is the responsibility of the supervisor to make an immediate report of every incident and “near miss.” The supervisor usually knows more about the accident than anyone else, and it is up to the supervisor, in most cases, to put into effect whatever measures may be adopted to prevent similar incidents.

Each investigation should be made as soon after the incident as possible. A delay of only a few hours may allow important facts to be destroyed or removed.

It is the purpose of incident investigation to obtain factual information so that the cause can be determined and incident recurrence prevented, not to fix blame.

The following are items which should be covered in the supervisor's incident investigation:

- **Describe injuries (or property damage)**

Cover what injuries were sustained by employees or others and/or damage to equipment, vehicles, or materials. Examples might be:

- “particle in eye”
- “left arm broken”
- “strain in lower right side of back”
- “drove over bicycle”

- **What was involved during the incident?** Cover the items involved and how it occurred.

- “making keys without safety glasses or guard”
- “standing on three boxes to change light bulb”
- “boxes slipped and employee fell”
- “feeding unguarded power press”
- “employee was installing a water heater”
- “backing out of parking space”

- **How was the incident caused?**

Describe unsafe act, unsafe condition, or defective equipment or material. This should cover the specific cause of the incident. Examples may be:

- “failed to wear safety glasses”
- “employee stood on boxes instead of ladder”
- “lifted improperly”
- “failed to look before backing”

- **How can this be prevented in the future?**

Cover corrective action to prevent recurrence of the accident. Examples can be:

- “personal protection has been purchased for persons using the key machine, and employees need to be instructed on use of safety glasses with a sign to be posted enforcing the use of this protection”

- “checked to see that ladders were available, will instruct employees on use of ladders at next safety meeting”
- “will instruct employees on proper lifting at next safety meeting and review instructions to employees before they begin job”
- “driver has been instructed to check behind the vehicle before backing, have someone assist while backing or avoid situations which require unnecessary backing”

Managing the Incident Scene

An accident scene is a chaotic place, particularly when injuries are involved. The supervisor will take charge of the site and direct any response activities. The Community Manager and corporate office should be notified of the incident as soon as possible.

It is important to remember that two concerns take priority at any accident scene:

- Care and treatment of the injured.
- Elimination or control of remaining hazards.

Treat the injured first

The care and treatment of the injured employee will take first priority at the scene. However, when hazardous conditions at the scene present an immediate threat to the health or safety of anyone, including rescue workers, eliminating or controlling the hazard should take priority.

When injuries are encountered at an accident scene, the supervisor should make sure that proper emergency help has been summoned and the victims are given any necessary first-aid. If emergency providers are already on the scene, the supervisor should make sure they receive whatever cooperation they need to get the job done. Only authorized first-aid personnel should be administering first-aid treatment. This includes trained employees, emergency medical technicians (EMT’s), paramedics, and medical personnel.

Control Remaining Hazards

After an accident, conditions at the site can remain hazardous. If anything at the scene still presents a danger, restrict access to the area until the hazard has been eliminated or controlled. If there is any uncertainty about conditions at an accident site, do not take chances, keep people out of the area until no danger remains.

Isolate the Site

Keep the area from being disturbed until it has been inspected. A common way to handle this is to use a brightly colored marking tape, rope, cones, barricades, or other types of signs to outline the restricted area. If none of these are available, employees may be posted around the site to keep people out of an area.

Incidents Involving Non-Employees

Step I - Care for the Injured Person

- Take necessary precautions to ensure that no one else is injured and that injured person is safe from additional injury.
- Arrange for First Aid or any other Necessary Emergency Treatment (Note - Do not promise to take care of any medical or hospital bills).
- Make the injured person as comfortable as possible.
- Secure injured person's version of accident.

Step II - Secure the Names of Witnesses

- Gather the names, addresses, telephone numbers, and account of accident from others in vicinity. Please remember that a person may witness an accident with any of their five senses. An impartial witness is more credible than an employee.
- Gather the names, addresses, telephone numbers, and account of accident from employees. It is important to have the witness reports created in advance. The reports can help generate the pertinent information by prompting the witnesses to the kind of information needed to complete the investigation.
- Get two or more employees to inspect the scene of the accident and fill out witness reports on what they saw.

Step III - Evaluate the Premises Condition

- Analyze and evaluate the premises where the incident occurred for:
 - Noteworthy problems in flooring, equipment, or hazards in immediate area
 - Cleanliness and general housekeeping
 - Water and/or moisture (find source of moisture and remedy immediately)
 - Any objects near the injured person
 - If the person was injured by falling objects, determine whether the objects were improperly stored or maintained.
 - If equipment involved in injury, determine whether equipment was operating properly.
- Fill out a maintenance report.
- Preserve pre-incident cleaning/maintenance/repair records for the area or equipment involved.
- Take photos of area - use a Polaroid or 35mm camera instead of a digital camera to take pictures as digital photos may not be usable in court.

Note: Do not start investigating the accident scene until after the injured person has been cared for and removed from the area.

Key Points to Remember

DO NOT ...

- Apologize for the accident
- Argue with the injured party about the cause of the accident
- Reprimand an employee at the scene of an accident
- Offer to pay all medical expenses
- Admit responsibility (responsibility is often a legal conclusion that parties at the scene are not competent to make)
- Mention Insurance
- Discuss the accident with anyone other than parties within your organization that need the information. Only discuss the accident with outside parties upon the recommendation of your legal counsel.
- Permit investigators to take pictures at the scene without supervision and management approval.

DO...

- Go to the scene of the accident at once.
- Show your concern for the injured parties health and safety.
- Secure the scene so that others are not injured.
- Act courteously.
- Act professionally.
- Inspect scene closely.
- Get all essential details.
- Report the accident to our insurance carrier at your earliest convenience, no matter how slight the injury.

POST - INCIDENT INVESTIGATION REPORT

The purpose of this report is to help prevent similar incidents from recurring. Make this report as accurate and thorough as possible and always follow-up with the appropriate corrective action(s).

.....
Type of Incident: **Minor Injury** **Minor Illness** **Major Injury**
 Major Illness

.....
Incident Date: _____ Time: _____
am/pm

Employee Name: _____ Age: _____

Occupation: _____ How long in this position?: _____

1) Where did the incident occur? _____

2) Were there Witnesses? If so, please list names: _____

3) How did the incident occur? (What was the employee doing when injured?) _____

4) Describe the injury(s) or damage: _____

5) What unsafe act(s) or condition(s) contributed to the incident? _____

6) What is your recommendation to prevent this type of incident from recurring? _____

7) What will you implement or do to prevent this type of incident from recurring? _____

.....
Investigation conducted by: _____ Date: _____

Report reviewed by: _____ Date: _____

.....
Corrective action(s) taken and date: _____

Maintenance Safety Program

Employees are to sign and return pages 10 & 11 only, after review.

Table of Contents

Section:

Page(s):

SAFETY AND HEALTH TRAINING3

- Job Specific Training
- Periodic Re-Training of Employees

FIRST AID PROCEDURES.....4

- Minor First Aid Treatment
- Non-Emergency Medical Treatment
- Emergency Medical Treatment
- First Aid Training

FIRST AID INSTRUCTIONS5

- Wounds
- Broken Bones
- Burns
- Eye Injury
- Neck/Spine Injury
- Heat Exhaustion

SAFETY RULES, POLICIES AND PROCEDURES..... 6-9

- Lifting Procedures
- Ladders and Step-Ladders
- Housekeeping
- Hazardous Materials
- Infection Control
- Hand Tool Safety
- Hammers
- Screwdrivers
- Pliers
- Tool Boxes/Chests/Cabinets
- Knives/Sharp Instruments
- Electric Power Tools
- Painting Safety
- Storeroom Safety

SAFETY PROGRAM STATEMENT 10

NEW EMPLOYEE ORIENTATION CHECKLIST AND ACKNOWLEDGMENT11

Safety and Health Training

Safety and Health Orientation

Workplace safety and health orientation begins on the first day of initial employment or job transfer. Each employee has access to a copy of this safety manual, through his or her supervisor, for review and future reference, and will be given a personal copy of the safety rules, policies, and procedures pertaining to his or her job. Supervisors will ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety rules, policies, and job-specific procedures described in our workplace safety program manual.

All employees will be instructed by their supervisors that compliance with the safety rules described in the workplace safety manual is required.

Job-Specific Training

- Supervisors will initially train employees on how to perform assigned job tasks safely.
- Supervisors will carefully review with each employee the specific safety rules, policies, and procedures that are applicable and that are described in the workplace safety manual.
- Supervisors will give employees verbal instructions and specific directions on how to do the work safely.
- Supervisors will observe employees performing the work. If necessary, the supervisor will provide a demonstration using safe work practices, or remedial instruction to correct training deficiencies before an employee is permitted to do the work without supervision.
- All employees will receive safe operating instructions on seldom-used or new equipment before using the equipment.
- Supervisors will review safe work practices with employees before permitting the performance of new, non-routine, or specialized procedures.

Periodic Retraining of Employees

All employees will be retrained periodically on safety rules, policies and procedures, and when changes are made to the workplace safety manual.

Individual employees will be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice, and when a supervisor observes employees displaying unsafe acts, practices, or behaviors. .

First Aid Procedures

Emergency Phone Numbers

Safety Coordinator: _____	Poison Control: _____
Police: _____	Fire Department: _____
Medical Clinic: _____	Clinic Address: _____
Ambulance: _____	Hospital: _____

Minor First Aid Treatment

First aid kits are stored in the front office and in the employee lounge. If you sustain an injury or are involved in an accident requiring minor first aid treatment:

- Inform your supervisor.
- Administer first aid treatment to the injury or wound.
- If a first aid kit is used, indicate usage on the accident investigation report.
- Access to a first aid kit is not intended to be a substitute for medical attention.
- Provide details for the completion of the accident investigation report.

Non-Emergency Medical Treatment

For non-emergency work-related injuries requiring professional medical assistance, management must first authorize treatment. If you sustain an injury requiring treatment other than first aid:

- Inform your supervisor.
- Proceed to the posted medical facility. Your supervisor will assist with transportation, if necessary.
- Provide details for the completion of the accident investigation report.

Emergency Medical Treatment

If you sustain a severe injury requiring emergency treatment:

- Call for help and seek assistance from a co-worker.
- Use the emergency telephone numbers and instructions posted next to the telephone in your work area to request assistance and transportation to the local hospital emergency room.
- Provide details for the completion of the accident investigation report.

First Aid Training

Each employee will receive training and instructions from his or her supervisor on our first aid procedures.

First Aid Instructions

In all cases requiring emergency medical treatment, immediately call or have a co-worker call to request emergency medical assistance.

WOUNDS:

Minor: Cuts, lacerations, abrasions, or punctures

- Wash the wound using soap and water; rinse it well.
- Cover the wound using clean dressing.

Major: Large, deep and bleeding

- Stop the bleeding by pressing directly on the wound, using a bandage or cloth.
- Keep pressure on the wound until medical help arrives.

BROKEN BONES:

- Do not move the victim unless it is absolutely necessary.
- If the victim must be moved, "splint" the injured area. Use a board, cardboard, or rolled newspaper as a splint.

BURNS:

Thermal (Heat)

- Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water.
- Blot dry the area and cover it using sterile gauze or a clean cloth.

Chemical

- Flush the exposed area with cool water immediately for 15 to 20 minutes.

EYE INJURY:

Small particles

- Do not rub your eyes.
- Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water.

Large or stuck particles

- If a particle is stuck in the eye, do not attempt to remove it.
- Cover both eyes with bandage.

Chemical

- Immediately irrigate the eyes and under the eyelids, with water, for 30 minutes.

NECK / SPINE INJURY:

- If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary.

HEAT EXHAUSTION:

- Loosen the victim's tight clothing.
- Give the victim "sips" of cool water.
- Make the victim lie down in a cooler place with the feet raised.

Safety Rules, Policies and Procedures

The safety rules contained on these pages have been prepared to protect you in your daily work. Employees are to follow these rules, review them often and use good common sense in carrying out assigned duties.

Lifting Procedures

1. Plan the move before lifting; remove obstructions from your chosen pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks and carts, or get assistance from a co-worker.
4. If assistance is required to perform a lift, coordinate and communicate your movements with those of your co-worker.
5. Position your feet 6 to 12 inches apart with one foot slightly in front of the other.
6. Face the load.
7. Bend at the knees, not at the back.
8. Keep your back straight.
9. Get a firm grip on the object with your hands and fingers. Use handles when present.
10. Never lift anything if your hands are greasy or wet.
11. Wear protective gloves when lifting objects with sharp corners or jagged edges.
12. Hold objects as close to your body as possible.
13. Perform lifting movements smoothly and gradually; do not jerk the load.
14. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
15. Set down objects in the same manner as you picked them up, except in reverse.
16. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.
17. Slide materials to the end of the tailgate before attempting to lift them off of a pick-up truck. Do not lift over the walls or tailgate of the truck bed.

Ladders and Step Ladders - Read and follow the manufacturer's instructions label affixed to the ladder if you are unsure how to use the ladder.

1. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads, or are otherwise visibly damaged.

2. Keep ladder rungs clean of grease. Remove buildup of material such as dirt or mud.
3. When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
4. Do not stand on the top two rungs of any ladder.
5. Do not stand on a ladder that wobbles, or that leans to the left or right.
6. Do not try to "walk" a ladder by rocking it. Climb down the ladder, and then move it.
7. Allow only one person on the ladder at a time.
8. Face the ladder when climbing up or down.
9. Maintain a three-point contact by keeping both hands and one foot or both feet and one hand on the ladder at all times when climbing up or down.
10. Do not carry items in your hands while climbing up or down a ladder.

Housekeeping

1. Do not place material such as boxes or trash in walkways and passageways.
2. Mop up water around drinking fountains, drink dispensing machines and ice machines.
3. Do not store or leave items on stairways.
4. Do not block or obstruct stairwells, exits or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
5. Straighten or remove rugs and mats that do not lie flat on the floor.
6. Remove protruding nails or bend them down into the lumber by using a claw hammer.
7. Do not use gasoline for cleaning purposes.
8. Use caution signs or cones to barricade slippery areas such as freshly mopped floors.

Hazardous Materials

1. Follow the instructions on the label and in the corresponding Material Safety Data Sheet (MSDS) for each chemical product used in your workplace.
2. Use personal protective clothing or equipment such as neoprene gloves, rubber boots, shoe covers, rubber aprons, and protective eyewear, when using chemicals labeled "Flammable," "Corrosive," "Caustic" or "Poisonous."
3. Do not use protective clothing or equipment that has split seams, pin holes, cuts, tears, or other signs of visible damage.
4. Each time you use your gloves, wash your gloves before removing them using cold tap water and normal hand washing motion. Always wash your hands after removing the gloves.
5. Do not use chemicals from unlabeled containers and unmarked cylinders.
6. Only dispense a liquid labeled "Flammable" from its bulk container located in areas posted "Flammable Liquid Storage."
7. Always use chemical goggles before handling chemicals labeled "Corrosive" or "Caustic."

Infection Control

1. Do not use gloves which are torn, cut or punctured.
2. Clean up any broken glass using a dust pan and broom.
3. Do not pick up broken glass with your bare hands.

Hand Tool Safety

1. Keep the blade of all cutting tools sharp.
2. Carry all sharp tools in a sheath or holster.
3. Tag worn, damaged or defective tools "Out of Service" and do not use them.
4. Do not use a tool if its handle has splinters, burrs, cracks or splits, or if the head of the tool is loose.
5. When handing a tool to another person, direct sharp points and cutting edges away from yourself and the other person.
6. When using knives, shears or other cutting tools, cut in a direction away from your body.

7. Do not carry tools in your clothing or in your hand when climbing. Transport hand tools only in tool boxes or tool belts.

Hammers

1. Use a claw hammer for pulling nails.
2. Do not strike nails or other objects with the cheek of the hammer.
3. Do not use a hammer if your hands are oily, greasy or wet.

Screwdrivers

1. Always match the size and type of screwdriver blade to fit the head of the screw.
2. Do not use a screwdriver if your hands are wet, oily or greasy.

Pliers

1. Do not use pliers that are cracked, broken or sprung.

Tool Boxes/Chest/Cabinet

1. Do not stand on tool boxes, chests or cabinets to gain extra height.
2. Do not open more than one drawer of a tool box at a time.
3. Close and lock all drawers and doors before moving the tool chest to a new location.
4. Do not use a tool box or chest as a workbench.

Knives/Sharp Instruments

1. When handling knife blades and other cutting tools, direct sharp points and edges away from you.
2. Cut in the direction away from your body when using knives.
3. Store knives in knife blocks or in sheaths after use.
4. Do not use knives with dull blades.
5. When opening cartons use safety box cutters. Do not cut with the blade extended beyond the guard.
6. Do not use knives with broken or loose handles.
7. Do not pick up knives by their blades.
8. Carry knives with their tips pointed towards the floor.
9. Do not carry knives, scissors or other sharp tools in pockets or aprons unless they are first placed in their sheath or holder.

Painting Safety

1. Always wash your hands with soap and water after using paints;
2. Do not use mineral spirits, paint thinner, acetone or any other toxic solvents to remove paint from your skin;
3. Store rags that have oil or paint on them in closed metal containers labeled "Oily Rags."
4. Do not store food or eat where painting is being performed.
5. Close the lids of containers of paint and thinner tightly after each use or when not in use.

Electrical Powered Tools

1. Do not use power equipment or tools on which you have not been trained.
2. Keep power cords away from path of drills, saws, grinders, vacuum cleaners, and floor polishers.
3. Do not use cords that have splices, exposed wires or cracked or frayed ends.
4. Do not carry plugged in equipment or tools with your finger on the switch.
5. Do not carry equipment or tools by the cord.
6. Disconnect the tool from the outlet by pulling on the plug, not the cord.
7. Turn the tool off before plugging or unplugging it.

8. Do not leave tools that are "On" unattended.
9. Do not handle or operate electrical tools when your hands are wet or when standing on wet floors.
10. Do not operate spark inducing tools such as grinders, drills or saws near containers labeled "Flammable."
11. Turn off electrical tools and disconnect the power source from the outlet before attempting repairs or service work. Tag the tool "Out of Service."
12. Do not use extension cords or other grounded three pronged power cords that have the ground prong removed or broken off.
13. Do not use an adapter such as a cheater plug that eliminates the ground.
14. Do not connect multiple electrical tools into a single outlet.
15. Do not run extension cords through doorways, through holes in ceilings, walls or floors.
16. Do not drive over, drag, step on or place objects on a cord.
17. Do not use portable power tools unless they have a color-coded green band taped to the handle. These green labeled tools have Ground Fault Circuit Interrupters incorporated into the plug end of the power cord. The use of these power tools are required when working in older buildings or temporary work locations where the work environment is often damp and the available electrical outlets may not meet our wiring standards.
18. Do not stand in water or on wet surfaces when operating power hand tools or portable electrical appliances.
19. Do not use a power hand tool to cut wet or water soaked building materials or to repair pipe leaks.
20. Do not use a power hand tool while wearing wet cotton gloves or wet leather gloves.
21. Never operate electrical equipment barefooted. Wear rubber-soled or insulated work boots.
22. Do not operate power hand tools or portable appliances while holding a part of the metal casing or holding the extension cord in your hand. Hold all portable power tools by the plastic hand grip or other nonconductive areas designed for gripping purposes.

Storeroom Safety

1. Use long handled snips when cutting strapping bands away from a shipping container.
2. Wear safety glasses when cutting strapping bands, uncrating materials and driving nails.
3. Stand to the side of the strapping band when cutting it.
4. Do not carry sheets of glass under your arm.
5. Stack heavy or bulky storage containers on middle and lower shelves of the storage rack.
6. Do not lift slippery or wet objects; use a hand truck.
7. Do not smoke while handling chemicals labeled "Flammable."
8. Do not store chemicals labeled "Flammable" near sources of ignition such as space heaters and sparking tools.
9. Do not handle or load any containers of chemicals if their containers are cracked or leaking.
10. Store case cutters, exacto knives or other tools with cutting edges in sheaths when they are not in use.
11. Do not leave pallet jack unattended with the load suspended.

Safety Program Statement

We at The Company are committed to working with our employees to provide a safe work place. It is our policy that employees should report unsafe conditions and will not perform work tasks if it is

considered unsafe. We all play an equal part. Everyone must report any/all incidents, injuries, and unsafe conditions to their supervisors. We have established a protocol for this purpose and expect to see our mission of minimizing work place injuries and incidents fulfilled.

All employee recommendations to improve safety and health conditions are encouraged and will be given thorough consideration by our management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions and analysis of unsafe work practices. Your ideas and involvement with fulfilling the program goals and objectives will be expected.

This is intended to reiterate The Company's commitment to, involvement in, and expectations of providing our employees a safe and healthful work place. Our work place safety program will be incorporated as the standard of practice for this organization. Compliance with these safe work expectations will be required of all employees as a condition of employment. Our company focus will hold all employees accountable for safety performance equal with quality and production expectations.

I have received the employee safety manual and will follow all Company standards and expectations. I understand that failure to follow the guidelines or failure to report any safety, liability, or unsafe work habits could result in disciplinary action.

Employee Signature

Date

Print Name

New Employee Safety Orientation Checklist

This is a brief, itemized summary of topics to cover with each new or transferred employee prior to having that employee start work:

	Covered
• DEPARTMENT TOUR (Discuss specific hazards, locations of problems, and job safety controls)	_____
• LOCATION/USE OF FIRST AID	_____
• COMPANY SAFETY POLICY and THEIR ROLE IN THE PROGRAM	_____
• USE, CARE, AND MAINTENANCE OF PERSONAL PROTECTIVE EQUIPMENT	_____
• SPECIFIC SAFETY EXPECTATIONS IN YOUR DEPARTMENT (Explain the specific precautions and the reasons for these rules)	_____
• HAZARD COMMUNICATION/RIGHT TO KNOW: WORK WITH TOXIC MATERIALS (MSDS review)	_____
• MATERIAL HANDLING /LIFTING TECHNIQUES AND BODY MECHANICS	_____
• USE OF MACHINE SAFEGUARDING, HAND TOOLS, AND MECHANICAL MATERIAL HANDLING EQUIPMENT	_____
• FIRE SAFETY PRECAUTIONS (Designated smoking areas, control of flammable/combustible materials, etc.)	_____
• LOCATION AND USE OF FIRE EXTINGUISHERS AND EVACUATION PLANNING	_____
• FIRE OR OTHER EMERGENCY PREPAREDNESS PROCEDURES (Specific to the property including shut-off valve locations for all utilities)	_____
• WHAT TO DO IF YOU SPOT A HAZARD OR UNSAFE WORK PRACTICE	_____
• WHEN AN INCIDENT OCCURS (Injury or property damage) (Reports, investigations, obtaining medical treatment, returning to work, follow-up, etc.)	_____

.....
I acknowledge that information on the above subjects was furnished to me during my orientation.

 Employee Signature

 Date

I have instructed the above-named employee in the fundamentals of safety practices.

 Supervisor Signature

 Date

Office Safety Program

Employees are to sign and return pages 10 & 11 only, after review.

TABLE OF CONTENTS

<u>Section:</u>	<u>Page(s):</u>
SAFETY AND HEALTH TRAINING.....	3
○ Safety and Health Orientation	
○ Job Specific Training	
○ Periodic Re-Training of Employees	
SAFETY RULES, POLICIES AND PROCEDURES	4-6
○ Office Safety	
○ Furniture Use	
○ Equipment Use	
○ Lifting Procedures	
○ Ladders & Step-Ladders	
○ Housekeeping	
FIRST AID PROCEDURES	7
○ Minor First Aid Treatment	
○ Non-Emergency Medical Treatment	
○ Emergency Medical Treatment	
○ First Aid Training	
FIRST AID INSTRUCTIONS.....	8
○ Wounds	
○ Broken Bones	
○ Burns	
○ Eye Injury	
○ Neck/Spine Injury	
○ Heat Exhaustion	
SAFETY PROGRAM STATEMENT.....	10
NEW EMPLOYEE ORIENTATION CHECKLIST & TRAINING	11

Safety and Health Training

Safety and Health Orientation

Workplace safety and health orientation begins on the first day of initial employment or job transfer. Each employee has access to a copy of this safety manual, through his or her Property Manager, for review and future reference, and will be given a personal copy of the safety rules, policies, and procedures pertaining to his or her job. Property Managers will ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety rules, policies, and job-specific procedures described in our workplace safety program manual.

All employees will be instructed by their Property Managers that compliance with the safety rules described in the workplace safety manual is required.

Job-Specific Training

- Property Managers will initially train employees on how to perform assigned job tasks safely.
- Property Managers will carefully review with each employee the specific safety rules, policies, and procedures that are applicable and that are described in the workplace safety manual.
- Property Managers will give employees verbal instructions and specific directions on how to do the work safely.
- Property Managers will observe employees performing the work. If necessary, the Property Manager will provide a demonstration using safe work practices, or remedial instruction to correct training deficiencies before an employee is permitted to do the work without supervision.
- All employees will receive safe operating instructions on seldom-used or new equipment before using the equipment.
- Property Managers will review safe work practices with employees before permitting the performance of new, non-routine, or specialized procedures.

Periodic Retraining of Employees

All employees will be retrained periodically on safety rules, policies and procedures, and when changes are made to the workplace safety manual.

Individual employees will be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice, and when a Property Manager observes employees displaying unsafe acts, practices, or behaviors.

Safety Rules, Policies and Procedures

The safety rules contained on these pages have been prepared to protect you in your daily work. Employees are to follow these rules, review them often and use good common sense in carrying out assigned duties.

Office Safety

1. Clean up spills or leaks immediately by using a paper towel, rag or a mop and bucket.
2. Do not kick objects out of your pathway; pick them up or push them out of the way.
3. Do not throw matches, cigarettes or other smoking materials into trash baskets.
4. Keep floors clear of items such as paper clips, pencils, tacks or staples.
5. Do not block your view by carrying large or bulky items; use a dolly or hand truck or get assistance from a fellow employee.
6. Store sharp objects such as pens, pencils, letter openers or scissors in drawers or with the points down in a container.
7. Carry pencils, scissors and other sharp objects with the points down.
8. Use a ladder or step stool to retrieve or store items that are located above your head.
9. Do not store or leave items on stairways or walkways.
10. Do not run on stairs or take more than one step at a time.
11. Do not jump from ramps, platforms, ladders or step stools.
12. Keep doors in hallways fully open or fully closed.
13. Use handrails when ascending or descending stairs or ramps.
14. Obey all posted safety and danger signs.

Furniture Use

1. Open one file cabinet drawer at a time.
2. Close drawers and doors immediately after use.
3. Use the handle when closing doors, drawers and files.
4. Put heavy files in the bottom drawers of file cabinets.
5. Do not tilt the chair you are sitting in on its back two legs.
6. Do not stand on furniture to reach high places.

Equipment Use

1. Keep the paper cutter handle in the closed/locked position when it is not in use.
2. Do not use paper cutting devices if the finger guard is missing.
3. Use a staple remover, not your fingers, for removing staples.
4. Do not use extension or power cords that have the ground prong removed or broken off.
5. Do not use frayed, cut or cracked electrical cords.
6. Use a cord cover or tape the cord down when running electrical or other cords across aisles, between desks or across entrances or exits.
7. Do not connect multiple electrical devices into a single outlet.
8. Turn off and unplug office machines before adjusting, lubricating or cleaning them.
9. Do not use fans that have excessive vibration, frayed cords or missing guards.
10. Do not place floor type fans in walkways, aisles or doorways.

Lifting Procedures

1. Plan the move before lifting; remove obstructions from your chosen pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks and carts, or get assistance from a co-worker.
4. If assistance is required to perform a lift, coordinate and communicate your movements with those of your co-worker.
5. Position your feet 6 to 12 inches apart with one foot slightly in front of the other.
6. Face the load.
7. Bend at the knees, not at the back.
8. Keep your back straight.
9. Get a firm grip on the object with your hands and fingers. Use handles when present.
10. Never lift anything if your hands are greasy or wet.
11. Wear protective gloves when lifting objects with sharp corners or jagged edges.
12. Hold objects as close to your body as possible.
13. Perform lifting movements smoothly and gradually; do not jerk the load.
14. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
15. Set down objects in the same manner as you picked them up, except in reverse.
16. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.
17. Slide materials to the end of the tailgate before attempting to lift them off of a pick-up truck. Do not lift over the walls or tailgate of the truck bed.

Ladders and Step Ladders

1. Read and follow the manufacturer's instructions label affixed to the ladder if you are unsure how to use the ladder.
2. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads, or are otherwise visibly damaged.
3. Keep ladder rungs clean of grease. Remove buildup of material such as dirt or mud.
4. When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
5. Do not stand on the top two rungs of any ladder.
6. Do not stand on a ladder that wobbles, or that leans to the left or right.
7. Do not try to "walk" a ladder by rocking it. Climb down the ladder, and then move it.
8. Allow only one person on the ladder at a time.

Climbing the Ladder

- Face the ladder when climbing up or down.
- Maintain a three-point contact by keeping both hands and one foot or both feet and one hand on the ladder at all times when climbing up or down.
- Do not carry items in your hands while climbing up or down a ladder.

Housekeeping

1. Do not place material such as boxes or trash in walkways and passageways.
2. Mop up water around drinking fountains, drink dispensing machines and ice machines.
3. Do not store or leave items on stairways.
4. Do not block or obstruct stairwells, exits or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
5. Straighten or remove rugs and mats that do not lie flat on the floor.
6. Remove protruding nails or bend them down into the lumber by using a claw hammer.
7. Do not use gasoline for cleaning purposes.
8. Use caution signs or cones to barricade slippery areas such as freshly mopped floors.

First Aid Procedures

EMERGENCY PHONE NUMBERS:

Safety Coordinator: _____

Poison Control: _____

Police: _____

Fire Department: _____

Medical Clinic: _____

Clinic Address: _____

Ambulance: _____

Hospital: _____

Minor First Aid Treatment

First aid kits are stored in the front office and in the employee lounge. If you sustain an injury or are involved in an accident requiring minor first aid treatment:

- Inform your Property Manager.
- Administer first aid treatment to the injury or wound.
- If a first aid kit is used, indicate usage on the accident investigation report.
- Access to a first aid kit is not intended to be a substitute for medical attention.
- Provide details for the completion of the accident investigation report.

Non-Emergency Medical Treatment

For non-emergency work-related injuries requiring professional medical assistance, management must first authorize treatment. If you sustain an injury requiring treatment other than first aid:

- Inform your Property Manager.
- Proceed to the posted medical facility. Your Property Manager will assist with transportation, if necessary.
- Provide details for the completion of the accident investigation report.

Emergency Medical Treatment

If you sustain a severe injury requiring emergency treatment:

- Call for help and seek assistance from a co-worker.
- Use the emergency telephone numbers and instructions posted next to the telephone in your work area to request assistance and transportation to the local hospital emergency room.
- Provide details for the completion of the accident investigation report.

First Aid Training

Each employee will receive training and instructions from his or her Property Manager on our first aid procedures.

First Aid Instructions

In all cases requiring emergency medical treatment, immediately call, or have a co-worker call, to request emergency medical assistance.

WOUNDS:

Minor: Cuts, lacerations, abrasions, or punctures

- Wash the wound using soap and water; rinse it well.
- Cover the wound using clean dressing.

Major: Large, deep and bleeding

- Stop the bleeding by pressing directly on the wound, using a bandage or cloth.
- Keep pressure on the wound until medical help arrives.

BROKEN BONES:

- Do not move the victim unless it is absolutely necessary.
- If the victim must be moved, "splint" the injured area. Use a board, cardboard, or rolled newspaper as a splint.

BURNS:

Thermal (Heat)

- Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water.
- Blot dry the area and cover it using sterile gauze or a clean cloth.

Chemical

- Flush the exposed area with cool water immediately for 15 to 20 minutes.

EYE INJURY:

Small particles

- Do not rub your eyes.
- Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water.

Large or stuck particles

- If a particle is stuck in the eye, do not attempt to remove it.
- Cover both eyes with bandage.

Chemical

- Immediately irrigate the eyes and under the eyelids, with water, for 30 minutes.

NECK / SPINE INJURY:

- If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary.

HEAT EXHAUSTION:

- Loosen the victim's tight clothing.
- Give the victim "sips" of cool water.
- Make the victim lie down in a cooler place with the feet raised.

Safety Program Statement

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Employee Signature

Date

Print Name

New Employee Safety Orientation Checklist

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• FIRE OR OTHER EMERGENCY PREPAREDNESS PROCEDURES (Specific to the property including shut-off valve locations for all utilities)	_____
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• WHEN AN INCIDENT OCCURS (Injury or property damage) (Reports, investigations, obtaining medical treatment, returning to work, follow-up, etc.)	_____

.....
I acknowledge that information on the above subjects was furnished to me during my orientation.

Employee Signature

Date

I have instructed the above-named employee in the fundamentals of safety practices.

Supervisor Signature

Date

SEPARATION OF EMPLOYMENT

The Company or an employee may end the employment relationship at any time without prior notice. Employment can end in any number of ways -- voluntary resignation, retirement, elimination of position or reduction in workforce or discharge.

Separation policies and procedures are only guidelines and do not create a legal contract between the Company and its employees.

VOLUNTARY TERMINATIONS

Employees are requested to give written notice of their intent to resign. Failure to give written notice may result in forfeiture of non-vested company benefits such as accrued, unused Vacation Leave and ineligibility for reemployment.

Employees resigning from employment with the Company will be asked to complete an Exit Interview Form. This is to be given to the employee on their last day of employment. Employee can return via email, fax, or mail to Human Resources.

If a separating employee owes money to the Company or is responsible for any lost or damaged property, those accounts are to be settled as originally agreed or by deduction from final pay, unless prohibited by law. If the separating employee is a Property Manager, the Regional Manager is responsible for securing previous listed items. Petty Cash should also be reconciled while in the presence of the Regional Manager.

The following are resignation notice requirements:

- Corporate employees, Property Managers, and Maintenance Supervisors are expected to give four weeks' notice;
- All other employees are expected to give at least two weeks' notice.

If you resign and the Company determines that it is in the best interests of its clients, or the residents of a Property, the Company may not allow you to work out the notice period and instruct you not to report for work. In such circumstances, you will only be paid for time worked during the notice period.

If you resign within 90 days of attending a company paid seminar, conference, etc., you will be required to reimburse the company for all costs incurred. If you resign within one (1) year of receiving a company funded designation (CAM, CAMT, EPA, CPM, ARM, NALP, SCPML etc.) you will be required to reimburse the company for all costs incurred.

You may not use Vacation Leave or Sick Leave during a notice period except in extraordinary circumstances and only with the prior written approval of the company President.

Property Managers should send your notice of resignation to the Regional Manager and the Director of Human Resources who will advise you of any other rights you may have following your resignation.

Resigning employees may be eligible for future employment if recommended by their Property Manager and approved by the Human Resources Department.

INVOLUNTARY TERMINATIONS

Notice of involuntary terminations should be handled carefully and discreetly, preferably in a private meeting including the employee to be terminated, the Property Manager, and another member of management.

If involuntary termination is warranted, the following procedures are to be followed:

- The Property Manager is to prepare a corrective action form for termination and send to the Human Resources Director for review and approval.
- The Human Resources Director consults the President of the company and also the company's employment attorney for review.
- Upon approval from the President of the company and employment attorney, the Human Resources Director will notify the Property Manager to proceed with the termination using the approved corrective action form. The Human Resources Director will also provide any other necessary termination paperwork to the Property Manager for the terminating employee's signature.
- During the termination, the Property Manager is to gather all company property in the employee's possession.
- Upon completion of the termination, the Property Manager is to escort the employee to gather all their personal belongings and to leave the premises.

The Human Resources Department will stop the processing of any and all Direct Deposits for terminating employees upon receipt of notice to terminate employment.

EMPLOYEES LIVING ON-SITE

Upon separation from employment, the Company may terminate the employee's tenancy and require employee to vacate the living unit he or she occupies within fourteen (**14**) calendar days, or as otherwise allowed by law, in its sole discretion. If the employee holds over beyond his or her lawful tenancy, he/she shall be liable to the Company for all rent payable during the hold over period, at the current market rate.

The employee shall leave the apartment clean and in good repair. Otherwise, the Company may deduct the cost of any cleaning, repairs or refurbishing from any compensation due to the employee. Further, if the employee or an occupant of the unit

leaves any personal property in the unit or on the premises of the property, the employee shall pay to the Company any cost incurred to move said property from the unit or premises of the property and all costs for storage of said personal property, should the Company elect to store said property in its sole discretion.

LAST DAY OF EMPLOYMENT PROCESS

The Property Manager will be responsible for securing the return of all Company property in their possession, such as Company keys, credit cards, tools, leasing or maintenance manuals, employee manuals, company cell phones, beepers, name tags, and uniforms.

Property Manager/Regional Manager must complete the following forms:

- Property Manager Change-Over Checklist (if applicable)
- Termination PA
- Exit Information Form

For all other positions, the following forms must be completed:

- Termination PA
- Exit Information Form

These forms must be sent to Human Resources within 48 hours.

FINAL PAY/ COBRA

Terminating employees will be paid for all hours worked through their last day of employment. Their final pay date for hours worked will be the pay date following their last day of employment.

The Director of Human Resources will notify separating employees who are covered by the Company's group health/dental/vision plan of their rights under COBRA to continue coverage under that plan.

BONUS/COMMISSION

Terminating employees will be paid commission on any lease(s) that are finalized prior to their last day of employment (through move-in) or on any NOI bonus that is earned prior to their last day of employment.

Employees resigning from employment must give proper notice to qualify for payment of bonus/commission.

UNIFORMS

Any uniforms purchased by the Company should be dry-cleaned and in good condition before being returned upon termination. Final paychecks will be held until uniforms are returned.

TUITION REIMBURSEMENT

The Company will reimburse employees for a percentage of the cost of selected courses conducted by an approved educator, if it is determined that the course will benefit both the employee and the Company.

A written request for tuition reimbursement must be submitted to the Regional Manager, which will then be forwarded to the President for approval. The determination is left solely to the Company's discretion whether or not the tuition fees are to be reimbursed.

The employee must maintain a grade level of "B" or higher in order to qualify for reimbursement. A grade level of "B" is reimbursed at 80% and a grade level of "A" is reimbursed at 100%.

Reimbursement will be paid upon evidence of satisfactory course completion and submission of all itemized receipts. No advancement of funds will be made prior to the successful completion of the course.

In the event that the employee's employment terminates during the program, seminar or course or within one year after its completion the employee agrees to reimburse the Company, for all sums paid by the Company, under this agreement for such program, seminar or course. Employee authorizes the Company, to deduct from employee's final paycheck any sums due and owing under this Agreement. In the event that the amount of employee's final paycheck is not sufficient to fully reimburse the Company, employee agrees to pay the deficiency upon demand.

INDUSTRY RELATED COURSE REIMBURSEMENT

The Company encourages employees to participate in Apartment Association educational seminars and industry courses/designations.

A completed registration form must be submitted for course approval to the Regional Manager, which will then be forwarded to the President for approval. The determination is left solely to the Company's discretion whether or not the course is approved.

If the employee does not complete or pass the course, the employee must reimburse the Company for any prepaid expenses.

In the event that the employee's employment terminates during the program, seminar or course or within one year after its completion the employee agrees to reimburse the Company, for all sums paid by the Company, under this agreement for such program, seminar or course. Employee authorizes the Company, to

deduct from employee's final paycheck any sums due and owing under this Agreement. In the event that the amount of employee's final paycheck is not sufficient to fully reimburse the Company, employee agrees to pay the deficiency upon demand.

LEAVES OF ABSENCE

VACATION LEAVE

All full-time employees of The Company assigned to work at communities managed by The Company are eligible for annual Vacation leave with pay in accordance with the guidelines established below.

Full-time employees, regularly scheduled to work 40 or more hours in a week, will accrue vacation leave on a biweekly basis. No vacation accrues during an employee's first six (6) months of employment. Upon completion of six months of service, employees will receive retroactive credit equivalent to six months of vacation accrual, unless prohibited by law. After six months of service, employees will start to accrue vacation leave according to the table below. Vacation leave can be used as soon as it is earned. You may, with written approval of your supervisor, take up to half of your annual vacation accrual in advance, as paid time off.

If you are hired on or before the 15th day of the month you will be eligible to accrue Vacation for that month. If you are hired on or after the 16th of the month you will not be eligible to accrue Vacation for that month, but will be eligible to accrue Vacation the following month.

You must actually work at least eighty percent (80%) of your scheduled work time each month in order to accrue Vacation for that month. For purposes of Vacation accrual, paid time off will count as time worked. Unpaid time off will not be counted as time actually worked for Vacation accrual purposes.

For eligible employees, the established vacation leave accrual year is based on calendar year, January 1st – December 31st, not anniversary date of employment. Earned vacation leave will be credited to your vacation leave bank at the beginning of the month in which it is earned.

Accrual Rates

Hourly Personnel accrue vacation time as follows:

<u>Years of Employment</u>	<u>Hours Earned Per Month</u>	<u>Total</u>
<u>Earned Per Year</u>		
Years 0 through 1	3.34 hours	40 hours (5 days)
Years 2 through 5	6.67 hours	80 hours (10 days)
Years 6+	10 hours	120 hours (15 days)

Salaried Personnel accrue vacation time as follows:

<u>Years of Employment</u>	<u>Hours Earned Per Month</u>	<u>Total</u>
<u>Earned Per Year</u>		
Years 0 through 4	6.67 hours	80 hours (10 days)
Years 5 through 9	10 hours	120 hours (15 days)
Years 10+	13.34 hours	160 hours (20 days)

New vacation accrual rates will begin on January 1st of the year in which an employee's 5th, 6th or 10th anniversary falls.

Maximum Accrual/Carry-Over

At the end of each calendar year, employees may carry-over up to five (5) days of accrued, unused vacation time. Pay in lieu of vacation is not permitted. Vacation does not accrue if you are on an unpaid leave of absence.

Termination of Employment

Employees who have been employed for one (1) year and who have given proper notice of termination will be paid for the current balance of accrued but unused vacation leave with their final paycheck.

If you have been advanced vacation before it has been accrued and you leave the Company, the excess vacation time will be deducted from your final paycheck as permitted by law. Failure to give or work proper notice will cause you to forfeit accrued Vacation Leave (unless The Company excuses you from working during the notice period). Vacation time cannot be substituted in lieu of notice, nor can vacation time be taken after notice is given. If you are involuntarily separated from employment, you will **not** be reimbursed for accrued but unused Vacation Leave.

Procedure

In order to facilitate the scheduling of your vacation, we ask that you submit your request for vacation time to your supervisor at least three weeks in advance of your vacation. The Time-Off Request Form must be filled out and signed by you and your supervisor before vacation time is taken. Vacation time requested will normally be honored, subject to the needs of the Company and your professional commitments. The Company reserves the right to deny vacation requests based upon business needs.

If an employee's vacation time balance should go into a negative amount, the negative balance will be taken from their sick time, if available. An employee carrying a negative balance in vacation time or sick time will not be able to take vacation or sick time until the negative balance is made whole again.

Usage

You may begin utilizing accrued Vacation Leave upon completion of 6 months (180) full days of service. Use of Vacation Leave must be approved by your Supervisor. Verification of the need for and proper use of Vacation Leave may be required by the President.

Except in unusual circumstances, you may not take two weeks of Vacation at one time. Requests for exceptions to this policy must be made in writing and submitted to your manager. The decision whether to honor a request for an exception will be made by the management of The Company.

Although employees are eligible to utilize vacation time as of January 1 of each year or after 6 months of employment, the total allotment of time will not have been earned until the end of each year.

If a paid holiday falls within your Vacation period, the holiday does not count as a Vacation day. No allowance will be made for sickness or any other type of paid absence occurring during a scheduled Vacation.

SICK / PERSONAL LEAVE

The Company grants full-time employees Sick / Personal Leave to provide income protection when an employee is unable to work due to the employee's own short-term medical conditions or the short-term medical condition of a dependent, or if the employee must attend to personal business. A dependent is any spouse, offspring or parent for whom the employee is the primary care-giver.

Eligibility

All full-time employees are eligible for Sick / Personal Leave with pay in accordance with the guidelines established below.

Accrual

The established Sick / Personal Leave accrual year is based on calendar year, January 1 through December 31, not anniversary date of employment. Earned Sick / Personal Leave will be credited to your leave bank at the beginning of the month in which it is earned. Sick / Personal Leave is accrued at 4 hours per month, totaling 48 hours per year.

If you are a new employee hired on or before the 15th day of the month you will be eligible to accrue Sick / Personal Leave for that month. If you are a new employee starting on or after the 16th of the month you will not be eligible to accrue Sick / Personal Leave for that month, but will begin accruing Sick / Personal Leave the following month.

You must actually work at least eighty percent (80%) of your scheduled work time each month in order to accrue Sick / Personal Leave for that month. For purposes of Sick / Personal Leave accrual, paid time off will count as time worked. Unpaid time off will not be counted as time actually worked for Sick / Personal Leave accrual purposes. Sick / Personal Leave charges against your accrued leave bank will be in increments of thirty (30) minutes.

Usage

You may begin utilizing accrued Sick / Personal Leave upon completion of 6 months (180) full days of service. Use of Sick / Personal Leave time must be approved by your Property

Manager. Sick / Personal Leave time available will be verified with the Director of Human Resources.

Sick / Personal Leave is not intended and shall not be used as a means for an employee to take additional Vacation time. Fraudulent requests or use of Sick / Personal Leave will result in corrective action, up to and including discharge from employment.

Employees may carry over any unused, accrued sick time, up to a maximum of 480 hours (12 weeks) for use as paid Disability Leave (see below). Carried over Sick / Personal Leave may not be used for any purposes other than an approved Disability Leave.

If an employee's sick time balance should go into a negative amount, the negative balance will be taken from their vacation time, if available. An employee carrying a negative balance in vacation time or sick time will not be able to take vacation or sick time until the negative balance is made whole again.

The Company does not "cash out" accrued but unused Sick Leave / Personal Leave for employees, either during employment or at the separation from employment. Therefore, if you have to miss work due to a non-work-related injury or illness for an extended period of time, you will have accumulated sick days to cover this unexpected extended absence from work and will be paid.

WORKER'S COMPENSATION

The Company maintains workers' compensation coverage on all employees in accordance with the laws of the state in which you are assigned. This coverage is maintained at no cost to the employee. Subject to applicable legal requirements, workers' compensation insurance provides benefits for absences caused by an injury or illness that occur during the course of employment with The Company.

TREATMENT FOR INJURIES AND/OR ILLNESS

The employee should immediately notify his or her Supervisor of the injury in order to gain authorization to proceed with treatment, if necessary. The Supervisor should then determine whether first-aid can be performed on the scene or if additional emergency care is required at a health care facility. Depending upon the severity of the injury, the employer may need to notify family members for the employee.

All injured employees must immediately submit to a mandatory drug screen, whether seeking medical treatment or not.

REPORT INCIDENT TO APPROPRIATE PARTIES

In accordance with The Company's internal policy, the employee should report the incident to the Property Manager. The Property Manager should notify Human Resources and complete the First Report of Injury form (Texas) or call the Injury Hotline, as applicable.

The Human Resources Department will share with the employee the claims procedures, the benefits available to the employee and whom to contact for any concerns.

Items frequently covered include:

- **Injury/illness report.** A report of the injury/occupational illness must be immediately or the employee may lose the right to file a workers' compensation claim.
- **Non-Emergency Medical Treatment.** An employer's doctor that is designated for seeing employees with work-related injuries should see the employee first. Thereafter, the employee can select a physician for continued treatment, if required.
- **Emergency Medical Treatment.** Call 911.
- **Medical cooperation.** The employee is expected to cooperate with the employer and/or the insurance carrier per their plan instruction and required treatment.
- **Medical expenses.** The employee is entitled to have all reasonable medical expenses paid that were a result of the workers comp injury or illness.
- **Compensation benefits.** Depending on the state compensation benefit and the workers comp policy the employee may be entitled to up to 66% of wages after a specified waiting period.

WORKER'S COMPENSATION LEAVE

If an authorized treating physician takes the employee off work, they will be placed on Worker's Compensation Leave. While on leave, if eligible under the State's worker's compensation law, the employee will receive worker's compensation benefits rather than regular pay. The failure to promptly report any accident and/or injury could result in the loss of the employee's right to receive worker's compensation benefits.

The employee will remain on Worker's Compensation Leave until the authorized treating physician releases the employee to return to work. However, in no event may a Worker's Compensation Leave extend for more than one (1) year.

If the employee suffers a permanent impairment as a result of a compensable injury or disease and the authorized treating physician releases the employee to return to work with restrictions against performing specific activities, the Company will attempt to assign the employee work that is within the restrictions or to otherwise reasonably accommodate the employee. However, the Company cannot guarantee that a position within the restrictions will be available or that the Company will be able to otherwise reasonable accommodate the restrictions. If not, the employee will remain on leave until: a position within the restrictions becomes available; the authorized treating physician modifies or discontinues the Restrictions; or, all available Worker's Compensation Leave is exhausted (i.e. if after one year)

If in the opinion of the authorized treating physician, the employee remains unable to return to work, in accordance with the State's worker's compensation law, the employee's employment will automatically terminate.

No Vacation Leave or Sick Leave will be earned for the time an employee is on Worker's Compensation Leave.

During a Worker's Compensation Leave, the Company will continue to pay its contribution for the employee's single medical insurance coverage for a period not to exceed ninety (90) days. The employee will be responsible for their contribution portion. After that time, the employee can elect to continue group health insurance coverage at the group rate, but the employee will be responsible for paying the entire premium until they return to work.

Incident Investigation

An incident investigation should be completed *immediately following every accident by the Property Manager or Maintenance Supervisor.*

The purpose of investigating an incident is to determine the incident cause so that similar accidents can be prevented.

It is the responsibility of the supervisor to make an immediate report of every incident and "near miss." The supervisor usually knows more about the accident than anyone

else, and it is up to the supervisor, in most cases, to put into effect whatever measures may be adopted to prevent similar incidents.

Each investigation should be made as soon after the incident as possible. A delay of only a few hours may allow important facts to be destroyed or removed.

It is the purpose of incident investigation to obtain factual information so that the cause can be determined and incident recurrence prevented, not to fix blame.

The following are items which should be covered in the supervisor's incident investigation:

- **Describe injuries (or property damage)**

Cover what injuries were sustained by employees or others and/or damage to equipment, vehicles, or materials. Examples might be:

- “particle in eye”
- “left arm broken”
- “strain in lower right side of back”
- “drove over bicycle”

- **What was involved during the incident?**

Cover the items involved in the incident and how it occurred. Examples may be:

- “making keys without safety glasses or guard”
- “standing on three boxes to change light bulb”
- “boxes slipped and employee fell”
- “feeding unguarded power press”
- “employee was installing a water heater”
- “backing out of parking space”

- **How was the incident caused?**

Describe unsafe act, unsafe condition, or defective equipment or material. This should cover the specific cause of the incident. Examples may be:

- “failed to wear safety glasses”
- “employee stood on boxes instead of ladder”
- “lifted improperly”
- “failed to look before backing”

- **How can this be prevented in the future?**

Cover corrective action to prevent recurrence of the accident. Examples can be:

- “personal protection has been purchased for persons using the key machine, and employees need to be instructed on use of safety glasses with a sign to be posted enforcing the use of this protection”
- “checked to see that ladders were available, will instruct employees on use of ladders at next safety meeting”

- “will instruct employees on proper lifting at next safety meeting and review instructions to employees before they begin job”
- “driver has been instructed to check behind the vehicle before backing, have someone assist while backing or avoid situations which require unnecessary backing”

Managing the Incident Scene

An accident scene is a chaotic place, particularly when injuries are involved. The supervisor will take charge of the site and direct any response activities. The Community Manager and corporate office should be notified of the incident as soon as possible.

It is important to remember that two concerns take priority at any accident scene:

- Care and treatment of the injured.
- Elimination or control of remaining hazards.

Treat the injured first

The care and treatment of the injured employee will take first priority at the scene. However, when hazardous conditions at the scene present an immediate threat to the health or safety of anyone, including rescue workers, eliminating or controlling the hazard should take priority.

When injuries are encountered at an accident scene, the supervisor should make sure that proper emergency help has been summoned and the victims are given any necessary first-aid. If emergency providers are already on the scene, the supervisor should make sure they receive whatever cooperation they need to get the job done. Only authorized first-aid personnel should be administering first-aid treatment. This includes trained employees, emergency medical technicians (EMT's), paramedics, and medical personnel.

Control Remaining Hazards

After an accident, conditions at the site can remain hazardous. If anything at the scene still presents a danger, restrict access to the area until the hazard has been eliminated or controlled. If there is any uncertainty about conditions at an accident site, do not take chances, keep people out of the area until no danger remains.

Isolate the Site

Keep the area from being disturbed until it has been inspected. A common way to handle this is to use a brightly colored marking tape, rope, cones, barricades, or other types of signs to outline the restricted area. If none of these are available, employees may be posted around the site to keep people out of an area.