



# **EMPLOYEE HANDBOOK**

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# INTRODUCTION

## Welcome

Congratulations! We are very excited to welcome you to our KeyGlee family, and we're pumped for the success that's in store for you. Our mission is to provide a simple way to buy and sell homes nationwide in a streamlined environment. With unmatched skill and integrity, we instill peace of mind throughout every transaction while giving back to the communities we serve. Through innovation and utilization of the latest technology, we are building an unbeatable platform for our customers to have an accessible and personalized experience.

You are going to get a lot thrown at you over the next days, weeks, and months. We encourage you to give it your all, hold nothing back, ask every question you can think of during on boarding and training, and be in constant communication with your manager. You are going to crush it! We are here for you every step of the way, and we're excited to see how you grow as a member of our team. Cheers to great success and welcome to the family!

KeyGlee Dispo has teamed up with Group Management Services ("GMS"), a full service Professional Employer Organization that provides human resources outsourcing services. GMS's expertise in payroll, benefits, and labor and employment compliance allows companies like KeyGlee Dispo to focus on core business objectives, such as providing products and/or services, customer service, sales, and marketing.

GMS assists KeyGlee Dispo with certain specific human resources and administrative functions, which may include payroll, benefits, unemployment insurance, workers' compensation insurance, disability insurance and certain other personnel related issues. GMS does not, however, oversee the day-to-day operations of KeyGlee Dispo or its employees. The managers and supervisors of KeyGlee Dispo will continue to supervise your day-to-day activities as well as handle the operations of the business.

Communication is critical to the success of any winning team. This handbook outlines the benefits, practices and policies that are important to you. You should use this handbook as a guide and ready reference. If you have questions as you read through this handbook, please do not hesitate to discuss them with your KeyGlee Dispo supervisor. Your supervisor is a very important source of information and will be more than happy to assist you. Should you have questions about payroll, benefits, workers' compensation or other routine administrative questions, you should contact Human Resources and if that is not satisfactory, you can reach GMS at 330-659-0100.

## Purpose of this Employee Handbook

This Handbook is designed to acquaint you with KeyGlee Dispo and to give you a ready reference to answer most of your questions regarding your employment. In addition, in accordance with the specific policies of KeyGlee Dispo and the laws of the particular state where you are employed, there may also be an Addendum, located at the back of this Handbook, which serves as a supplement to this Handbook.

The content of this Handbook constitutes only a summary of the employee benefits, personnel policies, and employment regulations in effect at the time of publication. This handbook should not be construed as creating any kind of contract for ongoing employment or specific terms of employment.

## Let's Communicate

### Employee Relations Philosophy

KeyGlee Dispo is dedicated to providing an excellent employee relations program. We will attempt to maintain good working conditions, competitive wages and benefits, open communications, and employee involvement.

### **If You Have A Problem**

If there is something about your job that is bothering you, let's get it out in the open and discuss it. We cannot help you unless you tell us what it is we can do.

Our Problem Solving Procedure offers employees the freedom to discuss anything they wish with their supervisors. If you have a problem, it can usually be resolved by following these steps:

1. Any concern should first be discussed with your immediate supervisor as soon as possible. Your immediate supervisor is the person responsible for what goes on in your immediate work area and may be in the best position to help you.
2. If you prefer not to speak with your immediate supervisor, or you feel that your immediate supervisor cannot, or has not, satisfactorily resolved the problem, you should contact the Human Resources Director of KeyGlee Dispo.
3. If Steps 1 and 2 are not effective, or if at any time you need to speak to someone other than members of KeyGlee Dispo management to have an issue of any kind addressed, please contact GMS at 330-659-0100.
4. If you have a complaint of harassment, discrimination or accommodation, please refer to the Equal Employment Opportunity policy or the Policy Against Unlawful Harassment and Discrimination in this Handbook.

The Company takes all concerns and problems that are brought to its attention seriously. We will work to address your concern or resolve your problem as soon as possible under the circumstances. You are encouraged to utilize this procedure without fear of reprisal.

Please tell us if you have a problem. We think you'll find KeyGlee Dispo and our human resources partner, GMS, to be receptive to your concerns.

# WHAT YOU CAN EXPECT FROM US

## Introductory Period

For every new employee, including rehires, the first ninety (90) days of employment is an introductory period. During this first ninety (90) days, your job performance, attendance, attitude and overall interest in your job will be observed. During this period, you may not be eligible for certain Company benefits. Employees who fail to demonstrate the commitment, performance and attitude expected by KeyGlee Dispo may be terminated at any time during the introductory period. However, completion of the introductory period does not change or alter the “at-will” employment relationship. You continue to have the right to terminate your employment at any time, with or without cause or notice, and the Company has the same right.

As a result of an excused absence during your introductory period or for other reasons identified by management, the Company may choose to extend your introductory period as necessary to give you a further opportunity to demonstrate your ability to do the job. If your introductory period is extended, you will be notified.

## Equal Employment Opportunity and Reasonable Accommodations

KeyGlee Dispo is committed to providing equal employment opportunities to all employees and applicants without regard to race, religion, color, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, national origin, citizenship status, uniform service member status, age, genetic information, disability, or any other protected status in accordance with applicable federal, state, and local laws. GMS endorses these principles in its provision of services to KeyGlee Dispo.

This policy extends to all aspects of our employment practices, including but not limited to, recruiting, hiring, discipline, firing, promoting, transferring, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

KeyGlee Dispo is also committed to complying with the laws protecting qualified individuals with disabilities, as well as employees’ religious beliefs and observances. KeyGlee Dispo will provide a reasonable accommodation for any known physical or mental disability of a qualified individual with a disability and/or employees’ religious beliefs and observances to the extent required by law, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual. If you require an accommodation to perform the essential functions of your job and/or for your religious beliefs or observances, you must notify the Human Resources Director of KeyGlee Dispo at 623-253-9272. If KeyGlee Dispo does not completely and timely address your request for an accommodation, you should contact GMS at 330-659-0100. Once KeyGlee Dispo and/or GMS are aware of the need for an accommodation, there will be an interactive process to identify possible accommodations that will enable the employee to perform the essential functions of the job.

If you believe that you have been treated in a manner that is not in accordance with these policies, please notify the Human Resources Director of KeyGlee Dispo at 623-253-9272. If KeyGlee Dispo does not completely and timely address your complaint, you should contact GMS at 330-659-0100. You are encouraged to utilize this procedure without fear of reprisal.

## Policy Against Unlawful Harassment and Discrimination

KeyGlee Dispo is committed to providing a work environment that is free of unlawful harassment. Further to this commitment, we strictly prohibit all forms of unlawful harassment, which includes harassment on the

basis of race, religion, color, sex (including pregnancy, sexual orientation, gender identity, childbirth, or related medical conditions), national origin, citizenship status, uniform service member status, age, genetic information, disability, or any other category protected by applicable federal, state, or local laws.

This policy against unlawful harassment applies to all employees of the Company, including supervisors and managers. We prohibit managers, supervisors and employees from harassing co-workers as well as our customers, vendors, suppliers, independent contractors and others doing business with KeyGlee Dispo. In addition, we prohibit our customers, vendors, suppliers, independent contractors and others doing business with us from harassing our employees.

Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination.

Examples of Prohibited Sexual Harassment: Sexual harassment includes a broad spectrum of conduct. By way of illustration only, and not limitation, some examples of unlawful and unacceptable behavior include:

- unwanted sexual advances;
- offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity;
- visual conduct, such as leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons or posters;
- verbal sexual advances, propositions, requests or comments;
- sending sexually-related text-messages, videos or messages via social media;
- verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations; and
- physical conduct, such as touching, assault, impeding or blocking movement.

Examples of What Constitutes Prohibited Harassment: In addition to the above listed conduct, KeyGlee Dispo strictly prohibits harassment concerning race, color, religion, national origin, age or other protected characteristic. By way of illustration only, and not limitation, prohibited harassment concerning sex (including sexual orientation), race, color, religion, national origin, age or other protected characteristic includes:

- slurs, epithets, and any other offensive remarks;
- jokes, whether written, verbal, or electronic;
- threats, intimidation, and other menacing behavior;
- other verbal, graphic, or physical conduct; and
- other conduct predicated upon one or more of the protected categories identified in this policy.



If you have any questions about what constitutes harassing behavior, ask your supervisor or another member of management.

Harassment of our customers, clients, vendors, suppliers, independent contractors, or employees of our customers, clients, vendors, suppliers or independent contractors by our employees is also strictly prohibited. Such harassment includes the types of behavior specified in this policy, including sexual advances, verbal or physical conduct of a sexual nature, sexual comments and gender-based insults. Any such harassment will subject an employee to disciplinary action, up to and including immediate termination.

### **What Should You Do If You Feel You Are Or Have Been Harassed**

If you feel that you are being harassed in violation of this policy by another employee, supervisor, manager or third party doing business with the Company, you should immediately contact the Human Resources Director of KeyGlee Dispo at 623-253-9272. If KeyGlee Dispo does not completely and timely address your complaint of harassment, you should contact GMS at 330-659-0100. In addition, if you observe harassment by another employee, supervisor, manager or non-employee, please report the incident immediately to the individuals above. Appropriate action will also be taken in response to violation of this policy by any non-employee.

Your notification of the problem is essential to us. We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring your concerns and/or problems to our attention so that we can take whatever steps are necessary to address the situation. KeyGlee Dispo takes all complaints of unlawful harassment seriously and will not penalize you or retaliate against you in any way for reporting a harassment problem in good faith.

All complaints of unlawful harassment which are reported to management will be investigated as promptly as possible and corrective action will be taken where warranted. The Company prohibits employees from hindering internal investigations and the internal complaint procedure. All complaints of unlawful harassment which are reported to management will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

### **Policy Against Retaliation**

KeyGlee Dispo is committed to prohibiting retaliation against those who report, oppose, or participate in an investigation of alleged wrongdoing in the workplace. By way of example only, participating in an investigation of alleged wrongdoing in the workplace, includes, but is not limited to:

- Filing a complaint with a federal or state enforcement or administrative agency;
- Participating in or cooperating with a federal or state enforcement agency that is conducting an investigation of the Company regarding alleged unlawful activity;
- Testifying as a party, witness, or accused regarding alleged unlawful activity;
- Associating with another employee who is engaged in any of these activities;
- Making or filing an internal complaint with the Company regarding alleged unlawful activity;
- Providing informal notice to the Company regarding alleged unlawful activity.

We strictly prohibit any adverse action/retaliation against an employee for participating in an investigation of any alleged wrongdoing in the workplace. If you feel that you are being retaliated against you should immediately contact the Human Resources Director of KeyGlee Dispo at 623-253-9272. If KeyGlee Dispo does not completely and timely address your complaint of retaliation, you should contact GMS at 330-659-0100. In addition, if you observe retaliation by another employee, supervisor, manager or non-employee, please report the incident immediately to the individuals above.

Any employee determined to be responsible for violating this policy will be subject to appropriate disciplinary action, up to and including termination. Moreover, any employee, supervisor or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.

## **Employee Classification**

### **Full-Time Employees**

Full-time employees are employees who are normally scheduled to work at least forty (40) hours per week, as determined by KeyGlee Dispo in its sole discretion.

### **Part-Time Employees**

Part-time employees are employees who are normally scheduled to work fewer than forty (40) hours per week, as determined by KeyGlee Dispo in its sole discretion.

### **Temporary Employees**

Temporary employees are employees who are employed to work on special projects for short periods of time, or on a "fill-in" basis. These positions are not intended to be a part of continuing operations. The employment status of temporary employees will not be changed due to an extension of employment in excess of that originally planned. Unless otherwise required by applicable law, temporary employees are not eligible for company benefits.

### **Non-Exempt Employees**

Non-exempt employees include all employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws.

### **Exempt Employees**

Exempt employees include all employees who are classified by the Company as exempt from the overtime provisions of the Federal Fair Labor Standards Act and any applicable state laws.

If you have any questions concerning the benefits for which you qualify, please contact the Human Resources Director, or the applicable benefit plan documents. Similarly, if you have any questions concerning your classification, please consult the Human Resources Director of KeyGlee Dispo at 623-253-9272.

## **Lactation Break**

The Company will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child. The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees should clock out for any lactation time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid. The Company will also make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area, for the employee to express milk in private.

Employees should notify their immediate supervisor or the Human Resources Director to request time to express breast milk under this policy. If KeyGlee Dispo does not completely and timely address your request, you should contact GMS at 330-659-0100. The Company does, however, reserve the right to deny an employee's request for a lactation break if the additional break time will seriously disrupt operations.

# COMPANY BENEFITS

KeyGlee Dispo provides the following benefits to eligible employees. We reserve the right to terminate or modify these plans at any time, for any reason, with or without advance notice to employees.

## Your Pay

We issue payroll bi-weekly on Friday. If the scheduled payday falls on a holiday, paychecks will generally be distributed the business day before. Any questions about the number of hours for which you have been credited and paid, the amount of your pay or deductions should be brought to the attention of the Human Resources Director of KeyGlee Dispo.

If KeyGlee Dispo does not completely and timely address your question, you should contact GMS at 330-659-0100.

The workweek starts on Sunday at 12:00 a.m. and runs through Saturday at 11:59 p.m.

At their option, employees may receive their checks through Direct Deposit or an iPay Payroll Card by Kurensē by completing and returning a Direct Deposit Authorization Form or iPay Payroll Card Authorization Form. Direct payroll deposit is the automatic deposit of your pay into the financial institution account(s) of your choice. You may change your deposit selections at any time. If you choose direct deposit or the iPay Payroll Card option, your check stub will be made available at the time of issuance through your personal GMS on-line account. (You will not receive a paper stub.)

## Commission

Commission has been implemented in order to keep you motivated. We want you to know that we appreciate what you are doing, and in turn, we hope you feel rewarded enough to keep striving to become better at your job. Commission is structured so that the more properties you “close”, the more you are rewarded! Commission is calculated on a weekly basis and paid once monthly. Please speak with Human Resources for additional information about commission percentages and pay schedule. There is a separate commission form that must be reviewed and signed off.

If you are terminated or resign from employment with KeyGlee Dispo, commission will be paid out only if a property closes during your tenure as an active full-time employee. Commissions for properties closed after your last day as an employee will be paid to the employee who steps in to “close” the property in your absence. The Company reserves the right to alter, temporarily pause, or eliminate the commission structure at its sole discretion.

## Work Hours

As you know, the normal KeyGlee Dispo workday is from 8:30 AM until 5:00 PM (including 30-min lunch) for exempt and non-exempt employees.

The Company expects all employees to follow this assigned work schedule unless they have made prior arrangements with their immediate supervisor or Human Resources Director to work at different times (see Flexible Duty Schedule policy below). Changes in schedules will be announced as far in advance as possible. If an KeyGlee Dispo employee wants to change from a 30-min lunch to a 1-hour lunch, the

employee must inform their immediate supervisor and get permission to do so. Non-exempt employees must note this on the timesheet.

Non-exempt employees should not "clock-in" prior to their assigned start times, nor should they "clock-out" later than their assigned ending times, unless they have been instructed by their immediate supervisor to start work early or work late.

## **Flexible Duty Schedule**

Employees whose duties require them to work outside the normal schedule or desire an improved work-life balance may request to be placed on a flexible duty schedule. Employees on flexible duty will have greater latitude in working hours, subject to the following restrictions.

- Normal KeyGlee Dispo work hours are 8:30AM until 5:00PM (including a mandatory 30-minute lunch).
- Flexible starting times are from 7:30AM to 8:30AM with the ending time being 8 working hours per day later (NOT including lunch time).
- Employee must inform the immediate supervisor of their preferred lunch break period (30-min or 1-hour) that will be used at least +80% of the time.
- Employees must work a minimum of 40-hours per week.

## **Inclement Weather**

The needs of KeyGlee Dispo' customers do not abate or diminish during inclement weather. KeyGlee Dispo' facility does not close because of inclement weather, unless announced by the Human Resources Director. However, KeyGlee Dispo never expects employees to jeopardize their safety in order to report to work. If an employee decides to stay home from work due to inclement weather, he/she is required to contact the Human Resources Director to determine if use of PTO time is applicable, if available. If no PTO time is available, the employee must take the day off without pay.

## **Timekeeping Procedures**

Unless otherwise notified, each employee is required to accurately record his or her hours of work for KeyGlee Dispo, through the use of the GMS Time and Labor system. Accurately recording all of your time is required in order to be sure that you are paid for all hours worked as required by the wage and hour laws. "Off clock" work time is not permitted. "Hours worked" is defined by law as all-time an employee is subject to the control of an employer and includes all time that an employee is suffered or permitted to work, whether or not required to do so. Each employee will receive a half-hour unpaid lunch period. Employees are encouraged to take one 30-minute unpaid lunch period per workday. Non-exempt employees must clock in and out for unpaid breaks.

Your obligation to accurately record all hours worked does not relieve you of your obligation to obtain advance approval from your supervisor before working overtime or hours beyond your regular work schedule. Employees who work beyond their regularly scheduled work hours, including overtime or off-schedule hours, without prior authorization by their supervisor are subject to disciplinary action up to and including termination of employment.

Any changes or corrections to your time record must be initialed by you and the Human Resources Director. Under no circumstances may any employee punch or record another employee's time card.

## **Work from Home**

It is essential to team culture, efficiency, and productivity that all team members work in the office unless extenuating circumstances are present. This policy is meant to help team members and should not be abused.

In order to accommodate the needs of our team members, KeyGlee Dispo may permit some team members in specific circumstances to work from home remotely as long as it does not affect the team member's productivity or the efficiency of the organization. Some positions within the organization, by their very nature, do not lend themselves to work from home. For example, positions that require the supervision of a manager or other team member(s) usually cannot be performed from home, as it is an integral part of the position that the supervisor be available to answer questions and coach team members in their growth and development.

The Company reserves the right to alter or discontinue the ability to work from home in any capacity at any time. Team members faced with extenuating circumstances who feel they need to work from home for an extended period of time should discuss with their immediate supervisor whether this is an option in their current position. If the manager agrees, the team member and manager should meet with the Human Resources Director to draft an agreement that permits the employee to telecommute. The agreement will need to be signed by the team member, manager, and Human Resources.

The agreement will include:

- The hours and days the team member will work.
- Acknowledgment that the team member has a suitable home office environment equipped with high-speed internet access, computer, and other necessary support systems.
- The performance criteria that will be used to determine whether the work from home arrangement is effective.
- Acknowledgement that the team member must respond timely to emails and phone calls.
- The reporting requirements for the team member.
- Acknowledgement that the work from home arrangement may be revised or discontinued at any time.
- Acknowledgement that the team member is required to utilize the company's time monitoring software ("Time Doctor" or similar software(s)).
- Acknowledgement that the employee remains an employee-at-will and that the work from home agreement does not constitute a contract of employment.

## **Paid Holidays**

After completion of the introductory period (except as provided below), full-time employees will receive these specific holidays off with pay any time they fall on a normally scheduled workday for the employee. If a holiday falls on a Saturday or Sunday, employees will not be granted that paid holiday time. Each calendar year KeyGlee Dispo will distribute a schedule of the year's holidays. However, KeyGlee Dispo reserves the right to change the schedule or eliminate holidays with or without notice. The following are generally the paid holidays:

New Year's Day  
Good Friday/Easter  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve  
Christmas Day

New Year's Eve  
Floating Holiday

\*Floating Holiday is scheduled by employee and approved by immediate supervisor.

To be eligible for holiday pay, you must work your last scheduled day before the holiday and the first scheduled day after the holiday, unless you are taking a pre-approved PTO on those days. Holiday pay does not count as "hours worked" for purposes of calculating an employee's entitlement to overtime during the week in which the holiday occurs.

Some departments may be open on a holiday due to business necessity. Employees will be given as much advance notice as possible if they are required to work on a holiday, although advance notice may not always be possible. Employees asked to work on a holiday will only receive their normal rate of pay for work performed on a holiday.

## Paid Time Off

KeyGlee Dispo provides a flexible bank of Paid Time Off ("PTO") to eligible full-time employees after 90 days of continuous employment. PTO is provided to enable employees to meet both their work and personal needs. PTO accrual will start at the beginning of an employee's date of hire and accrual rates will update on each employee's anniversary date. PTO accounts renew every January 1. An employee's PTO account is administered on a calendar year accrual cycle based on the number of regular hours worked (over-time hours are not included) according to the following schedule:

**Amount of Benefits:** The amount of PTO benefits provided depends on years of service:

Years with Company	Accrual Rate Begins	Accrual Rate (based on 40-hour week)	Maximum Total PTO Days
1 <sup>st</sup> Year	First day of employment	.0384 per hour worked	10 Days (80 Hours)
2 <sup>nd</sup> Year	After 1 full year of employment	.0461 per hour worked	12 days (96 hours)
3 <sup>rd</sup> Year	After 2 full years of employment	.0538 per hour worked	14 days (112 hours)
4 <sup>th</sup> Year and thereafter	After 3 full years of employment	.0615 per hour worked	16 days (128 hours)

*Example: If you work 80 hours on a paycheck in your first year, you will accrue 3.072 hours.*

Consult your manager for detailed information on how the dollar amount of your PTO pay is calculated and the amount you are entitled to receive. The actual dollar amount that an employee receives while on PTO may vary according to the compensation plan of the employee. To be eligible for PTO, you must work your last scheduled day before the PTO day and the first scheduled day after PTO is taken, unless you receive prior approval from your supervisor.

Paid time off is given to employees so that they are better able to perform their jobs when they return. For this reason, we require employees to take their PTO and we do not permit employees to take pay in lieu of time off. Employees may use earned paid time off for sick leave in accordance with Arizona state Paid Sick Leave Laws. KeyGlee Dispo wants employees to use their earned PTO days within the calendar year.

Employees will be allowed to borrow time that is not accrued yet, however if you resign or are terminated, the dollar amount for hours borrow that were not yet accrued will be deducted from your final paycheck.

All employees can rollover 2-days (16 hours) into the next calendar year, any additional remaining days will be paid out. If the employee only has 2-days (16 hours) remaining, they can either have the 2-days (16 hours) paid out or rolled over into the next calendar year.

If an employee is re-hired, he or she will start to accumulate PTO based on their new hire date. The Company also reserves the right to direct employees to take PTO when business conditions make that necessary or appropriate. Any accumulated PTO time will be forfeited upon the termination of your employment. If an employee resigns, and two weeks' notice is given, any accumulated PTO will be paid out. Employees may not use paid time off during, or in lieu of, their two-week notice period.

#### 1. Scheduling PTO

PTO should be scheduled and approved by your supervisor at least two weeks in advance. The Company has the right to refuse an employee's application for PTO if, in the Company's sole discretion, scheduling PTO at the time requested would be inconsistent with the smooth operation of the Company's business.

#### 2. Unscheduled PTO

In some instances, it may not be possible for an employee to schedule PTO. Unscheduled PTO is only permitted in cases of medical emergencies or illness, or where otherwise legally required. Employees who need to take unscheduled PTO must comply with the following:

- a. *Notify Your Supervisor As Soon As Possible.* You must personally contact your supervisor as far in advance as possible, so that proper arrangements can be made to handle your work in your absence. Leaving a message with another employee does not satisfy this responsibility. You are also responsible for informing your supervisor of the anticipated date of your return to work.
- b. *Daily Updates.* Employees who are using unscheduled PTO are responsible for personally contacting their supervisor each day and providing updates on their anticipated date of return.
- c. *Medical Certification.* The Company may require employees who are absent due to their own illness, or to care for an ill parent spouse or domestic partner, to provide appropriate medical documentation from a healthcare provider. The Company may also, in certain instances, require a second certification from another health care provider.

An employee's failure to contact his or her supervisor or to provide appropriate medical certification when requested may result in denial of PTO benefits and discipline, including termination.

An employee may request, or, in appropriate circumstances, the Company may require the use of accrued PTO when taking an extended leave of absence for medical reasons.

## **Personal Time**

KeyGlee Dispo recognizes employees will have work-life conflicts that require paid time off for important personal activities such as, but not limited to, parent-teacher conferences, voting, visiting healthcare professionals for preventive treatment, taking children to daycare or medical appointments, and so forth. KeyGlee Dispo believes these important personal activities would only last a few hours or so, but in rare occurrences might be up to half day.

KeyGlee Dispo will have no official "paid personal leave" days. In other words, we trust our employees will not abuse this policy. Employees will be required to inform the immediate supervisor and Human Resources in advance of needing PTO time to attend to important personal activities. KeyGlee Dispo management reserves the right to change this policy without prior notice to employees.

## **Excused Time Off**

Qualifying employees are entitled to one paid excused day off per year to attend an outing hosted by professional organizations that is related to KeyGlee Dispo's business. The Human Resources Director and immediate supervisor's written approval must be obtained prior to attending such an event. Employees are permitted to attend non-professional organizational events but must take a PTO day for the time away from the office.

## **Paid Sick Leave**

KeyGlee Dispo provides employees with Paid Sick Leave to use throughout the calendar year. All employees are awarded a bank of 40 hours (5 days) of paid sick time immediately upon hire to use throughout the calendar year. The calendar year will be defined as January 1st of a given year and will end on December 31st of that year.

An employee may use paid sick leave for themselves or to take care of a family members:

- Medical care or mental or physical illness, injury, or health conditions.
- Circumstances relating to public health emergency or communicable disease exposure.
- Absence due to domestic violence, sexual violence, abuse, or stalking.

Employees may request to use sick time through the GMS Time & Labor application. In addition to this, they must communicate in writing to the Human Resources Director that a request was submitted. Leave may be used in a minimum of 1-hour increments.

Any unused sick time will not be paid out or rolled over at the end of the year. Upon termination or separation from the Company, sick time will not be paid out. If an employee separates from the Company and is rehired within nine months from the date of separation, any previously accrued and unused paid sick days must be reinstated.

*Paid Sick Leave laws, employee rights, and regulations may vary based on State. Please see your state specific addendum for more or contact the Human Resources Director to discuss.*

## **Workers' Compensation Insurance**

Workers' Compensation insurance provides benefits to employees who experience injury or illness connected with employment. To be eligible for Workers' Compensation benefits, the injury must be a direct result of the job. Benefit entitlements are governed by law, but it is essential that you report all work-related accidents, injuries, and illnesses immediately.

KeyGlee Dispo requires any work-related injury -- including those which do not involve serious injury and those involving customers -- to be reported to your employer immediately and within 24 hours. It is only through full knowledge of every accident that the Company can become a safer, healthier place to work for everyone.



This practice will ensure that your employer is immediately aware of the injury, allowing them to aid you in obtaining rapid treatment and assistance with your claim. For injuries that are not readily apparent, you must report the incident and injury within 24 hours after you realize you have suffered a work-related injury. Discipline up to and including termination will occur if injuries are not reported in this time frame.

KeyGlee Dispo maintains a strict policy against discharging, threatening to discharge, or in any manner discriminating against any employee because he or she has filed or made known his or her intention to file a claim for workers' compensation benefits or an application for adjudication to the workers' compensation board. If you feel you are being discriminated against in violation of this policy you should contact the Human Resources Director of KeyGlee Dispo. If KeyGlee Dispo does not completely and timely address your complaint of discrimination, you should contact GMS at 330-659-0100.

### Light Duty Policy

The Company strives to promote a successful recovery from any work related or personal injury and has developed a light duty program for purposes of addressing an employee's return to work with restrictions.

An employee who is injured in the course of his or her employment and is temporarily unable to perform one or more of his or her job duties may be placed in a "transitional duty" position. A transitional duty position can be any position for which the employee is able to perform the job functions. Transitional work assignments may be offered to employees with medical restrictions in anticipation of a return to the employee's former position of employment. Experience shows that the longer an employee remains away from work, the more difficult it is to return to gainful employment. Returning to regular work usually occurs more quickly when transitional or modified duty is offered to an employee.

Transitional duty jobs will be assigned in accordance with the Company's business and production needs. Although the Company may assign employees to transitional duty jobs, it should be understood that it is under no obligation to do so, and that the Company may limit the number of transitional duty jobs available at any given time. Transitional duty jobs can include any duties within the physical and mental restrictions of the injured/impaired employee, including the combination of duties assigned by the Company.

Transitional duty jobs will not become permanent positions. Any employee assigned to transitional duty must provide medical certification concerning the extent of the employee's limitations and a prognosis for recovery. The Company will require, at reasonable intervals, periodic recertification of the condition by the employee's physician. Employees on transitional duty may also be required to undergo an examination by a Company designated physician where the need for additional information is consistent with business necessity.

Qualifying employees will be placed in a transitional duty position for up to 12 weeks. The period of transitional duty begins on the date an employee begins working with restrictions and ends when the work restrictions are removed or become permanent, or at the end of 12 weeks period, whichever comes first. Continuation of transitional duty beyond 12 weeks will be considered on a case-by-case basis.

The Company's transitional duty policy and program will comply with all applicable laws, including the Family and Medical Leave Act, the Americans with Disabilities Act and Ohio's Workers' Compensation Act.

## **Training and Educational Assistance**

If an employee has been employed for longer than 90 days and they have obtained their Real Estate License, KeyGlee Dispo will reimburse for anything absolutely necessary to obtain the License. Including the following: Cost of school, Cost of the State and National exam, Fingerprint Card, and Brokerage costs.

To receive reimbursement, the employee must (1) receive advanced written authorization from the VP of Operations, and Human Resources Director of KeyGlee Dispo to attend the course and (2) successfully complete the course. Employees should contact their immediate supervisor before registering for their license. KeyGlee Dispo is not responsible for the payment or reimbursement of any costs or expenses associated with an employee's attendance at a lecture, training program or other educational program, if the employee fails to receive advanced written authorization and the employee fails to successfully complete the course.

## **Civic Duties**

KeyGlee Dispo encourages each of its employees to accept his or her civic responsibilities. We are a good corporate citizen, and we are pleased to assist you in the performance of your civic duties.

**Jury Duty:** If you receive a call to jury duty, please notify your supervisor immediately and give a copy of your jury duty summons to your supervisor so that he or she may plan the department's work with as little disruption as possible.

If called for jury duty and if you have been employed by the Company for ninety (90) calendar days, you will be paid the difference between your regular straight time rate and the amount of jury duty pay received. Written confirmation from the court of your jury duty service is required in order to receive jury duty pay.

You are required to report promptly for work during any day in which your services as a juror do not require your presence in court or when you are excused with more than two (2) hours remaining in your regular working day.

Employees who are released from jury service before the end of their regularly scheduled shift or who are not asked to serve on a jury panel are expected to call their supervisor as soon as possible and report to work if requested.

**Witness Duty:** Please see your state specific addendum.

**Voting:** Please see your state specific addendum.

## **Medical Leave of Absence**

KeyGlee Dispo is not subject to the federal Family and Medical Leave Act at this time. However, we have established the following medical leave policy for our employees:

Full-time employees who have been with KeyGlee Dispo for one (1) year or more are eligible for unpaid leaves of absence for up to three (3) months for medical reasons. Medical reasons may include illness, injury, medical and surgical procedures, and related medical conditions. Leaves for female employees with disabilities due to pregnancy and childbirth are available for up to four (4) months and are available regardless of whether they have been employed for one year. Employees must request a leave of absence if they will be unable to work for medical reasons for a period in excess of five (5) consecutive days. Such requests are subject to management approval and must be made as soon as possible. Each request must be accompanied by a certification from the employee's treating physician or physician approved by GMS that is acceptable to GMS and indicates that the employee is unable to return to work. KeyGlee Dispo and GMS reserve the right to have employees on a medical leave of absence examined by a physician of their choice. KeyGlee Dispo may require periodic physician's verification of the employee's inability to work. Misrepresenting the reason for applying for a leave of absence may result in disciplinary action, up to and including termination.

During a leave of absence, the medical insurance plan may allow covered employees and their eligible dependents to maintain medical insurance benefits by electing and paying for continuation coverage. The

employee and his or her eligible dependents must pay the monthly premiums for any continuation coverage as elected. It is the applicable plan document that ultimately governs your eligibility and entitlement to these benefits.

Upon the employee's return from a medical leave of absence, we will attempt to return the employee to his or her regular job if it is available. If it is not available, the employee will be placed in a similar job for which the employee is deemed by KeyGlee Dispo to be qualified if such a job is available. If no jobs are available at the time, the returning employee will be given preferential consideration for any position for which he or she applies and for which he or she is deemed by management to be qualified. A returning employee will be given such preferential consideration for a period of sixty (60) days following his or her written notification to KeyGlee Dispo that he or she is ready and able to return to work.

Failure to report to work as scheduled following a leave of absence can result in dismissal. Employees who are out on leaves of absence will not accrue such benefits as PTO or holiday pay during their leaves of absence.

You should speak directly with the Human Resources Director of KeyGlee Dispo prior to taking a leave to ensure your understanding of all of your obligations to the Company while on leave, such as reporting and verification obligations. If KeyGlee Dispo does not completely and timely address your request for leave, you should contact GMS at 330-659-0100 Failure to comply with this policy may substantially affect your ability to return to work.

## **Personal Leave of Absence**

Additional types of unpaid personal leaves of absence may be granted in the sole discretion of management, for up to a maximum of 30 days. An extension beyond 30 days will be considered on an individual basis.

Failure to report to work as scheduled following a leave of absence may result in discipline, including termination. Time spent on personal leave of absence will not be used for computing benefits such as PTO or holidays.

You should speak directly with your immediate supervisor prior to taking a leave to ensure your understanding of all of your obligations to the Company while on leave, such as your periodic reporting and re-verification obligations. If KeyGlee Dispo does not completely and timely address your request for leave, you should contact GMS at 330-659-0100 Failure to comply with this policy may substantially affect your ability to return to work. Failure to comply with Company policy may substantially affect your ability to return to work under this policy.

## **Bereavement Leave**

Our full-time employees are eligible to receive up to three (3) days of paid bereavement leave in the event they need to miss regularly scheduled work days due to the death or funeral of a member of the employee's immediate family. Your immediate family includes your spouse, registered domestic partner, children, stepchildren, registered domestic partner's children, parents, grandparents, grandchildren, brother or sister, your spouse's parents, or your registered domestic partner's parents.

An employee who is notified of a death in his or her immediate family while at work will be paid for the remainder of the scheduled hours that day. The three-day eligibility for paid bereavement leave will not commence until the next regularly scheduled work day which is lost. All time off in connection with the death of an immediate family member, as defined above, should be scheduled with your supervisor. If additional time off is needed please contact your immediate supervisor. Any additional time off may be unpaid.

## **Maternity Leave**

Full-time employees who are employed with the company for more than 90 days who wish to take time off due to the birth of a child should notify their immediate supervisor as soon as possible. A new mother will receive up to 12 weeks of leave that must be used within a 12-month period of the birth of the new member being added to the employee's family. This policy includes biological mothers, adoptive mothers, and foster mothers. Of the 12 weeks, KeyGlee Dispo will give up to 6 weeks paid while the remaining 6 weeks will be unpaid. Once Maternity Leave has started, the employee cannot return to work until the start of the 3rd week. At that point the employee can return early or stay on their leave up to the 12-week mark. If the employee returns early, they can use their remaining leave at a later date within the 12-month timeframe. Employees can only use paid leave within a 6-month time frame. If an exception is needed, then a formal appeal can be submitted to lead. This policy includes biological mothers, adoptive mothers, and foster mothers. If you had group health insurance through KeyGlee Dispo prior to taking Maternity Leave, you will continue to receive health care coverage during your leave. If you pay part of the cost, you must continue to do so during your leave. Any employee that takes Maternity Leave can use any PTO/Sick/Floating Holidays that has accrued as pay for remaining unpaid days.

KeyGlee Dispo provides unpaid leave to female employees for any pregnancy related-disabilities, childbirth, or related medical conditions. Additionally, female employees will be permitted to use any accrued unused time for leave under this policy. Employees requesting leave under this policy should notify KeyGlee Dispo as soon as possible. Each request must be accompanied by an appropriate certification from the employee's treating physician. Leave taken under this policy runs concurrently with FMLA. For more information regarding this policy, please contact Human Resources.

### **Requesting Maternity Leave**

We understand that the exact date that an employee will give birth cannot always be foreseen, however if you know ahead of time that you will need to use Maternity Leave, you must tell KeyGlee Dispo 30 days in advance of the approximate date that the maternity leave will start. If you know you will need to take leave in less than 30 days, you should tell KeyGlee Dispo right away.

Please inform both your team lead and Human Resources when maternity leave will be requested. If Maternity Leave needs to be requested earlier than expected, then let your team lead know within 24 hours of the start date. At that point it will be the responsibility of the team lead to inform Human Resources.

## **Paternity Leave**

Full-time employees who are employed with the company for more than 90 days will receive up to 12 weeks of leave that must be used within a 12-month period of the birth or the new member being added to the employees family. This policy includes biological fathers, adoptive fathers, and foster fathers. Of the 12 weeks, KeyGlee Dispo will give up to 2 weeks paid while the remaining 10 weeks will be unpaid. Once Paternity Leave has started, the employee cannot return to work until the start of the 2nd week. At that point the employee can return early or stay on their leave up to the 12-week mark. If the employee returns early, they can use their remaining leave at a later date within the 12-month timeframe, however all remaining weeks will be unpaid. If you had group health insurance through KeyGlee Dispo prior to taking Paternity Leave, you will continue to receive health care coverage during your leave. If you pay part of the cost, you must continue to do so during your leave. Any employee that takes Paternity Leave can use any PTO/Sick/Floating Holidays that has accrued as pay for remaining unpaid days. Leave taken under this policy runs concurrently with FMLA.

### **Requesting Paternity Leave**

We understand that the exact date that an employee will give birth cannot always be foreseen, however if you know ahead of time that you will need to use Paternity Leave, you must tell KeyGlee Dispo 30 days in

advance of the approximate date that the paternity leave will start. If you know you will need to take leave in less than 30 days, you should tell KeyGlee Dispo right away.

Please inform both your team lead and Human Resources when maternity leave will be requested. If Maternity Leave needs to be requested earlier than expected, then let your team lead know within 24 hours of the start date. At that point it will be the responsibility of the team lead to inform Human Resources.

### **Returning to Your Job**

When you return from your Paternity Leave, you will resume your same role or another role with the same pay and benefits. Core Days will not be required until after 90 days of returning from leave. Any extension will need to be coordinated with the team lead for approval. Depending on the position, employees may be able to work flexible hours. Employees will work with their team lead for approval.

### **Military Leave of Absence**

Employees who require time off from work to fulfill military duties will be treated in accordance with applicable requirements of state and federal laws. You are expected to notify the Human Resources Director of KeyGlee Dispo of upcoming military duty by providing your supervisor with a copy of your orders as soon as possible. If KeyGlee Dispo does not completely and timely address your request for military leave, you should contact GMS at 330-659-0100.

# WHAT WE EXPECT OF YOU

## Company Policies

This section of your handbook discusses your responsibilities to KeyGlee Dispo as an employee. Please thoroughly familiarize yourself with these policies and apply them in your work.

The following policies focus on basic rules that may not be violated under any circumstances. Violation of any of these basic rules, the policies in this handbook, or any other policy of the Company may lead to discipline, up to and including immediate termination. Obviously, this list is not all inclusive and there may be other circumstances for which employees may be disciplined, up to and including immediate termination. If you have any questions about these basic rules, or what we expect of you as one of our employees, please discuss them with your supervisor.

In most instances, inappropriate conduct will be addressed in the way the company feels is most suited to preventing a recurrence of the problem or correcting it. Among the actions that might be taken are verbal counseling, written counseling, verbal warnings, written warnings, verbal reprimands, and written reprimands, transfers of jobs and/or location, suspensions, demotions, corrective action plans and termination. The degree of discipline or corrective action taken depends on the nature and severity of the offense, and additional factors also may be considered, including without limitation the employee's previous disciplinary record on similar and other offenses.

These rules do not alter the at-will nature of your employment. Employment at will is a legal doctrine which states that an employment relationship may be terminated by the employer or employee at any time and for any or no reason as long as no laws are violated.

## Absenteeism and Tardiness

Each employee is expected to be at his or her workstation on time each day and to remain there throughout his or her scheduled hours. Absenteeism or tardiness, even for good reasons, is disruptive of our operations and interferes with our ability to satisfy our customers' needs. Absenteeism or tardiness can result in discipline, up to and including termination.

If you are going to be late or absent from work for any reason, you must personally notify your supervisor as far in advance as possible so that proper arrangements can be made to handle your work during your absence. Of course, some situations may arise in which prior notice cannot be given. In those circumstances, you are expected to call your supervisor as soon as possible. Leaving a message, voice mail or sending an email does not qualify as notifying your supervisor -- you must personally contact your supervisor. If you are required to leave work early, you must also personally contact your supervisor and obtain his/her permission.

When absence is due to illness, the Company may require appropriate medical documentation.

If an employee fails to report to work or call in, after 2 days, they will be considered to have voluntarily abandoned his/her position and will be terminated.

## Alcohol and Drug Policy

All employees are prohibited from manufacturing, cultivating, distributing, dispensing, possessing or using illegal drugs (including marijuana) or other unauthorized or mind-altering or intoxicating substances while on KeyGlee Dispo property (including parking areas and grounds), or while otherwise performing their work duties away from KeyGlee Dispo. Included within this prohibition are lawful controlled substances, which

have been illegally or improperly obtained. This policy also prohibits possessing drug paraphernalia. This policy does not prohibit the possession and proper use of lawfully prescribed drugs taken in accordance with the prescription. The policy and all testing shall be conducted and implemented by the Company to be consistent with applicable Federal and State laws, and take into consideration the employees right to privacy.

Employees are also prohibited from having any such illegal or unauthorized controlled substances in their system while at work (including marijuana, and prescribed medical marijuana) and from having excessive amounts of otherwise lawful controlled substance in their systems. This policy does not apply to the authorized dispensation, distribution or possession of legal drugs where such activity is a necessary part of an employee's assigned duties.

Although medical marijuana is legal in some states, KeyGlee Dispo maintains a zero tolerance policy for use, possession or distribution in the workplace.

All employees are prohibited from distributing, dispensing, possessing or using alcohol while at work or on duty. Furthermore, off-duty alcohol use, while generally not prohibited by this policy, must not interfere with an employee's ability to perform the essential functions of his/her job.

### **Prescription Drugs**

The proper use of medication prescribed by your physician is not prohibited (with the exception of medical marijuana which is prohibited by this policy). KeyGlee Dispo does, however, prohibit the misuse of prescribed medication. Employees' drug use may affect their job performance, such as by causing dizziness or drowsiness. Employees are required to disclose any medication that would make them a risk of harm to themselves or to others in performing their job responsibilities. It is the employee's responsibility to determine from his/her physician whether a prescribed drug may impair job performance.

### **Notification of Impairment**

It shall be the responsibility of each employee who observes or has knowledge of another employee in a condition which impairs the employee in the performance of his/her job duties, or who presents a hazard to the safety and welfare of others, or is otherwise in violation of this policy, to promptly report that fact to his/her immediate supervisor.

### **Who is Subject to a Drug or Alcohol Test**

Employees may be required to submit to drug/alcohol screening to the extent permitted by applicable state and federal law as follows, including (1) Pre-Employment, (2) Reasonable Suspicion, and (3) Post-Accident.

KeyGlee Dispo shall also perform post-accident drug/alcohol testing only in situations in which the employee drug or alcohol use was likely to have contributed to the incident. In these situations, the drug testing shall be conducted to identify the impairment level. The test will not be mandated where the drug use is not a likely factor, such as a bee sting, or repetitive strain or use injury. All testing shall be conducted so as to comply with applicable Federal and State law.

In those situations where the post-accident drug testing is appropriate, where it is reasonable to believe that employee drug use is likely to have contributed to the incident, and for which the drug test can accurately identify impairment caused by drug use, any employee who tests positive or who refuses to submit to testing in connection with a work-related injury will be subject to termination, and such employee may not qualify for compensation under Arizona Law.

### **Discipline**

Violation of this policy may result in discipline up to and including termination of employment.

### **Enforcement Policy**

In order to enforce this policy, KeyGlee Dispo may investigate potential violations and require personnel to undergo drug/alcohol screening, including urinalysis, blood tests or other appropriate tests and, where appropriate, searches of all areas of the Company's physical premises, including, but not limited to work areas, personal articles, employees' clothes, desks, work stations, lockers, and personal and company vehicles. Employees will be subject to discipline up to and including discharge for violation of this policy, for refusing to cooperate with searches or investigations, or refusal to submit to screening or for failing to execute consent forms when required by KeyGlee Dispo.

### **Investigations/Searches**

Where a manager or supervisor has reasonable suspicion that an employee has violated the substance abuse policy, the supervisor, or his designee, may inspect vehicles, lockers, work areas, desks, purses, briefcases, and other locations or belongings without prior notice, in order to ensure a work environment free of prohibited substances. An employee may be asked to be present and remove a personal lock. Locked areas or containers do not prevent KeyGlee Dispo from searching that area, thus employees should have no expectation of privacy for personal belongings brought on KeyGlee Dispo premises. Where the employee is not present or refuses to remove a personal lock, KeyGlee Dispo may do so for him or her, and compensate the employee for the lock. Any such searches will be coordinated with a representative of management. KeyGlee Dispo may use unannounced drug detection methods to conduct searches.

### **What Happens When an Employee Tests Positive for Prohibited Substances**

All employees who test positive in a confirmed substance test, or refuse such test, conducted in accordance with this policy, will be subject to discipline, up to and including termination.

### **Test Procedures**

All alcohol/drug tests shall be done in accordance with applicable Federal and State law. Applicants and employees subject to testing must sign, prior to testing, any required form consenting to the testing and consenting to the release of the test results to KeyGlee Dispo. All collection and chain-of-custody procedures will follow the guidelines for the testing recommended by the U.S. Department of Health and Human Services.

KeyGlee Dispo will pay for all initial testing (including initial confirmation tests) conducted under this policy. Test results and related information will be treated confidentially and divulged to KeyGlee Dispo management only on a need-to-know basis.

## **Background Screening**

To ensure that employees of the Company continue to be qualified and continue to have a strong potential to be productive and successful, to further ensure that the Company maintains a safe and productive work environment free of any form of violence, harassment or misconduct, and to determine eligibility for promotion, re-assignment or retention, the Company reserves the right to conduct background screening on all of its employees. Background screening is a sound business practice that benefits everyone; it is not a reflection on any particular employee.

## **Cellular Phones, PDAs, and Other Handheld Electronic Devices**

While at work, employees are expected to exercise the same discretion in using personal cellular phones, PDAs, and other handheld electronic devices as is expected for the use of all Company devices and



equipment. In the remainder of this policy, these devices are collectively referred to as “handheld devices.” Excessive use of these handheld devices during the workday can interfere with employee productivity and be distracting to others. Employees should use their good judgment to reasonably limit personal calls, and personal text messaging, instant messaging, emailing and other means of electronic communications during work time. Employees are, therefore, asked to use these handheld devices for personal use outside of working hours, and to ensure that friends and family members are aware of the Company's policy. Flexibility will be provided in circumstances demanding immediate attention. The Company will not be liable for the loss of handheld devices brought into the workplace.

### **Recording Devices**

To maintain the security of our premises and systems, and the privacy of our employees and customers, the Company prohibits unauthorized photography, and audio or video recording of its employees, confidential documents, or customers. This prohibition includes the use of cell phones equipped with cameras and audio and video recording capabilities. Employees may not use a cell phone, camera phone, PDA or any other handheld device in a manner that violates our No Harassment Policy, Equal Employment Opportunity Policy, or other Company policies. Employees may not use a cell phone, camera phone, PDA or any other handheld device in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Employees are strictly prohibited from taking any photographs or videos using any handheld device on Company premises. Employees who violate this policy are subject to discipline, up to and including immediate termination of employment.

### **Safety Issues for Handheld Devices**

Employees are required to refrain from using their handheld devices while driving in connection with their job duties, except as set forth below. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees should pull over to the side of the road and safely stop the vehicle before using any handheld device. Under no circumstances are employees allowed to place themselves or anyone else at risk to fulfill business needs. If an employee needs to make a phone call while driving, the employee must use a hands-free device. However, under no circumstances may an employee while driving use any electronic wireless communications device to write, send, or read any text-based communication, including text messages, instant messages, and/or email messages.

Employees who are charged with traffic violations resulting from the use of their handheld devices while driving will be solely responsible for all liabilities that result from such actions. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

### **Special Responsibilities for Managerial Staff**

As with any policy, management employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

## **Conflicts of Interest**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which KeyGlee Dispo wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the immediate supervisor for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of KeyGlee Dispo. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price

breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of KeyGlee Dispo' business dealings.

No presumption of a conflict is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative they disclose to the immediate supervisor of KeyGlee Dispo as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which KeyGlee Dispo does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving KeyGlee Dispo.

## **Company Keys/Entry Cards**

Each KeyGlee Dispo employee to whom a key and/or entry card is given is responsible for proper use of that key and/or entry card and will be required to sign for it. A lost or misplaced key and/or entry card must be reported immediately to your supervisor. Never duplicate or loan a key and/or entry card to anyone for any reason. See your supervisor if you need another key and/or entry card. All keys and/or entry cards must be turned in to the Human Resources Director of KeyGlee Dispo upon separation from the Company. Employees who take a leave of absence must turn in any keys and/or entry cards prior to beginning their leave.

## **Company Relationships Policy**

KeyGlee Dispo has adopted this policy in recognition of its responsibility to provide guidelines on and to caution employees of the potential problems posed by romantic and sexual relationships with other employees. These problems include conflicts of interest, interference with the productivity of coworkers, and potential charges of sexual harassment. These problems can be particularly serious in situations in which one person has a position of authority over the other, such as in a supervisor-subordinate position.

KeyGlee Dispo does not prohibit consensual amorous relationships between employees, but it does impose the following restrictions:

1. KeyGlee Dispo prohibits supervisors and managers from engaging in amorous or sexual relationships with subordinates and requires the supervisor or manager to disclose the existence of such relationship immediately. If such a relationship exists, supervisors and managers are required to take steps to resolve any potential conflict of interest or impropriety created by the relationship.
2. All employees must avoid amorous or sexual relationships with other employees that create conflicts of interest, potential charges of sexual harassment, or discord or distractions that interfere with other employees' productivity.
3. All employees are expected to behave in a professional manner and avoid inappropriate displays of affection, etc., in the work environment.

Additionally, to avoid potential conflicts of interest and to promote productivity in the workplace, the Company does not typically hire or transfer relatives into positions in which they supervise or are supervised by another close family member. The Company also avoids placing family members in positions in which

they work with or have access to sensitive information about family members. Questions and clarifications will be addressed by the Human Resources Director.

## **Computers, Databases, E-Mail, Voice Mail and the Internet**

The following policy governs the use of all Company controlled computer equipment and software, collectively referred to hereinafter as "Company Computer Systems." The Company Computer Systems includes all computing/processing assets either owned, leased, internally developed, or otherwise within the company's control, including servers, computers, laptops, tablets, handheld devices, storage devices, electronic devices, cell phones, smart phones, scanners, copiers, fax machines, databases, applications, cloud services, and network infrastructure used for Company business (including e-mail, voice mail, Internet access, data processing, data storage, and application development, installation, and maintenance). The policy also governs all Personal devices used for Company business including tablets, handheld devices, laptops, cell phones, smart phones, or home computers that are connected with or to the Company's computer system on a regular or intermittent basis, but which otherwise are not Company Computer Systems. This policy may not be changed except in a written document issued by the Human Resources Director of KeyGlee Dispo.

All Company Computer Systems are the Company's property to be used to facilitate the business of the Company. All information that is temporarily or permanently stored, transmitted or received via Company Computer Systems remain the sole and exclusive property of the Company. As such, employees should have no expectation of privacy in connection with their access and use of such equipment and systems.

Employees should not use or access the Company Computer Systems in any manner that is unlawful, inappropriate wasteful of Company resources, or contrary to the Company's best interests. These electronic tools are provided to assist employees with the execution of their job duties and should not be abused.

### **Company Property**

All software that has been installed on the Company Computer Systems is Company property and may not be used for any non-business, unlawful or improper purpose. In addition, all data temporarily or permanently received, collected, downloaded, uploaded, copied and/or created on the Company Computer Systems and all data temporarily or permanently received, collected, downloaded, uploaded, copied and/or created on non-Company computers used for Company business that relates in any manner to the Company's business is subject to monitoring by the Company, is the exclusive property of the Company and may not be copied or transmitted to any outside party or used for any purpose not directly related to the business of the Company.

Upon termination of employment, an employee shall not remove any software or data from Company Computer Systems and shall completely remove all data collected, downloaded and/or created on non-Company computers used for Company business that relate in any manner to the Company's business. Upon request of the Company, a terminating employee shall provide proof that such data has been removed from all personal computers used for Company business.

### **Proper Use**

Employees are strictly prohibited from using the Company Computer Systems, or personal computers used for Company business, for any improper purpose such as the improper access or transfer of company trade secrets or confidential and proprietary information except for legitimate company business. Further, the Company's Anti-Discrimination Policy and Policy Against Harassment extend to the use of the Company Computer Systems and personal computers used for Company business. Any employee who uses the Company Computer Systems in violation of these policies will be subject to discipline, up to and including immediate termination.

It is not possible to identify every type of inappropriate or impermissible use of the Company Computer Systems. Employees are expected to use their best judgment and common sense at all times when accessing or using these systems. The following conduct, however, is strictly prohibited:

- Employees may not transmit, retrieve, download, or store inappropriate messages or images relating to race, religion, color, sex, national origin, citizenship status, age, disability, or any other status protected under federal, state and local laws.
- Employees may not use the Company Computer Systems in any way that violates the Company's policy against unlawful harassment, including sexual harassment. By way of example, employees may not transmit messages that would constitute sexual harassment; may not use sexually suggestive or explicit screen savers or backgrounds; may not access, receive, transmit or print pornographic, obscene or sexually offensive material or information; and may not transmit, retrieve, download, store or print messages or images that are offensive, derogatory, defamatory, off-color, sexual in content, or otherwise inappropriate in a business environment. Employees are also prohibited from making threatening or harassing statements to another employee, or to a vendor, customer, or other outside party.
- Employees are strictly prohibited from altering, transmitting, copying, downloading or removing any proprietary, confidential, trade secret or other information of the Company, or of the Company's customers without authorization. In addition, employees may not alter, transmit, copy or download proprietary software, databases and other electronic files without proper and legally binding authorization.
- Employees should not download, transmit, or retrieve messages from multi-network gateways, real-time data and conversation programs including, but not limited to, instant messaging services (e.g. AOL Instant Messenger and Yahoo Messenger), Internet chat rooms and bulletin boards during their work shift, unless such activity is necessary for business purposes.
- Employees may not use or allow another individual to use the Company Computer Systems for any purpose that is either damaging or competitive with the Company or detrimental to its interests. All such access and use is unauthorized.
- Employees are strictly prohibited from using the Company Computer Systems in any manner that violates the federal Anti-SPAM law.
- Employees must honor and comply with all laws applicable to trademarks, copyrights, patents and licenses to software and other electronically available information. Employees may not send, receive, download, upload or copy software or other copyrighted or otherwise legally protected information through the Company Computer Systems without prior authorization.
- Employees may not solicit personal business opportunities or conduct personal advertising through the Company Computer Systems.
- Employees may not engage in gambling of any kind, monitor sports scores, or play electronic games through the Company Computer Systems.
- Employees may not engage in day trading, or otherwise purchase or sell stocks, bonds or other securities or transmit, retrieve, download or store messages or images related to the purchase or sale of stocks, bonds or other securities through the Company Computer Systems.

- Employees are permitted to access company computers and databases solely and exclusively to further the company's legitimate business interests. Employees are restricted from accessing company computers, equipment, databases or systems and from disclosing information contained therein for any purpose which does not advance the employer's legitimate business interests.
- See Social Media, Social Networking and Weblogs Policy for information about proper use of these applications.

### **Unsolicited E-mail**

Electronic mail has become an extremely important and efficient means of communication, particularly in the business world. However, the abuse of electronic mail systems, as well as the receipt and transmission of unsolicited commercial electronic mail places an incredible drain on the Company Computer Systems, and imposes significant monetary costs to filter and remove unsolicited e-mails from our system. To eliminate the receipt and transmission of unsolicited commercial electronic mail, the Company complies with the federal "CAN-SPAM" law. All employees are responsible for complying with the federal Anti-Spam regulations and therefore may not use the Company Computer Systems to:

- Transmit unsolicited commercial electronic mail promoting the Company's business, goods, products and services without prior authorization.
- Transmit unsolicited commercial electronic mail promoting the employee's personal business, goods, products and services.
- Transmit commercial electronic messages to the Company's customers who have elected to "opt-out" of receiving the Company's electronic advertisements.
- Initiate a transmission of a commercial e-mail message that contains or is accompanied by false or misleading information.

In addition, to help the Company eliminate the receipt of unsolicited commercial e-mail from outside parties advertising various websites, products or services and to further prevent the receipt of offensive or undesired outside e-mail, you should:

- Not use the Company Computer Systems to access any website not directly related to Company business; and
- Delete unfamiliar or suspicious e-mail from outside the Company without opening it.

### **Monitoring**

Employees should expect that any information created, transmitted, downloaded, received, reviewed, viewed, typed, forwarded, or stored in the Company Computer Systems or personal computers used for Company business, or on the Company's voicemail system may be accessed by the Company at any time without prior notice. Employees should have no expectation of privacy or confidentiality in such data, messages, or information (whether or not password-protected), or that deleted messages are necessarily removed from the system.

Employees must provide all passwords and access codes for the Company Computer Systems or personal computers used for Company business to the Human Resources Director of KeyGlee Dispo. Changing passwords or creating new passwords without notifying the Human Resources Director of KeyGlee Dispo is strictly prohibited.

The Company's monitoring policy may include, but is not limited to, physical inspection of home drives, memory devices, and handheld devices; review of content passing through the Company Computer Systems and other systems such as Time Doctor, ActivTrak, etc. review of personal e-mail (including personal web-based password-protected e-mail) and text messages accessed using the Company Computer Systems and/or Company data connections; key loggers and other input monitoring mechanisms; and use of screen monitoring software, hardware, and video drives.

### **System Integrity**

Because outside storage devices may compromise the Company's systems, employees are not permitted to use personal storage devices or copies of software or data in any form on any Company computer without first: (1) obtaining specific authorization from the Human Resources Director of KeyGlee Dispo, and (2) scanning the data for viruses. Any employee who introduces a virus into the Company's system via use of personal software or data shall be deemed guilty of gross negligence and/or willful misconduct and may be held responsible for the consequences, including cost of repair and lost productivity.

Similarly, information is not to be downloaded directly from the Internet onto the Company's computer system. All information downloaded from the Internet is to be placed on a disk and scanned for viruses before being introduced into the Company's system.

### **Enforcement**

Violations of this policy may result in disciplinary action, up to and including termination of employment. Employees who damage the Company's computer system through its unauthorized use may additionally be liable for the costs resulting from such damage. Employees who misappropriate copyrighted or confidential and proprietary information, or who distribute harassing messages or information, or who access the computer systems and information it stores and processes without authorization may additionally be subject to criminal prosecution and/or substantial civil money damages.

## **Customer Service**

Customer service is often at the heart of our business which aims to provide exceptional service that leaves the customer, contractor and vendor feeling valued and respected. Although providing excellent customer service can involve extra resources, time and money, it will enable KeyGlee Dispo to stand out from our competition, maintain a positive reputation with future customers, inspire existing customers to repurchase from us and encourage contractors & vendors to work with us again and again. Remember, it is ten times more expensive to acquire a new customer than to retain an existing customer.

Providing excellent customer service is essential because it helps KeyGlee Dispo:

- Increase customer, contractor and vendor loyalty
- Increase the amount of money each customer spends
- Increase how often a customer buys from us
- Generate positive word-of-mouth in the market

There are many more reasons why customer service is important and many ways to ensure we are delivering the best service, which creates a gratifying experience for our real-estate agents and buyers:

- Understanding their needs and wants
- Treating everyone respectfully
- Acting on promises made
- Handling complaints and negotiations gracefully
- Exceeding expectations

- Going out of your way to help

All these approaches will contribute towards the customer, contractor and vendor feeling appreciated, which over time can maximize their lifetime value dealing with KeyGlee Dispo.

## **Damage to Property**

Deliberate or careless damage to the Company's property, as well as damage to your co-workers' or customers' property will not be tolerated. Removal of any Company merchandise, cash, property, items abandoned by tenants, or any item placed in the trash is prohibited unless you received permission from Human Resources.

## **Driving on Behalf of the Company**

The personal vehicle for company uses policy outlines the regulations and guidelines surrounding the use of personal vehicles for business purposes. KeyGlee Dispo recognizes that employees may be required to use their own personal vehicle to complete Company Business. Employees will be reimbursed for mileage at the federal or state standard mileage rate.

Employees shall only be authorized to use personal vehicles for carrying out KeyGlee Dispo business upon meeting the following conditions:

- Possess a valid driver's license;
- Vehicle is legally registered;
- Vehicle has been deemed safe to operate and maintained as such;
- Employee holds current minimum automobile insurance.

All employees driving a personal vehicle to carry out business on behalf of the KeyGlee Dispo must follow all the rules of the road. All vehicle operators are responsible for using the vehicle in a safe and responsible manner while conducting company business and are to abide by all traffic laws while operating a vehicle. Drivers and clients are required to wear their seatbelts at all times, with no exceptions. In order to prevent injury to the operator of the vehicle, as well as bystanders, all cargo inside or on the vehicle must be secured and stored safely at all times. This will prevent unintentional movement, damage to the vehicle, and/or cargo.

Employees operating a motorized vehicle for business use are required to possess a valid driver's license in good standing, and the license held must be valid for the type of motor vehicle being used. Any operator who has his/her driver's license revoked or suspended shall notify the KeyGlee Dispo immediately. In this event, the operator shall immediately cease any usage of personal vehicles for business use. Driver's license and insurance information will be acquired for review for all employees driving personal vehicles for business purposes upon request of the insurer.

No vehicle operator shall drive a vehicle while under the influence of alcohol, including at or beyond the local legal blood alcohol limit. Illegal drugs are not to be used, and operators are not to be under the influence of prescription drugs that cause drowsiness and other forms of impairment that prohibit the safe usage of motorized vehicles. Usage of all handheld devices (examples: cell phones, PDA's, MP3 Players, GPS) is strictly prohibited while driving. Cell phone usage besides handsfree devices is prohibited while operating a vehicle.

## **Fraud, Dishonesty and False Statements**

No employee or applicant may ever falsify any application, medical history record, invoice, paperwork, time sheet, timecard, investigative questionnaires or any other document. Any employee found to have falsified or made material misrepresentations or omissions on any such document will be subject to immediate termination of employment. If you observe any such violations, please report them to the Human Resources Director of KeyGlee Dispo immediately.

## **Gambling**

Gambling is prohibited on Company property, or through the use of the Company's property.

## **Gifts and Gratuities**

Employees may not request or accept any gift or gratuity of any kind from a customer or supplier without the express written authorization of the Human Resources Director of KeyGlee Dispo.

## **Hazardous and Toxic Materials**

If your job requires that you use hazardous or toxic materials, you are expected to comply with all laws, rules and regulations concerning their safe handling and disposal. If you have any questions about the materials you work with or the proper safety or disposal procedures to follow, please discuss them with your supervisor before taking any action.

## **Honesty**

Our credibility with our customers is critical to our success. Misrepresentation to a customer is against Company policy and against the law. Under the law, an employee may be held personally liable for making misrepresentations to customers. It is also against Company policy to mislead or misrepresent any credit application or customer credit status to any financial institution. Employees are also expected to be honest in their dealings with their supervisors and co-workers.

## **Housekeeping**

Employees must maintain their own work areas and keep them in a presentable manner. At the close of each business day, ensure that all equipment is cleaned and put away. Employees will not litter or discard such items as cigarettes or wrappers on the premises. Remember, we want our customers to look at us as a professional, neat organization.

Work areas must be maintained in a clean, healthy and orderly fashion to prevent unsafe conditions and potential accidents. If you observe conditions or equipment which are potentially dangerous, report them immediately to your supervisor. It is each employee's responsibility to make sure the work area is clean and orderly at the completion of the scheduled work shift.

## **Illegal Activity**

Employees are not permitted to engage in any kind of illegal activity on duty or on KeyGlee Dispo' property, or while off the job which reflects detrimentally on the Company's reputation.



## **Infectious Disease Control Policy**

KeyGlee Dispo will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of KeyGlee Dispo during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

KeyGlee Dispo is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

### **Preventing the Spread of Infection in the Workplace**

KeyGlee Dispo will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, break rooms, conference rooms, door handles and railings. We will monitor and coordinate events around an infectious disease outbreak, as well as to create work rules that could be implemented to promote safety through infection control.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. We will also install alcohol-based hand sanitizers throughout the workplace and in common areas.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

### **Telecommuting**

Work from home requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration.

### **Staying Home When Ill**

Many times, with the best of intentions, employees report to work even though they feel ill. We provide sick time and other benefits to compensate employees who are unable to work due to illness.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing symptoms consistent with the infectious disease outbreak. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

### **Requests for Medical Information and/or Documentation**

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate

for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

### **Confidentiality of Medical Information**

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

### **Social Distancing Guidelines for Workplace Infectious Disease Outbreaks**

In the event of an infectious disease outbreak, KeyGlee Dispo may implement these social distancing guidelines to minimize the spread of the disease among the staff.

During the workday, employees are requested to:

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
4. Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
6. Encourage members and others to request information and orders via phone and e-mail in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

### **Facial Coverings**

In the event of an infectious disease outbreak, KeyGlee Dispo and the CDC may require employees to wear personal protective equipment (PPE), such as a face mask, other facial covering, or gloves, to reduce transmission. These federal, state, OSHA, and CDC guidelines are subject to change at any point in time and KeyGlee Dispo will adjust based on the requirements. Failure to follow the guidelines may result in discipline up to and including termination.

## **Insubordination**

We all have duties to perform and everyone, including your supervisor, must follow directions from someone. It is against our policy for an employee to refuse to follow the directions of a supervisor or management official or to treat a supervisor or management official in an insubordinate manner in any respect. Employees must fully cooperate with Company investigations into potential misconduct. Refusal to fully disclose information in the course of a Company investigation constitutes insubordination and will not be tolerated.

## **Meetings**

From time to time, individual or staff meetings may be held for the purpose of providing instruction, training, or counseling or to review Company operating policies. You are required to attend all Company meetings involving your department or which you have been asked to attend.

## **Misuse of Property**

No employee should misuse, or use without authorization, equipment, vehicles or other property of customers, vendors, other employees of the Company.

## **Off-Duty Use of Facilities**

Employees are prohibited from being on the Company premises or making use of Company facilities while not on duty. Employees are expressly prohibited from using Company facilities, Company property or Company equipment for personal use.

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

During the year, the Company may sponsor social or recreational activities for its employees. Your attendance at such social activities, however, is completely voluntary and is not work-related. Neither the Company nor its insurer will be liable for the payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

## **Outside Employment**

There have been times when most of us have had the opportunity or the need to have two jobs at one time. It is important that other employment, as well as outside interests, do not interfere in any way with an employee's job with KeyGlee Dispo. You should be careful that extra hours of work do not affect the safe operation of your job by leaving you tired and slow to react. Also, if your second job could create a potential conflict of interest, for example, working for a competitor, you are required to obtain written approval, in advance, from the Human Resources Director of KeyGlee Dispo.

## **Overtime and Work Schedule**

KeyGlee Dispo may periodically schedule overtime or weekend work in order to meet production needs. We will attempt to give as much advance notice as possible, and we expect that all employees who are scheduled to work overtime will be at work, unless excused by their supervisor. Otherwise, all overtime work must be pre-approved by your supervisor. Working overtime without your supervisor's approval may result in discipline, up to and including termination. Non-exempt employees will be paid at 1½ times their regular straight-time hourly rate for work in excess of forty (40) hours in a workweek, unless otherwise dictated by law. Holiday and PTO hours paid for but not worked will not be included as hours worked for purposes of computing overtime.

## **Parking**

So that we will have sufficient and convenient parking for our customers, we require all of our employees to park their vehicles in the area designated for employee parking. If you have any questions as to where you should park your vehicle, please ask your supervisor.

## **Personal Appearance and Behavior**

We expect all employees to use good judgment in choosing dress and appearance and to present a neat, well-groomed appearance and a courteous disposition. We feel that these qualities go further than any other factor in making a favorable impression on the public and your fellow workers.

Employees should dress and present themselves in a business-like manner that reflects professional standards. Flashy, skimpy, tight-fitting, revealing, offensive and other non-business-like clothing are

unacceptable. Employees who report to work in unacceptable attire may be requested to leave work and return in acceptable attire. Such time away from work will generally be without pay.

- Business casual / professional appearance is required when meeting with investors, vendors, customers and other visitors.
- When conducting business outside of the office on behalf of KeyGlee Dispo, you are expected to represent the KeyGlee brand by wearing KeyGlee apparel. This includes but not limited to attending auctions, meeting with real estate professionals, visiting job sites, participating in acquisition appointments, etc.
- All KeyGlee Dispo employees visiting or working at property sites as a normal part of their role and responsibilities should wear KeyGlee shirts and dress appropriately considering all safety implications.
- Consult the Human Resources Director if you have questions to what constitutes appropriate attire.

Employees are also expected to behave and conduct themselves in a professional manner at all times in the workplace. Unprofessional behavior in the workplace, such as inappropriate comments, jokes, gestures, printed materials, sexually related conversations, inappropriate touching of another employee (such as but not limited to kissing, hugging, massaging, sitting on laps), and any other behavior of a sexual nature is prohibited. Employees who fail to observe these standards will be subject to disciplinary action, up to and including termination.

Employees are expected to observe the Company's personal appearance and behavior policy at all times while at work.

## **Progressive Discipline**

In the event of unsatisfactory conduct in the workplace, the Company's objective is to administer consistent discipline for everyone. The best disciplinary measure is one that does not have to be enforced. The display of good leadership and administration of fair supervision at all employment levels certainly reduces, but does not eliminate, the need for disciplinary measures.

Progressive Discipline means that these three steps may be followed to correct most problems:

1. Verbal warning
2. Written warning
3. Termination of employment

Unfortunately, some employee problems could be serious enough to justify bypassing the usual disciplinary steps. Those problems may result in immediate suspension, or, in more extreme situations, immediate termination.

The purpose of progressive discipline is to correct problems at an early stage to benefit both the employee and the Company.

## **Personal Mail**

All mail which is delivered to KeyGlee Dispo is presumed to be related to our business. Mail sent to you at the Company will be opened by office personnel and routed to your department. If you do not wish to have your correspondence handled in this manner, please have it delivered to your home.

Company postage meters and letterhead may not be used for personal correspondence.

## **Protection of the Company's Trade Secrets and Confidential Information**

As part of their employment with the Company, employees may be exposed to and/or provided with trade secrets ("Trade Secrets") and other confidential and proprietary information ("Confidential Information") of the Company relating to the operation of the Company's business and its customers (collectively referred to as "Trade Secrets/Confidential Information").

"Trade Secrets" mean information, including a formula, pattern, compilation, program, device, method, technique or process, that: (1) derives independent economic value, actual or potential, from not being generally known to the public or to other persons or entities who can obtain economic value from its disclosure or use; and (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The Company's Trade Secrets are: (1) not generally known to the public or to the Company's competitors; (2) were developed or compiled at significant expense by the Company over an extended period of time; and (3) are the subject of the Company's reasonable efforts to maintain their secrecy.

"Confidential Information" means information belonging to the Company, whether reduced to writing or in a form from which such information can be obtained, translated or derived into reasonably usable form, that has been provided to employees during their employment with the Company and/or employees have gained access to while employed by the Company and/or were developed by employees in the course of their employment with the Company, that is proprietary and confidential in nature.

As part of the consideration employees provide to the Company in exchange for their employment and continued employment with the Company is their agreement and acknowledgement that all Trade Secrets/Confidential Information developed, created or maintained by them shall remain at all times the sole property of the Company, and that if the Company's Trade Secrets/Confidential Information were disclosed to a competing business or otherwise used in an unauthorized manner, such disclosure or use would cause immediate and irreparable harm to the Company and would give a competing business an unfair business advantage against the Company.

Employees will not, except as required in the conduct of the Company's business or as authorized in writing by the Company, disclose or use during their term of employment or subsequent thereto any Trade Secrets/Confidential Information. Furthermore, all "leads", records, files, plans, documents and the like relating to the business of the Company which employees prepare, use or come in contact with shall be and shall remain the sole property of the Company and shall not be copied without written permission of the Company and shall be returned to the Company on termination or cessation of employment, or at the Company's request at any time.

## **Publicity**

In the course of advertising, public relations or other similar conduct for business purposes, the Company may utilize media resources. The Company may use your photograph, picture, and/or voice transcription for promotion or advertising at any time without compensation.

## **Safety**

It is our policy to promote safety on the job. The health and well-being of our employees is foremost among our concerns. For this reason, you are urged to follow common sense safety practices and correct or report any unsafe condition to your supervisor. To assist in providing a safe and healthful work environment for employees, customers, and visitors, KeyGlee Dispo has established a workplace safety program. KeyGlee Dispo provides information to employees about workplace safety and health issues through regular internal communication channels such as the staff or employee meetings, bulletin board postings, memos, or other written communications. Employees and the immediate supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Each employee is expected to assist KeyGlee Dispo in maintaining safe working conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone's responsibility. Remember: SAFETY FIRST.

KeyGlee Dispo requires any work-related injury -- including those which do not involve serious injury and those involving customers -- must be reported to your employer immediately not to exceed 24 hours of the alleged injury. It is only through full knowledge of every accident that the Company can become a safer, healthier place to work for everyone. Employees, who violate safety standards may be subject to disciplinary action up to and including termination of employment.

## **Searches and Inspections**

In order to protect the safety and property of all of our employees, the Company reserves the right to inspect employees' lockers, desks, cabinets, briefcases, toolboxes, purses, personal computers, personal motor vehicles and any other personal belongings brought onto Company property. Employees are expected to cooperate in any search. Failure to cooperate will result in disciplinary action up to and including termination of employment.

All files and records stored on Company computers are the property of the Company and may be inspected at any time. Company computers are for business purposes only and should not be used for non-work related matters. Use of Company computers for unauthorized purposes is prohibited. Electronic mail and voice mail messages are to be used for business purposes only and are considered Company property. The Company may access its computers at anytime with or without prior notice and the employee should not assume that any data stored in Company computers is confidential.

## **Sleeping**

Everyone needs to be fully alert while on the job in order to protect the safety of all employees and to properly serve our customers. Therefore, we cannot tolerate sleeping or inattention on the job.

## **Smoking & Chewing Tobacco**

In keeping with KeyGlee Dispo' intent to provide a safe and healthful work environment, smoking (including "e-cigarettes") and chewing tobacco or other smokeless tobacco products is prohibited throughout certain areas of the workplace and on the premises, which includes all buildings, parking lots, cars parked on the premises and sidewalks. There are designated smoking/vaping areas provided by the building. This policy applies equally to all employees, customers, and visitors.

## **Social Media, Social Networking and Weblogs Policy**

This policy governs employee use of social media, including any online tools used to share content and profiles, such as personal web pages, message boards, networks, communities, and social networking websites including, but not limited to, LinkedIn, Facebook, MySpace, Pinterest, Flickr, Twitter, Tumblr, and web blogs. The lack of explicit reference to a specific site or type of social media does not limit the application of this policy

The Company respects the rights of all employees to use social media. However, because communications by Company employees on social media could, in certain situations, negatively impact business operations, customer relations, or create legal liabilities, it is necessary for the Company to provide these guidelines. For example, there are special requirements applicable to publishing promotional content online. Promotional content is content designed to endorse, promote, sell, advertise or otherwise support a company's products or services. These guidelines are intended to address these and other similar matters.

In addition to ensuring that employee use of social media does not create any legal liabilities, these guidelines are intended to ensure employees understand the types of conduct that are prohibited. This policy will not be interpreted or applied so as to interfere with the rights of employees to discuss or share information related to their wages, hours, or other terms and conditions of employment. Employees have the right to engage in or refrain from such activities.

Employees engaging in use of social media are subject to all of the Company's policies and procedures, including, but not limited to, the Company's policies: (1) protecting certain confidential information related to the Company's operation; (2) safeguarding Company property; (3) prohibiting unlawful discrimination, harassment and retaliation; and (4) governing the use of Company computers, telephone systems, and other electronic and communication systems owned or provided by the Company.

Employees are prohibited from the following:

- Using or disclosing the Company's trade secret information or proprietary information related to products, production processes, designs, or using or disclosing documents or similar information that has been designated or marked as business sensitive, confidential/private, intellectual property or business use only. Examples of confidential information include customer information, trade secrets, non-public financial performance information and strategic business plans, and does not include information related to wages, hours and working conditions.
- Using or disclosing a client's, vendor's, partner's or supplier's trade secret information or confidential information (as defined above) related to products, production processes, designs, or using or disclosing documents or information that have been designated or marked as business sensitive, confidential/private, intellectual property or business use only.
- Using social media to post or to display comments about co-workers, supervisors, customers, vendors, suppliers or members of management that are vulgar, obscene, physically threatening or intimidating, harassing, or otherwise constitute a violation of the Company's workplace policies against discrimination, retaliation, harassment, or hostility on account of any protected category, class, status, act or characteristic.
- Infringing on Company logos, brand names, taglines, slogans or other trademarks. Respect the laws regarding copyrights, trademarks, rights of publicity and other third party rights.
- Posting or displaying content that is an intentional public attack on the quality of the Company's products and/or services in a manner that a reasonable person would perceive as calculated to harm the Company's business and is unrelated to any employee concern involving wages, hours, or other terms and conditions of employment.
- Unless authorized and approved by the Company, disclosing or publishing any promotional content, as defined above, about the Company or its products. If content regarding a Company product or service could be relied on by the public or customers, employees should indicate that their views are their own and do not reflect the views of the Company.
- Engaging in activities that involve the use of social media that violate other established Company policies or procedures.
- Using social media while on work time, which is the time employees are engaged in work, unless it is being done for Company business and with the authorization of the Company.

- Posting a photograph of a supervisor, manager, vendor, supplier, or customer without that individual's express permission.

Violations of this policy may result in disciplinary action up to and including termination. If you have any questions about this policy, contact the Human Resources Director of KeyGlee Dispo.

Employees should know that the Company has the right to and will monitor the use of its computer, telephone, and other equipment and systems, as well as any publicly accessible social media. Employees should expect that any information created, transmitted, downloaded, exchanged or discussed on publicly accessible online social media may be accessed by the Company at any time without prior notice. This is particularly true in cases involving the use of Company equipment or systems.

**Social media account ownership: To the extent an employee is authorized as part of his/her job duties to use social media account(s) to advance the employer's interests, the employer, not the employee, owns the account(s) and employees are required to return all logins and passwords for such accounts at the end of employment.**

## **Solicitation - Distribution Policy**

Our main job at KeyGlee Dispo is to give our customers the best service possible. In order to allow employees to provide our customers and their jobs with their undivided attention, the solicitation by an employee of another employee for the support of any organization is prohibited during the working time of either employee. In addition, the distribution of advertising materials, handbills or other literature is prohibited in all working areas and sales areas at all times. E-Mail, facsimile machines, and voice mail may not be used to advertise or solicit employees. Similarly, non-employees may not come on the Company's property at any time to solicit for any cause or distribute material or literature of any kind for any purpose.

## **Theft**

Theft of any kind is strictly prohibited. To protect you, your co-workers and KeyGlee Dispo, we reserve the right to inspect all purses, briefcases, packages, lockers and vehicles on the Company's property. If you must remove Company property from the premises, you must obtain written permission in advance from the Human Resources Director.

## **Unauthorized Interviews**

Employees should not speak to the media on the Company's behalf without contacting the Human Resources Director of KeyGlee Dispo. All media inquiries should be directed to them.

## **Visitors**

To provide for the safety and security of employees and the facilities at KeyGlee Dispo, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. Visitors are defined as anyone other than immediate family.

All visitors must enter KeyGlee Dispo at the lobby/reception area, and the proper personnel they are here for be notified. All visitors, except those defined as immediate family, must register into the visitor log journal with their name, date of visit, company they represent, employee they are visiting, nature of the visit, and the time in and out of the building.

Authorized visitors will be escorted by the employee at all times during their visit. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on KeyGlee



Dispo' premises, employees should immediately notify their immediate supervisor, and/or if necessary, direct the individual to the lobby/reception area and follow all procedures for visitors.

## **Workplace Violence Policy**

KeyGlee Dispo has a zero tolerance for violent acts or threats of violence against our employees, applicants, customers or vendors.

We do not allow fighting, threatening words or conduct. Weapons of any kind are strictly prohibited and not permitted on Company premises.

No employee should commit or threaten to commit any violent act against a co-worker, applicant, customer or vendor. This includes discussions of the use of dangerous weapons, even in a joking manner.

Any employee who is subjected to or threatened with violence by a co-worker, customer or vendor, or is aware of another individual who has been subjected to or threatened with violence, is to report this information to the Human Resources Director of KeyGlee Dispo as soon as possible.

All threats should be taken seriously. Please bring all threats to our attention so that we can deal with them appropriately.

All threats will be thoroughly investigated, and all complaints which are reported to management will be treated with as much confidentiality as possible.

# CHANGES IN STATUS

## Changes In Personnel Records

To keep your personnel records up to date, to ensure that the Company has the ability to contact you, and to ensure that the appropriate benefits are available to you, employees are expected to notify the Company promptly of any change of name, address, phone number, number of dependents, or other applicable information.

## Outside Inquiries Concerning Employees

All inquiries concerning employees from outside sources should be directed to the Human Resources Director. No information should be given regarding any employee by any other employee or manager to an outside source.

## Notice of Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with KeyGlee Dispo. KeyGlee Dispo requests at least two weeks' written resignation notice from all employees. Failure to provide the employer two weeks written notice will result in forfeiture of two week's salary. Upon separation from KeyGlee Dispo, the employee forfeits their PTO. Employees may not use earned but unused paid PTO during, or in lieu of, their two-week notice period.

## Notice of Retirement

Retirement is a voluntary act initiated by the employee to terminate employment with KeyGlee Dispo. Advance notice is required, so KeyGlee Dispo can prepare and plan for replacing any individual that wants to retire. At the actual retirement date, the employee will receive a final paycheck and compensation for any unused PTO that calendar year.

In order to prepare for recruiting replacement employees and for the benefit of the KeyGlee Dispo' business plan, the retiring employee should provide the KeyGlee Dispo Human Resources Director 4-months' notice before the actual retirement date.

## Exit Interview

Any employee leaving KeyGlee Dispo may be required to attend an exit interview conducted by the employee's supervisor or the Human Resources Director of KeyGlee Dispo. The purpose of the interview is to determine the reasons for termination and to resolve any questions of compensation, Company property or other matters related to the termination.

## Return of Property

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. All KeyGlee Dispo property must be returned by employees on or before their last day of work. Where permitted by applicable laws, KeyGlee Dispo may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. KeyGlee Dispo may also take all action deemed appropriate to recover or protect its property.

## Handling of Final Pay

After turning in the two-weeks written notice to the Human Resources Director, employees will be given two dates: 1) last day worked and 2) final compensation date. The last day worked will be based on a case-by-case situation and will consider the employee's new employer, current workload and KeyGlee Dispo's ability to immediately absorb the workload.

The employee will be compensated for working up to the final compensation date, even if the last day worked is different than the final compensation date. Any deal that closes after an employee is terminated or resigns will **NOT** receive commission.

## To Sum It All Up

This handbook highlights your opportunities and responsibilities at KeyGlee Dispo. It is a guide to your bright future here. By always keeping the contents of the handbook in mind, you should be successful and happy in your work at KeyGlee Dispo. Once again, welcome to KeyGlee Dispo, and we look forward to working with you.

# ARIZONA ADDENDUM

## Introduction

This addendum is applicable only to employees working in the state of Arizona and only amends those provisions that are specifically addressed below. Regarding the amended provisions, in the event of any conflict between the Employee Handbook and this Addendum, this Addendum shall control. Except as set forth herein, the Employee Handbook is not modified by this Addendum.

This state addendum is to be read in connection with KeyGlee Dispo's Employee Handbook. Together, the Employee Handbook and the Arizona Addendum will provide you with important information about your employment with the Company and serve as a guide to the Company's current policies, practices, and procedures. If you have questions as you review the Employee Handbook or the Arizona Addendum, please do not hesitate to discuss your questions with Human Resources.

## Arizona Policies

### Deductions from Pay

The Company will not withhold or deduct any wages from an employee's paycheck, unless any of the following are true:

- required or empowered to do so by state or federal law,
- the employee has consented in writing, or
- there is a reasonable, good faith dispute as to the amount of wages due, including the amount of any counterclaim or any claim of debt, reimbursement, recoupment or set-off asserted by the employer against the employee.

The Company may deduct wages from an employee's paycheck only with written consent by the employee for the following:

- cash shortages
- breakage, damage, or loss of the employer's property
- dishonored or returned checks

The Company may not deduct any payment from an employee's paycheck for political purposes unless the employee provides written or electronic authorization each year for the deduction.

In accordance with federal law, an employer may not make deductions from an employee's paycheck if it would cause the employee to earn less than federal minimum wage, including deductions for uniforms, tools, or other items necessary for employment with the employer.

### Direct Deposit

The Company will only directly deposit pay into an employee's financial institution with their written consent. The Company will not refuse to hire, terminate, or reprimand an employee for refusal to consent to direct deposit. If an employee does not have a direct deposit or a financial institution, the Company will deposit the employee's pay onto a Pay Card.

## **Marijuana in the Workplace**

KeyGlee Dispo will not discriminate against a person in hiring, termination, or imposing any term or condition of employment or otherwise penalize a person based upon (1) the person's status as a medical

marijuana cardholder, or (2) a registered qualifying patient's positive drug test for marijuana components or metabolites, unless the patient used, possessed, or was impaired by marijuana on the premises of the place of employment or during the hours of employment.

Additionally, the Company is not required to accommodate or allow the use, consumption, possession, transfer, display, transportation, sale or cultivation of marijuana at work.

## **Notification Requirement Upon Termination**

Upon termination of employment, the Company is required to provide the employee a printed statement containing information about filing for unemployment benefits. A pamphlet entitled Take Care of Unemployment Business by the Internet or Telephone (UIB-1015A) fulfills this requirement.

## **Paid Sick Leave**

KeyGlee Dispo provides employees with Paid Sick Leave in accordance with Arizona's Fair Wages & Healthy Families Act.

An employee may use paid sick leave for themselves or to take care of a family members:

- Medical care or mental or physical illness, injury, or health conditions.
- Circumstances relating to public health emergency or communicable disease exposure.
- Absence due to domestic violence, sexual violence, abuse, or stalking.

All employees accrue one (1) hour of paid sick time for every thirty (30) hours worked, starting immediately upon hire. Employees may not use paid sick time until after the successful completion of their 90-day introductory period. Employees may not use more than forty (40) hours of paid sick leave per year, unless the employer allows a higher limit.

## **Payment of Wages Upon Termination or Resignation**

The Company will pay wages to an employee who is fired, discharged, terminated, or permanently laid off within seven (7) days of the termination date or at the next scheduled pay date, whichever is sooner. When an employee voluntarily quits or resigns, the Company will pay the employee's wages on the next scheduled pay date.

## **Tipped Minimum Wage.**

KeyGlee Dispo may take a maximum \$3.00 tip credit towards the minimum wage obligation for tipped employees. The Company will ensure that tipped employees are paid the regular minimum wage when the tipped wage rate is combined with tips received. If the tipped wage plus tips do not equal the regular minimum wage threshold, the Company will pay the employee the difference.

## **Victim's Rights Leave**

The Company offers employees Victim's Rights Leave. Any victim of a crime is eligible for this leave.

Unless it creates an undue hardship for the Company, employees are entitled to leave work to be present at a proceeding or to obtain, or attempt to obtain, injunctive relief to help ensure the health, safety, or welfare of the victim or the victim's child. The Company will not refuse to hire or employ, discharge from employment, or discriminate against an individual in compensation or other terms, conditions, or privileges

of employment because the individual exercises the right to leave. Leave is unpaid, but the employee may elect to use, or an employer may require the employee to use the employee's accrued paid vacation, personal leave, or sick leave.

Before an employee may leave work, the employee must provide the employer with a copy of the notices regarding attention given to the employee by law enforcement, and, if applicable, a copy of the notice of the scheduled proceeding. The Company will keep confidential records regarding the employee's leave

## **Voting Leave**

In circumstances where employees' work schedule does not provide three (3) hours of continuous off-duty time during the time polls are open, the Company will provide a reasonable amount of paid time off during scheduled work time, up to three (3) hours, for employees to vote. Employees who need time off to vote must notify the Company at least one (1) day prior to election day, and the Company requires such employees to submit proof of voting. The Company reserves the right in its sole discretion to specify a time period during which the polls are open, for employees to leave work to vote.

## **Weapons in the Workplace**

The Company may prohibit firearms in motor vehicles if they are owned or leased by the Company and used by an employee in the course of the employment, unless the employee is required to store or transport a firearm in the employee's official duties.

Additionally, the Company may provide separate parking facilities for vehicles containing firearms, so long as the facility is near the workplace premises and does not require an additional parking fee. The Company may also prohibit employees from storing firearms in their vehicles or motorcycles in certain secured parking areas if the Company provides alternative, temporary, and secure storage for the firearms while the vehicles are parked in the secure area.

## **Withholding Wages**

The Company will not withhold any portion of an employee's wages unless the Company is specifically authorized by state or federal law, has prior written authorization from the employee, or there is a reasonable good faith dispute as to the amount of wages due (including the amount of any counterclaim or claim of debt, reimbursement, recoupment, or set-off asserted by the employer against the employee). The employee has the right to revoke the written authorization unless the withholding is to resolve a debt to the Company or court orders otherwise.

# FLORIDA ADDENDUM

## Introduction

This addendum is applicable only to employees working in the state of Florida and only amends those provisions that are specifically addressed below. Regarding the amended provisions, in the event of any conflict between the Employee Handbook and this Addendum, this Addendum shall control. Except as set forth herein, the Employee Handbook is not modified by this Addendum.

This state addendum is to be read in connection with KeyGlee Dispo's Employee Handbook. Together, the Employee Handbook and the Florida Addendum will provide you with important information about your employment with the Company and serve as a guide to the Company's current policies, practices, and procedures. If you have questions as you review the Employee Handbook or the Florida Addendum, please do not hesitate to discuss your questions with Human Resources Director of KeyGlee Dispo.

## Florida Policies

### Domestic Violence Leave

The Company shall permit an employee to request and take up to 3 working days of leave from work in any 12-month period if the employee or a family or household member of an employee is the victim of domestic violence or sexual violence. This leave may be with or without pay, at the discretion of the employer.

### Military Leave

In addition to the leave and benefits provided under federal law, the Company provides unpaid leave to employees who are duly qualified members of the Florida National Guard when such employees are called to authorized training or duty by the proper authority.

### Voting Leave

Florida law does not require an employer to allow employees time off, paid or unpaid, to vote. Florida law prohibits an employer from firing or threatening to fire any employee for voting or not voting in an election, for a particular candidate, or for a specific ballot measure. Employees who need time off to vote should notify Human Resources Director of KeyGlee Dispo prior to election day, and the Company requires such employees to submit proof of voting.

### Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating Company machinery, equipment or vehicles for work-related purposes or while engaged in Company business off premises is forbidden except where expressly authorized by the Company and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm. This policy does not apply to firearms stored in the employee's locked motor vehicle.

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations immediately to Human Resources Director of KeyGlee Dispo.

# EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND AT-WILL AGREEMENT

By signing below, I acknowledge that I have received my copy of the KeyGlee Dispo Handbook and that I will familiarize myself with its contents.

1. I understand that this Handbook represents the current policies, regulations, and benefits, and that except for employment at-will status, any and all policies or practices can be changed at any time, although only changes in writing issued by an authorized representative are binding on KeyGlee Dispo and/or GMS. KeyGlee Dispo retains the right to add, change, or delete wages, benefits, policies, and all other working conditions at any time. However, the policy of "at-will employment" (Paragraph 2) may only be changed, altered, revised or modified through a written agreement signed by myself, an authorized representative of KeyGlee Dispo, and GMS.

2. I further understand that nothing in the Employee Handbook creates or is intended to create a promise or representation of continued employment. I understand that my employment, position and compensation with KeyGlee Dispo are at will, and may be changed or terminated at the will of KeyGlee Dispo. I understand that I have the right to terminate my employment with KeyGlee Dispo at any time, with or without cause or advance notice, and KeyGlee Dispo has the same right. I also understand that my at-will employment status may not be changed except in writing signed by me and the the Human Resources Director of KeyGlee Dispo. Similarly, my relationship with GMS is "at-will," it may be terminated by me or GMS with or without cause or advance notice, and only a written agreement between me and GMS can change this at-will status. This document supersedes all prior agreements, understandings, and representations (whether written or oral) concerning my relationship with KeyGlee Dispo and GMS.

**MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE LEGALLY BOUND TO ALL OF THE ABOVE TERMS. DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE ACKNOWLEDGMENT AND AGREEMENT.**

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EMPLOYEE SIGNATURE

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NAME (PRINT)

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DATE