















Five Star Property Management, LLC







Employee Handbook



Table of Contents

	FIVE STAR VISION AND VALUES.....	5
	INTRODUCTION.....	6
	What You Can Expect from Five Star Property Management.....	6
	What We Expect from You.....	6
	Right to Revise	6
	Definitions Used in the Handbook.....	7
	AT-WILL EMPLOYEE STATUS.....	8
	EMPLOYMENT	9
	Employment Classifications	9
	Job Duties.....	9
	Job Performance & Review	9
	New Employees.....	9
	Work Eligibility	10
	Equal Employment Opportunity	10
	Personal Data	10
	Reasonable Accommodation	10
	TIMEKEEPING & WAGES.....	12
	Time Clock.....	12
	Working Hours	12
	Lunch Breaks	12
	Overtime	13
	DeMinimis Rule	13
	Compensation	13
	Direct Deposit	13
	Mandatory Paycheck Deductions	13
	Wage Garnishments.....	14
	BENEFITS	15
	Health Insurance	Error! Bookmark not defined.
	401 (k)	15
	Workers' Compensation	15
	Social Security	15
	TIME OFF.....	16
	Holidays.....	16

Paid Time Off.....	16
Unpaid Time Off.....	17
Leave of Absence	17
Bereavement.....	17
Jury Duty	18
Lactation Breaks.....	18
 ATTENDANCE	19
Absenteeism and Tardiness	19
Outside Employment / Moonlighting	19
 PERFORMANCE.....	20
Performance Evaluations.....	20
Discipline	20
 EMPLOYEE CONDUCT	21
Fair Housing Procedures	21
Dress Code and Personal Appearance	21
Non-Fraternization.....	21
Discrimination policy.....	22
Sexual harassment policy.....	22
 WORKPLACE ETIQUETTE	24
Confidentiality.....	24
Statements to the Media	24
Solicitation & Distribution of Literature.....	24
Care of Property.....	25
Cost Consciousness	25
Customer Relations.....	25
Off-Duty Conduct	26
 CONFLICT OF INTEREST and BUSINESS ETHICS	27
 PRIVACY	28
Personal Property	28
Security Inspections	28
Recorded Phone Calls	28
Information Retrieval.....	28
 ELECTRONIC MEDIA	29
Personal Cell Phones.....	29

Personal Use of Office Phones or Computers.....	29
Online Activity and Social Media	29
 HEALTH & SAFETY	31
Tobacco Use	31
Off-Duty Social & Recreational Activities.....	31
Inclement Weather & Natural Disasters.....	31
Workplace Violence Policy.....	31
Drug and Alcohol-Free Workplace	32
 VEHICLE USE.....	33
 PROBLEMS OR COMPLAINTS.....	35
Open door policy.....	35
Disciplinary procedures.....	35
 ENDING EMPLOYMENT	36
 POLICY CHANGES.....	37
 EMPLOYEE HANDBOOK ACKNOWLEDGEMENT	38



FIVE STAR VISION AND VALUES

At Five Star Property Management, it's not just a rental, it's a home!
We provide excellent homes for our valued customers.
It is where you live; it is where you invest.

Honest

We, as individuals, have integrity. We are both reliable and dependable. In order to have relationships, deliver on promises, and be trusted by others, we are honest. We are not fake and do not act like someone or do something we are not; we are honest about who we are. This value is listed first because without it we cannot live the following values.

Connected

It is important to have a group of people to rely on. It is important to have and nurture relationships. Having connections with people brings us happiness and shares happiness with others. We value the relationships we have with our families, our Five Star team members, our friends, and our community.

Positive

We recognize that the only way to deal with negativity is to replace it with positivity. We choose to have a positive outlook and are intentional about the actions we take to increase the amount of positivity in our lives, in our workplace, and in the world.

Engaged

We have a desire to be accomplished. This desire puts excitement in our step and light in our eyes. We have energy and we want to share it with others. We are intentional with what we do and want to succeed.

Adaptable

We recognize that in the Information Age there is a velocity of change that affects all aspects of our lives. As a tight knit team in a small business, we are flexible, capable, and efficient. We are prepared to change and have an attitude of analysis. This allows us to be the most successful at everything we do.



INTRODUCTION

Welcome to Five Star Property Management, LLC. We hope that you enjoy your association with us.

In this handbook, we introduce you to Five Star's values, culture and goals. We expect you to incorporate this information into your day-to-day job performance, striving to meet Five Star's values in everything you do. The remainder of this handbook will familiarize you with the policies, privileges, benefits, and responsibilities of being an employee at Five Star. Its contents are designed to explain most of the personnel matters that may occur. In this Company, as anywhere, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this handbook is a contract or a promise. The policies can change at any time, for any reason, without advanced notice or consent.

What You Can Expect from Five Star Property Management

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

What We Expect from You

Our success is due in part to superior efforts from a highly-qualified staff. Thus, it is our general policy to expect a high degree of excellence and achievement by personnel employed by Five Star.

At Five Star, service to our customers is everyone's responsibility. You should always treat our customers and your fellow employees with respect. We expect and depend upon you to perform the tasks assigned to the best of your ability and to act in ways reflecting favorably on the Company, other employees, and yourself.

You may spend a great portion of your time working without supervision. Integrity is a primary consideration. A keen sense of dedication and determination to be the best are also desired qualities in Five Star employees.

Property management is a people business first, and you are a key contact with our residents. It is your responsibility to present a positive, confident image that will properly reflect your professionalism, and continue to enhance our reputation of excellence.

Please read this handbook carefully and turn in the Acknowledgement page, stating that you have read and fully understand its contents. It is equally important that you comply with all the policies contained herein.

Right to Revise

This Employee Handbook contains the employment policies and practices of the Company in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded. The Company reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment. No oral statements or representations can in any way alter the provisions of this handbook. Nothing in this Employee Handbook creates or is intended to create a promise or representation of

continued employment for any Employee. If you are uncertain about any policy or procedure, please check with management.

Definitions Used in the Handbook

"Employee" and "Team Member" as used in this handbook, refers to employees employed by Five Star Property Management. "Company" and "Five Star" as used in this handbook refers to Five Star Property Management, LLC. "Manager" or "Management" as used in this handbook refers to your immediate manager and/or the owners of Five Star.

AT-WILL EMPLOYEE STATUS

Your employment with Five Star Property Management, LLC is at will. This means that your employment with Five Star is completely voluntary and for an indefinite term. As an at will Employee, you have the right to terminate your employment at any time for any reason or for no reason, with or without cause or advance notice. At the same time, Five Star also has the right to terminate your employment at any time for any reason or for no reason, with or without cause or advance notice.

Your status as an at will Employee may not be changed or modified by (1) any oral representation to the contrary, (2) any practice or procedure of the Company or in the industry, or (3) by any policy manual or other document issued by the Company except by a written employment contract executed by you and the Managing Member of the LLC that expressly revokes the employment-at-will relationship. No Manager, Supervisor, officer, or other employee of the Company has the power or authority, either verbally or in writing, to alter the employment-at-will relationship except as specifically described in this paragraph.

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

EMPLOYMENT

Employment Classifications

These classifications do not guarantee employment for any specified period of time.

Full-Time Hourly Non-Exempt Employees are regularly scheduled for and work 30-40 hours per week, are eligible for pre-approved overtime, and are eligible for benefits.

Part-Time Employees are regularly scheduled for and work less than 30 hours per week. Part-time Employees receive pro-rated benefits for vacation and holidays.

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

Independent Contractors who provide services to the Company are not considered employees of the Company.

Job Duties

Your Manager will explain your job responsibilities and your expected performance standards. Your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Company. In some cases, the operational needs of the Company may require a change of an Employee's regular workday and/or workweek hours. Your cooperation and assistance in performing additional work or working a different schedule is appreciated and expected. The Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

Job Performance & Review

Five Star is committed to helping each Team Member realize his or her full potential. The Company encourages Employees and their Managers to discuss job performance and goals on an informal, day-to-day basis.

New Employees

Each applicant must submit a cover letter and resume. This resume will document the employment history of the applicant, and will serve as a basis for review of qualifications. All employment and personal references may be verified and social media accounts reviewed. Any misrepresentations on this resume may be grounds for immediate dismissal.

After being hired, each Employee must immediately complete the following documents:

- Offer Letter/Employment Agreement
- Employee Withholding Allowance Certificate – IRS form W-4
- Proof of Employment Eligibility – INS form I-9
- Insurance Enrollment Forms or Insurance Waiver
- Employee Handbook Acknowledgement

- Office Vehicle Use and Travel Expenses
- Employee Direct Deposit Authorization

Work Eligibility

Within three business days of your first day of work, you must complete federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires this. All offers of employment are contingent on verification of your right to work in the United States. If an Employee is unable to produce the required documentation, employment will be terminated.

Equal Employment Opportunity

Five Star Property Management, LLC ("Five Star" or "the Company") supports equal employment opportunity for all applicants and Employees in compliance with both state and federal laws. Five Star does not discriminate against Employees or applicants for employment on any prohibited basis including race, color, gender, sexual orientation, gender identity, marital status, veteran status, age, religion, national origin, disability or any other consideration made unlawful by federal, state, or local laws. The Company bases all employment decisions solely on merit, qualification, and competence. Our leadership team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment. If you as an Employee believe that you, or any other employee, have been subject to discriminatory treatment, you should contact a Manager. Any Employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Management.

Personal Data

Employees are responsible for notifying the Company of any changes in personal data. Personal mailing addresses, telephone numbers, names and number of dependents, individuals to be contacted in the event of emergency, and other such status reports should be accurate and current at all times. If you are participating in a group insurance plan, please notify the Company immediately upon experiencing a family status change. Failure to report status changes within 30 days of the change may result in a loss of benefits.

Five Star Property Management reserves the right to disclose the contents of personnel files to state or Federal agencies, its insurance carrier or its agents for risk management purposes, or when necessary to defend itself against allegations of unlawful conduct. An Employee's home addresses, phone numbers, and other personal information may be released to the police in an emergency.

Personnel information for current and former Employees open for disclosure without the consent of the Employee includes name, job classification or status, and employment history.

Reasonable Accommodation

The Company will endeavor to accommodate the sincere religious beliefs of its Employees and make a reasonable accommodation to the known physical or mental limitations of qualified Employees with disabilities to the extent such accommodation does not pose an undue hardship on the operation of our business. An accommodation is not reasonable if, even with the accommodation, the Employee is unable to perform essential job duties in a manner that would not endanger the Employee's health or safety of the Employee or

others. An Employee whose religious beliefs or practices conflict with their job, work schedule, or with Company policy or practice on dress and appearance, or with other aspects of employment, and who seeks a religious accommodation must submit a written request for the accommodation to their Manager. The written request will include the type of religious conflict that exists and the Employee's requested accommodation. If you need assistance to perform your job duties because of a physical or mental condition, please let your Manager know. Employees should specify what accommodation they need to perform the job and submit supporting documentation explaining the basis for the requested accommodation.

Any Employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Management. Note: if the Manager is the person toward whom the concern is directed, you should contact a business owner.

TIMEKEEPING & WAGES

Time Clock

All Employees are responsible for accurately recording time worked. A time clock will record the time that team members begin and end their work period, as well as the beginning and ending time of each meal period. This is an official payroll record. It is the basis of calculating your pay and must be completed promptly and correctly. Falsifying your own or another Employee's time record is not permissible and is subject to disciplinary action up to and including the termination of employment.

Working Hours

Five Star Property Management is open for business from 9:00 AM to 6:00 PM, Monday through Saturday. Employees are assigned to work during these hours unless otherwise approved by your Manager. Office hours are subject to change in order to best serve current market conditions. However, each full-time, non-exempt Employee is expected to work 5 days per week with no more than 40 hours worked each week.

Employees are expected to devote their time and energy to Company business during assigned work periods. Additional time spent by arriving early or leaving late for the Employee's convenience or without Manager approval, is not to be included in total working time, nor will it be included in overtime calculations.

On days when office activity is greatly reduced from regular volumes and as authorized by Management, the office may open an hour later and/or close early. Saturdays and weekdays on or near observed holidays are expected to be the most likely reduced volume days. Employees working on these days will observe the conditions and adjust the office hours accordingly. Once all scheduled appointments are completed, all emails/voicemails have been returned or requested action initiated, and any other time sensitive individual duties completed, the Employee may leave early and close the office. Employees may choose to work up to the end of office hours that day, if there is work enough to stay productive, the office remains open to customers, and the phones are answered/messages returned.

If a non-exempt Employee is contacted for maintenance emergencies outside of scheduled working hours, they will be compensated as follows:

- Between 7am and 10pm - 0.25 hour of paid time or the time spent.
- Between 10pm and 7am - 1 hour of paid time or the time spent.

If additional time is added for maintenance calls outside of working hours, the Employee may choose to leave early on Friday to not exceed their 40-hour authorized work week or add this call time to their vested/available paid time off.

Lunch Breaks

Employees scheduled to work more than 6 hours in a given day are entitled to a one-hour lunch period, generally between the hours of 11:00 AM and 2:00 PM. Employees scheduled to work less than 6 hours but more than 4 hours are entitled to a 30-minute lunch period. When more than one person is working, lunch periods will be arranged so that the office remains staffed and open during office hours. Lunch breaks are unpaid. Consult with your Manager to determine when you should take your lunch.

Effective November 1, 2021

Overtime

Five Star pays overtime worked in accordance with the Federal Fair Labor Standards Act. However, non-emergency overtime must be pre-approved prior to working overtime. Only actual hours worked in a given workday or workweek can apply in calculating overtime. Time off on vacation or any leave of absence will not be considered hours worked when calculating overtime. Any hours worked in excess of 40 hours per week without Manager's approval may result in disciplinary action, up to and including termination. It is the responsibility of each Employee to track his/her time weekly to ensure he/she does not exceed 40 hours a week. If you are approaching 40 hours before the weekend, you must talk with your Manager to cut hours, so that you do not exceed 40 hours a week. For purposes of calculating overtime for non-exempt Employees, the workweek begins at 12 a.m. on Saturday and ends on the following Friday.

DeMinimis Rule

The Department of Labor has recognized that an insubstantial or insignificant period of time outside of the scheduled working hours which cannot, as a practice administrative matter, be precisely recorded for payroll purposes may be disregarded. This rule applies only where there are uncertain and indefinite periods of time involved of a few seconds or minutes duration and where the failure to count such time is due to considerations justified by industrial realities.

Compensation

Pay periods are semimonthly (twice a month). The pay periods run from the first to the fifteenth and the sixteenth to the end of the month. Pay days will be the 25th and the 10th, respectively. If a regular payday falls on a non-working day, Employees will be paid on the next business day. Additionally, the work week is defined as hours worked Saturday through Friday each week. Every effort is made to avoid errors in your paycheck. If you find an error on your check, please report it immediately to the business owner so corrections can be made as quickly as possible. Upon ending employment, the Employee's final paycheck will be available on the next regular payday.

Direct Deposit

Direct payroll deposit is the automatic deposit of your pay into the financial institution accounts of your choice. To begin automatic payroll deposit, complete and submit a Direct Deposit Authorization form.

Mandatory Paycheck Deductions

The Company is required by law to make certain deductions from your paycheck each time it is prepared. Among these are your federal, state and local income taxes and legally required contributions to Social Security. These deductions are itemized on your check stub. The amount of your tax deductions depends on your earnings and on the information furnished on your W-4 and applicable state withholding forms regarding the number of exemptions you claim. If you wish to modify this number, please provide your manager with an updated W-4 form to change your federal withholding, or the appropriate state form to change your state exemptions. Verbal or written instructions are not sufficient to modify withholding allowances. Remember to check your pay stub to make sure that it reflects the proper number of withholdings. Your annual W-2 form will reflect the amount of your earnings deducted for these purposes. If you believe that your deductions are incorrect for any pay period or on your W-2, contact a business owner.

Wage Garnishments

A wage garnishment is an order from a court or a government agency directing the Company to withhold a certain amount of money from an Employee's paycheck and send it to a specified person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit. The Company is legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, contact the court or agency issuing the order. Employees are expected to maintain a good credit standing and pay personal bills promptly to avoid having the Company used for collection purposes.

BENEFITS

As part of our commitment to Employees, Five Star provides a 401 (k). Please refer to the official plan documents provided for each of these benefits. The Company may change or terminate any of the provisions, contributions and/or benefits of these plans at any time, with or without notice.

401 (k)

You are eligible to participate in the plan when you are 18 years of age and have 1 year of service. Once you have met the eligibility requirements, you can join the plan semi-annually. The Company's plan permits Roth after-tax employee contributions and the Company has elected to match 100% of your contributions up to the first 3% of pay, and 50% of your contributions on the next 2% of pay. Please contact LT Trust for more information 800-831-8675.

Workers' Compensation

While employed at Five Star, you are protected by the Company's workers' compensation insurance plan at no cost to you. The plan covers you in case of work-related injuries or illnesses.

To ensure that you receive any workers' compensation benefits to which you are entitled, report any work-related injury, no matter how minor, immediately to your manager. Reporting a claim to a co-worker is not considered reporting the claim to the employer. Employees will be advised as to which medical facility he/she should go if the injury warrants medical attention. After an accident, a drug and alcohol test may be required. In the event a medically attended claim is denied, it is the responsibility of the Employee to pay the medical charges for the treatment received. The Employee may contact the medical provider to request that the charges be billed through the Employee's personal insurance policy.

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

Social Security

Social Security is an important part of every Employee's retirement benefit. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. The Company is required to deduct this amount from each paycheck you receive. In addition, the Company matches the amount of Social Security taxes paid by each Employee. Your Social Security number is used to record your earnings. Protect your record by ensuring the name and Social Security number on your pay stub and W-2 Form are correct. You can request a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling (800) 772-1213 or visiting www.ssa.gov

TIME OFF

Holidays

The office will be closed in observance of the following two (2) holidays:

Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25*

The office will be open, but with fewer staff members on the following eight (8) holidays:

New Year's Day	January 1*
Martin Luther King Jr. Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 th *
Labor Day	First Monday in September
Black Friday	Fourth Friday in November
Christmas Eve	December 24 th *

*In the event that a holiday falls on a Saturday or Sunday, the office will observe the holiday on the following Monday.

You will receive a regular day's pay (the number of hours you would have been scheduled to work that day) for seven (7) of the ten (10) office holidays. Employees will be scheduled to work no more than three (3) of the holidays when the office is open. There will be no payment for unused holidays upon resignation or termination from employment.

Paid Time Off

Five Star provides Paid Time Off (PTO) to all eligible Employees for the purpose of rest, relaxation, attending to personal affairs, and in the event of an illness. The rate of accrual is based on length of service with Five Star. The schedule for the accruing and use of PTO is as follows for full-time Employees working 40 hours per week (Employees working less than 40 hours will be pro-rated accordingly):

- 7 days (56 hours) of PTO will accrue year 1 and 2, 0.026923 PTO hours for each hour paid
- 10 days (80 hours) of PTO will accrue years 3-5, 0.038462 PTO hours for each hour paid
- 15 days (120 hours) of PTO will accrue years 6 and beyond, 0.057692 PTO hours for each hour worked

Paid Time Off (PTO) will begin accruing at hire. PTO will vest at the Employee's anniversary date of hire. Once vested there will be 12 months to use the PTO and then it will expire. The nature of our business results in higher traffic and greater workloads during the summer months, therefore, it is expected that no more than 5 days of paid or unpaid time off are to be used during the time period from the Friday before Memorial Day through Labor Day.

Additional PTO may be granted on an individual basis at Five Star's discretion. PTO does not accrue for any Employee while on of leave of absence without pay.

Paid Time Off must be scheduled in advance for a mutually convenient time for the Employee, fellow team members, and the leadership team. Please plan your vacations well in advance because paid leave will generally be granted on a first come-first serve basis, and there are certain times of the month when the office must be fully staffed. Employees should submit time off requests two weeks or more in advance and should discuss time off requests with their Manager prior to finalizing vacation plans, such as booking airline tickets, etc. to ensure the vacation is approved. When conflicts arise with time off requests, their Manager will use discretion based on factors including business needs, position criticality, tenure, or other items.

When your employment ends, you will be paid any unused vested paid time off, but you will not be paid for accrued but unvested paid time off. PTO may not be used for any absences occurring during the final week of employment unless a doctor's statement is presented prior to the time the Employee's final check is disbursed.

Unpaid Time Off

Employees must request authorization for unpaid time off two weeks or more in advance, in writing. If you are unable to attend work due to an unforeseen illness or accident, you must utilize vested PTO. Unpaid time off will only be granted after all vested PTO (Paid Time Off) is used. Acceptance or refusal of time off requests will be at Five Star's discretion. Five Star will not be obligated to authorize unpaid time off requests of more than five (5) days unpaid time off in a given year.

Leave of Absence

Leaves of absence without pay are generally discouraged, however, the Company may grant unpaid leaves of absence to Employees in certain circumstances. A leave of absence must not interfere with the operations of your department or Five Star. Request a leave in writing as far in advance as possible, keep in touch with your Manager during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting your Manager and/or the Company, it will be assumed that you do not plan to return and that you have voluntarily terminated your employment. While on leave, Employees participating in a company sponsored insurance plan will be responsible for making their usual share of premium payments to continue their coverage. If you fail to return to work, you may be required to reimburse the Company for any costs paid by the Company during the leave. Employees must use all remaining paid time off (PTO) balances before taking any leave without pay. You may not accept other employment and are not eligible for unemployment insurance. Acceptance of, or working at other employment while on a leave of absence will be considered a voluntary resignation.

Bereavement

The Company will grant up to three days unpaid time off (Employees may use PTO if they choose) if you suffer the death of an immediate family member. Immediate family members include spouse, parents (step parents or in-laws) children (step children and in-laws), and siblings. The Company will consider, on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this policy. You must inform your Manager prior to commencing bereavement leave. In administering this policy, the Company may require verification of death.

Jury Duty

Five Star encourages Employees to fulfill their civic responsibilities by serving on jury duty when called. The Company will grant Employees unpaid time off (the Employee may use PTO if they choose) for mandatory jury duty or court appearances as a witness when the Employee is required to appear as a result of a court order or subpoena. Employees are expected, however, to provide proper notice of a request to perform jury duty and verification of their service. Employees are also expected to keep their Manager informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for the Company, Employees may be asked to request a jury duty postponement.

Lactation Breaks

The Company will provide a reasonable amount of break time to accommodate an Employee desiring to express breast milk for the Employee's infant child, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the Employee. If the break time cannot run concurrently with rest and meal periods already provided to the Employee, the break time will be unpaid, subject to applicable law.

The Company will make reasonable efforts to provide Employees with the use of a room or location other than a toilet stall for the Employee to express milk in private. The Company may not be able to provide additional break time if doing so would seriously disrupt the Company's operations, subject to applicable law. Please consult your Manager if you have questions regarding this policy. Employees should advise their Manager if they need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

ATTENDANCE

Absenteeism and Tardiness

You were hired to perform an important function at Five Star Property Management. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, your attendance and punctuality are very important. This means being in the office, ready to work, at your starting time each day. Late arrival, early departure, or other unanticipated and unapproved absences from schedule hours are disruptive and place a burden on other team members and the Company.

If you are unable to work for any reason or will arrive at work late and have not obtained prior approval for such absence or tardiness, you must personally report to your Manager in person or by telephone at least one (1) hour prior to your scheduled start time on each day you will be late or absent or as soon as possible in advance of the anticipated tardiness or absence. Simply texting or asking another employee, friend or relative to give this notice is improper and does not constitute notification. Failure to properly notify the Company may result in disciplinary action up to and including termination of employment. Further, if you fail to report to work or otherwise check-in with your Manager, you may be deemed to have quit your employment with the Company. If you leave prior to the end of your shift, for any reason, you must obtain prior permission from your Manager.

Excessive absences, lateness, or leaving early may result in disciplinary action up to and including discharge.

If an Employee takes unpaid time off without giving sufficient notice or without obtaining proper approval, the Employee will receive a "point" as follows:

Tardiness (10-60 minutes): 1 point

Excessive tardiness (1-3.5 hours): 2 points

Absent more than 3.5 hours in a given day: 4 points

Employees that receive more than 12 points during any 3-month period may be subject to disciplinary action, up to and including termination of employment. Points may not be given to Employees who document a legitimate illness by providing a physician's note immediately following their absence. Points will not be given to Employees who have received authorization for unpaid time off.

Outside Employment / Moonlighting

Outside employment includes any paid work performed for another entity while employed by the Company. Outside employment is not permitted when it occurs during the Employee's scheduled or assigned working hours, when it requires use of Company facilities or equipment, when it interferes with the efficient job performance of the Employee, when it directly or indirectly competes with the business or interests of the Company (including consulting), or when such employment involves a conflict of interest.



PERFORMANCE

Performance Evaluations

Managers and Employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations may be conducted to provide both Managers and Employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Your Manager may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. Favorable performance evaluations do not guarantee increase in salary or promotions. Although compensation levels may be reviewed and adjusted from time to time, the Company does not grant cost of living increases or guarantee any increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are at the discretion of management. Wage increases are primarily based on superior employee performance, but depend on numerous factors, including company growth and current economic conditions.

Discipline

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



EMPLOYEE CONDUCT

Fair Housing Procedures

It is the policy of this company to provide its customers with the best possible service. Employees are expected to treat residents, prospects, and guests in a courteous, respectful manner at all times. Federal law prohibits discrimination on the basis of race, color, religion, sex, national origin, family status or disability. Local law prohibits discrimination on the basis of gender identity. All personnel of the company are expected to follow and comply with federal and local housing laws, specifically understanding that discrimination based on any factor(s) listed above is both a violation of Federal Housing Laws, local laws, and company operating policies.

Dress Code and Personal Appearance

Common sense and good judgment are important when selecting professional dress. Please present yourself professionally to our clients and customers at all times. Good grooming, cleanliness, and appropriate dress are an important part of the Company's image. Facial jewelry is not acceptable (nose, eye, lips, etc.). Tattoos must be covered at all times. Makeup and jewelry should not be flashy or distracting. Hair should be conservatively styled and clean. Facial hair should be neatly trimmed. Clothing should be clean and wrinkle free.

Business dress is the expected standard during the work week. If shirts or tops are not designed to be left untucked, they should be tucked in and a belt should be worn. Short skirts and low-cut tops are not appropriate. Please wear appropriate office shoes that are in good condition. Athletic shoes, flip flops, and canvas sneakers are not appropriate. Employees who inspect properties or walk grounds where a hazard may exist should plan accordingly and wear appropriate footwear with closed toes.

BENGAL WEDNESDAY: As part of a community-wide effort to show support for Idaho State University, Five Star encourages Employees to wear Orange and/or Black each Wednesday. Bengal Wednesday clothing does not need to have an ISU logo, though this is allowed as long as it is business appropriate. T-shirts, sweatshirts, or other athletic wear should not be worn on Bengal Wednesday. Idaho State University pins or accessories may also be appropriate.

FIVE STAR FRIDAY: Jeans that are not tattered, torn, or dirty are permitted on Friday as long as they are worn in combination with a top visibly displaying the Five Star logo and appropriate office shoes. Employees may choose to wear a Five Star shirt on days other than Friday, but jeans are only allowed on Fridays.

Because each Employee is a representative of the Company, team members are expected to dress neatly, and in a manner consistent with the nature of our business and the type of work performed. Employees who report to work inappropriately dressed may be asked to leave the workplace until they are properly dressed or groomed. Under such circumstance, you will be asked to clock out and return in acceptable attire. If you have questions regarding proper dress attire or appearance, please consult your Manager in advance. Managers are responsible for the proper appearance of team members.

Non-Fraternization

Five Star discourages fraternization with clients, tenants and vendors. Fraternization can create the appearance of a conflict of interest as well as actual conflicts of interest, among other legitimate business problems.

Discrimination policy

Five Star is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, the Company will not tolerate discrimination or harassment of its employees by anyone, including any co-worker, vendor, client or customer of the Company.

Harassment or discrimination consists of unwelcome conduct, whether verbal, physical or visual that is based on a person's protected status, such as sex, color, race, ancestry, religion, age, national origin, physical or mental disability, or other protected group status. The Company will not tolerate harassing conduct that affects tangible job benefits, that interferes with an individual's work performance, or that creates an intimidating, hostile, or offensive work environment.

The Company wants to provide its employees with a workplace free of tensions involving matters that are not related to the services we offer. The Company will not tolerate ethnic, religious or racial remarks or animosity in the workplace and such conduct may result in disciplinary action up to and including termination. Further, such harassment may be a violation of state or federal law. If any Employee believes that he or she has been subject to ethnic, religious, or racial harassment, he or she is required to notify their manager.

Nothing contained herein is intended to nor shall be construed to grant rights beyond those afforded by federal and state anti-discrimination laws.

Sexual harassment policy

Sexual harassment will not be tolerated. Sexual advances, requests for sexual favors, or other physical, verbal or visual conduct based on sex constitute sexual harassment when the conduct is unwelcome and (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment may include, but is not limited to:

- 1) Vulgar or sexual comments, jokes, stories and innuendo
- 2) Graphic or suggestive comments about someone's body or manner of dress
- 3) Gossip or questions about someone's sexual orientation or conduct
- 4) Vulgarity, leering, inappropriate touching and obscene or suggestive gestures
- 5) Display in the work place of sexually suggestive photographs, cartoons, graffiti, and the like
- 6) Unwelcome and repeated flirtations, requests for dates and the like
- 7) Subtle pressure for sexual activity, including unwelcome but apparently sanction-free sexual advances by a superior to a subordinate
- 8) Solicitation or coercion of sexual activity, dates, or the like by implied or express promise of rewards or preferential treatment.
- 9) Solicitation or coercion of sexual activity, dates, or the like by implied or express threat of punishment.
- 10) Sexual assault
- 11) Intimidating, hostile, derogatory, contemptuous or otherwise offensive remarks, whether or not sexual in nature, that are directed at one sex where the remarks cause discomfort or humiliation and interfere with the performance of the employee's duties
- 12) Retaliation against an employee for refusing sexual or social overtures, for complaining in good faith about sexual harassment, or for cooperating with the investigation of a complaint.

- 13) If at any time you believe you are being subject to harassment or discrimination, or if you become aware of such conduct being directed at someone else, you must report the incidents immediately. All complaints will be kept confidential and will be disclosed only as necessary to allow the Company to investigate and respond to the complaint. Any special concerns about confidentiality should be addressed at the time they are raised. The company will not permit retaliation or discipline against anyone who makes a complaint in good faith or who cooperates with an investigation.

WORKPLACE ETIQUETTE

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

Confidentiality

In the course of your work, you may have access to confidential information regarding the Company, its vendors, its clients and customers, or fellow team members. It is the responsibility of all Employees to safeguard sensitive company information obtained during employment. Sensitive company information is defined as trade secrets or confidential information relating to products, work processes, know-how, customer or vendor lists, designs, drawings, formulas, marketing data, Company finances, pricing, salary information, business plans and strategies, negotiations, software and computer programs, contracts, suppliers, customers and potential customers. Outside of any job functions that require disclosure, you must never intentionally release or discuss any non-public personally identifiable information, including but not limited to social security numbers, driver's license numbers, credit and debit card numbers, date and place of birth, and mother's maiden name. No one is permitted to remove or make copies of any records, reports or documents without prior Management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action. Continued employment with the Company is contingent upon compliance with this policy. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information. Upon termination of employment, Employees must promptly return any and all documents containing the above information, knowledge or data, or relating thereto, to the Company. Confidential information obtained during your employment with the Company may not be discussed, disclosed or divulged to any third party. Employees may be required to sign an agreement reiterating these obligations.

Statements to the Media

Employees may be approached for interviews or comments by the news media. All media inquiries, whether verbal or written, must be referred to a business owner. Only a business owner is authorized to make or approve public statements on behalf of the Company. No Employees, unless specifically designated by a business owner, are authorized to make those statements on behalf of Company. Any Employee wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from a business owner.

Solicitation & Distribution of Literature

To avoid distractions, solicitation by an Employee of another Employee is prohibited while either Employee is on working time. "Working time" is the time an Employee is engaged, or should be engaged, in performing his/her work tasks for Five Star Property Management. Solicitation of any kind by non-employees on Company premises is prohibited at all times. Distribution of advertising material, handbills, printed or written literature of

Effective November 1, 2021

any kind in working areas of Company is prohibited at all times. Distribution of literature by non-employees on Company premises is prohibited at all times.

Care of Property

Company facilities and equipment such as signs, tools, and office equipment are used to help us do our jobs more effectively and efficiently. Do not misuse this equipment. Please help keep it in proper working order as well as neat and attractive. Do not hang cartoons, posters, news and magazine articles on walls, windows or equipment where visible to our customers. Do not install additional software on computer equipment. Do not leave tools or equipment unattended or unsecured.

Any Company property issued to you, such as computer equipment, office supplies, keys, parking passes or company credit card must be returned to the Company at the time of your termination. You will be responsible for any lost or damaged items. Prior authorization must be obtained before any Company property may be removed from the premises.

Cost Consciousness

Each Employee is expected to practice economy in all their duties and avoid waste of supplies, tools, equipment, and other resources. When using property, Employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines. Please notify your Manager if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to Employees or others. All Employees are encouraged to consider cost-saving measures and to make related suggestions to their managers whenever possible.

Customer Relations

The success of Five Star depends upon the quality of the relationships between the Company, our Team Members, customers, and clients. Our policy is to provide our customers with the best possible service in a courteous and thoughtful manner at all times. Employees are expected to be polite, courteous, prompt, and attentive to every customer. If you encounter an uncomfortable situation that you do not feel capable of handling, contact your Manager immediately. Below are several things you can do to help give customers a good impression of the Company:

- Act competently and deal with customers in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other Employees at all times.
- Respond to inquiries from customers, whether in person, by telephone, or other methods, promptly and professionally.
- Always speak on the telephone in a courteous and professional manner.
- Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate persons and make sure the call is received.
- Show your desire to assist the customer in obtaining the help they need through your conduct. If you are unable to help a customer, find someone who can.
- Prepare all correspondence and documents, whether to customers or others, neatly and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

- Never argue with a customer. If a problem develops or if a customer remains dissatisfied, notify your Manager.
- Take great pride in your work and enjoy doing your very best.
- Remember, always treat the customer the way you would want to be treated.

Off-Duty Conduct

Employees are expected to conduct their personal affairs in a manner that does not adversely affect the Company's or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct by an Employee that adversely affects the Company's legitimate business interests or the Employee's ability to perform his or her job will not be tolerated.



CONFLICT OF INTEREST and BUSINESS ETHICS

It is Five Star Property Management's Policy that all Employees avoid any conflict between their personal interests and those of the Company. The purpose of this policy is to ensure that the Company's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no Employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Company.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Company, by any Employee who is in a position to directly or indirectly influence either the Company's decision to do business, or the terms upon which business would be done with such organization.
2. Holding any interest in an organization that competes with the Company.
3. Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Company or which competes with the Company.
4. Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Company. A conflict of interest would also exist when a member of an Employee's immediate family is involved in situations such as those above. This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value. It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Company.
5. Holding an active Idaho Real Estate Sales License.
6. Purchasing assets from a client of Five Star without the business owner's knowledge and approval.

Failure to make a disclosure of any conflict of interest will be grounds for immediate termination.



PRIVACY

Workplace monitoring may be conducted by the Company to ensure quality control, safety, security, and customer satisfaction. There is no guarantee of privacy while on Company property, in Company vehicles, on clients' property, or anytime while clocked in and at any other locations.

Personal Property

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

Security Inspections

Desks, filing cabinets, and other storage devices may be provided for the convenience of Employees, but remain the sole property of the Company. Accordingly, they, as well as any articles found within them, may be inspected by an authorized representative of the Company at any time, without notice, not necessarily in the Employee's presence.

Recorded Phone Calls

Please be aware that Five Star's computer software records and archives phone calls to help avoid confusion and provide excellent service.

Information Retrieval

It should be noted that even though information or files may have been deleted, it is possible for the Company to recover deleted computer files, deleted e-mail, and deleted voice mail messages.



ELECTRONIC MEDIA

Personal Cell Phones

Each Employee is expected to provide his/her own personal cell phone for communication via voice, text, and email communications with other team members and vendors as necessary. Five Star does not encourage distribution of personal cell phone numbers to residents, prospects, or property owners. If any problems arise concerning communications that are disruptive or inappropriate, please communicate that to the sender of the communication and notify a Manager.

Personal Use of Office Phones or Computers

The telephone and computers are business tools and as such are not intended as a means of keeping in touch with people other than in the course of Company business. Employees should not use office phones to make calls of a personal nature. Cell phones should not be used for personal use during work hours. Employees should not make changes to any computers, including downloading programs or files from the internet without authorization. Some downloadable files or programs introduce a security risk to the Company through viruses or spyware. This includes third-party screen savers or wallpapers, which are a popular way to spread viruses. Employees should only use the internet service for Company business. Employees should read or respond to personal emails only during their personal time (i.e.: lunch break).

Online Activity and Social Media

Many people use the internet for personal or social purposes. This may include using social networking sites such as Facebook, Instagram, Twitter or LinkedIn, posting information on the Internet through personal websites, or making comments on websites, blogs, chat rooms, or other online forums. To protect Company interests and ensure Employees focus on their job duties, Employees must adhere to the following rules:

Personal use of social networking sites or email should be done outside of business hours or during your lunch period, even if you are using your own device. You may not make personal postings online, upload content or create or maintain a personal blog or website using Company resources or equipment, nor may you do so on Company time. Company email addresses should not be used to register on any social networks, blogs, or other online tools utilized for personal use. Use of Five Star's Facebook account for business purposes may be allowed during office hours only by Employees with prior authorization. Social media use should not interfere with Employees' responsibilities.

Please keep in mind the speed and manner in which information posted on a webpage or social networking site is received and often misunderstood by readers. Team Members should use good judgment when posting content on social media sites and consider the public nature of all postings. Your personal postings will be read not only by your friends and family, but possibly by your coworkers and Managers, as well as Five Star's customers, clients, and competitors. Even if you post anonymously or under a pseudonym, your identity can be discovered relatively easily. Please use common sense when deciding what to include in a post or comment. Do not say something that you would not want these people to read.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, and social networking sites. Any information that cannot be disclosed through a conversation or an e-mail also

cannot be disclosed in a blog, web page, or social networking site. Problems can arise when a personal posting identifies or appears to be associated with the Company. If, in the process of making a personal post on the internet, you identify yourself as an Employee of Five Star, whether by explicit statement or by implication, you must clearly state that the views expressed in your post, or at your blog or website, are your own, and do not reflect the views of the Company. Posting material that is discriminatory, obscene, defamatory, libelous or threatening is forbidden. You are legally responsible for content you post to the internet. You can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things. You may not make unauthorized use of Five Star's logos or other images, nor may you make false or misleading statements about the Company's philosophy, products, services, opinions, or affiliations with other companies. You may not use personal postings to harass or threaten other Employees or make embarrassing or unkind comments about other Employees, customers, clients, or competitors.

Employees with any questions should consult a Manager. Failure to follow these guidelines may result in discipline, up to and including termination.



HEALTH & SAFETY

Five Star Property Management is committed to providing a safe work environment. Employees are responsible for following safe work habits and complying with safety instructions, rules, and regulations. Employees are expected to refrain from horseplay, careless behavior, and negligent actions. Employees are expected to keep their work area clean and free of clutter and debris. Employees are responsible for notifying their managers of safety violations or safety deficiencies, including recommending corrective measures and taking appropriate steps to eliminate and reduce hazards. Employees are responsible to immediately notify their managers of any job-related illness or injury, regardless of severity of injury, illness, or accident.

Employees of Five Star Property Management are responsible to help maintain a safe and secure workplace. Report any suspicious person or activities to your Manager. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. Notify your Manager immediately if keys are missing. Do not lend your assigned office keys to anyone.

Tobacco Use

Five Star Property Management is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. The use of tobacco and tobacco products that emit a vapor, including but not limited to, cigarettes, e-cigarettes, vaporizers, cigars, pipes, and chewing tobacco is prohibited at all properties, including the office and in all Company vehicles.

Off-Duty Social & Recreational Activities

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

Inclement Weather & Natural Disasters

In the event of severe weather or a natural disaster that prevents you from safely traveling to and from work, contact your Manager for instructions.

Workplace Violence Policy

The safety and security of employees is of great importance to the Company. Threats, threatening behavior, or acts of violence against Employees, visitors, guests, or other individuals by anyone will not be tolerated. Violations of this policy will lead to disciplinary action, which may include dismissal, arrest, and prosecution. Employees are responsible for notifying management of any threats which they have witnessed, received, or have been told that another person has witnessed or received. Even without an actual threat, Employees should also report any behavior they have witnessed which they regard as threatening or violent.

Drug and Alcohol-Free Workplace

Five Star strives to provide a drug-free, healthy, and safe workplace for Employees and customers. Use of illegal or controlled substances, whether on or off the job, can detract from an Employee's work performance, efficiency, safety, and health, and therefore seriously impair the Employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other Employees and exposes the Company to the risks of property loss or damage, or injury to other persons. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. The following rules and standards of conduct apply to all Employees either on Company property or during the workday (including meals and rest periods).

Behavior that violates Company policy includes:

- Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on the job.
- Consuming alcoholic beverages at any time during working hours or at any function in association with work.
- Any individual taking prescribed medication should consult with his/her physician(s) to determine whether the medication may have an adverse effect on job performance or workplace safety. Employees should report the use of physician-prescribed or over-the-counter medications which are likely to adversely affect job performance or workplace safety to their Manager.
- Driving a Company vehicle or on Company business while under the influence of alcohol or other substances which may impair function or judgment.
- Distribution, sale or purchase of illegal or controlled substance while on the job.

In order to enforce this policy, Five Star reserves the right to:

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

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

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

VEHICLE USE

A valid driver's license is required for any Employee who operates a fleet vehicle. If an Employee's driver's license expires, or is revoked or suspended, the Employee must immediately notify a Manager. The use of a Company vehicle will be suspended until the Employee's driver's license is restored and validated.

The Company may periodically check the driving records of all Employees required to operate a Company vehicle. All Employees who operate vehicles will be required to maintain a current and appropriate driver's license, and to comply with any restrictions listed on such license. If such an Employee's record indicates serious violations or an invalid, suspended, cancelled, or revoked license, the Employee may be subject to discipline. Any Employee whose license is revoked, cancelled, suspended, or invalidated will not be permitted to drive a Company vehicle. All Employees who operate Company vehicles must notify their Manager of all traffic violations or other citations issued to them while driving a Company vehicle and must produce a copy of the citation.

Any Employee who drives a personal vehicle for Company business must maintain a valid driver's license, auto liability insurance with minimum limits, and must maintain the vehicle in a safe operating condition when used for Company business. When a suitable Company vehicle is available and an Employee elects to use a personal vehicle, the Employee will not be reimbursed. When a suitable Company vehicle is not available, the Employee is expected to use a personal vehicle and will be reimbursed \$0.45 per mile after submitting proper records to their Manager.

All drivers and any passengers of Company vehicles or personal vehicles used for business must utilize seat belts as required by law. All drivers are to maintain legal speeds appropriate for traffic, weather, and road conditions. Use of any tobacco product in Company vehicles is prohibited. Food and drinks of any kind are also prohibited in Company vehicles.

Drivers must demonstrate safe driving habits at all times. If acceptance of a call is absolutely necessary while the Employee is driving, and permitted by law, the Employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly. Under no circumstances should Employees feel that they need to place themselves at risk to fulfill business needs. Since this policy does not require any Employee to use a device while driving, Employees who are charged with traffic violations resulting from the use of their devices while driving will be solely responsible for all liabilities that result from such actions. Texting or e-mailing while driving is prohibited in all circumstances.

A driver may not operate a Company vehicle when the driver is impaired or influenced by alcohol, illegal substances, prescribed or over-the-counter medication, illness, injury, or fatigue. A driver must advise the Manager of any circumstance that may affect the driver's ability to operate a vehicle. Failure to comply with vehicle use policy may result in disciplinary action.

All fines and other criminal penalties due to violations of the law by the driver are the personal responsibility of the driver of the vehicle. Fines as a result of traffic violations are to be paid promptly by the driver and are not reimbursed by the Company.

In the event of an accident involving a Company vehicle, the driver should first check on the safety and welfare of all those involved and seek medical attention if required. If possible, move the vehicle to a safe location.

Effective November 1, 2021

Notify the police department immediately regardless of perceived fault so an appropriate investigation is completed. Do not accept responsibility or admit liability at the scene of the accident. Only sign documents if they are provided by the police officer, or a representative from the Company. Drivers must immediately notify a Manager of any incident involving a Company vehicle. Employees involved in the incident are expected to cooperate fully with the Company's claims adjustor in the investigation of the accident.

PROBLEMS OR COMPLAINTS

Open door policy

Five Star strives to maintain a positive and pleasant environment for all of our Employees. To help us meet this goal, Five Star has an open-door policy, by which Employees are encouraged to report work-related concerns. If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your Manager as soon as possible. Note: If your Manager is the person toward whom the concern is directed, or you do not feel comfortable discussing the concern with your Manager, you should contact any higher-level Manager in your reporting chain.

Disciplinary procedures

Five Star Property Management, LLC may elect to take disciplinary steps short of immediate termination if, by its sole discretion, it believes that disciplinary procedures may correct a work-related problem with an Employee. However, the company reserves the right to discharge an Employee at any time for any or for no reason, without taking any disciplinary action whatsoever.



ENDING EMPLOYMENT

Should you decide to leave the Company, we ask that you provide your Manager with as much advance notice as possible, but at least two (2) weeks notice of your departure. Your thoughtfulness will be appreciated. Notice should be in writing and briefly state the reason for leaving and the anticipated last day of work.

All Company property including, but not limited to, keys, cameras, parking passes, computers, etc. must be returned at separation. Employees also must return all of the Company's Confidential Information upon separation. Employees may be required to repay the for any lost or damaged Company property. As noted previously, all Employees are employed at-will and nothing in this handbook changes that status.

Employees who have an unexcused or unauthorized absence may be considered to have resigned through abandonment of his/her position. If an Employee's words or actions indicate an intent to resign, including having an unexcused or unauthorized absence Five Star will consider the Employee as having resigned and immediately notify him/her of such.

Once an Employee submits their resignation notice, they may not take any PTO unless specifically approved.

Employees will receive final paychecks based on applicable state and federal laws.

Five Star does not respond to verbal requests for references or verification of employment; all such requests must be made in writing.



POLICY CHANGES

The company reserves the right to modify, alter, or discontinue any policies included herein which no longer serve the best interests of the Company. If you have any questions regarding any new policy, please contact your Manager.

This handbook is intended to give you a broad summary of things you should know about Five Star Property Management. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, Five Star Property Management, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Management may grant an exception to personnel policy, on a case-by-case basis. Exceptions granted in any particular instance will not be binding on future decisions.

Please do not hesitate to speak to management if you have any questions about the Company or its personnel policies and practices.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I hereby acknowledge that I have carefully read the Employee Handbook and Property Management Policy and Procedures of Five Star Property Management, LLC, and fully understand its contents. I understand and agree that the Handbook is not a guarantee of employment for any specific period of time. I further acknowledge that I will comply with all of the policies contained therein. This handbook dated June 1, 2019 replaces and makes void any previously issued policy manuals or Employee Handbooks that may be in existence.

I acknowledge that by signing this form I understand and accept the terms of my "At-Will" employment. This means that I may quit my employment with the Company at any time for any or no reason, just as the Company may terminate me at any time for any or no reason. I further understand that the policies and procedures expressed from time to time do not create a binding contract or any other liability or obligation on the Company.

I hereby acknowledge that I have read and reviewed the Company's Anti-Discrimination and Harassment Policy as well as the Company's Sexual Harassment Policy. I have had a chance to ask any questions I have regarding these policies, and I understand to whom I should report any perceived discrimination and/or harassment.

Finally, I understand that the policies in this Handbook may be modified or changed from time to time at the sole discretion of the Company.

Refusal to sign the Acknowledgement will be deemed refusal to accept Company policies and will result in termination of an Employee or failure to hire a Prospective Employee.

Signature

Date

Print Name

Five Star Property Management, LLC

Date

Print Name