

# **UNITED PROPERTY MANAGEMENT, INC. & BEST LABOR CONTRACTORS, LLC HUMAN RESOURCES**

## **STANDARD OPERATING PROCEDURES**



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# HISTORY

In 1962 Jose Milton, a young architect, immigrated to Miami from Cuba and started to rebuild a real estate business that he was once forced to leave behind.

He started with small apartment buildings and created an empire of over 15,000 residential units and one million square feet of commercial space.

The company founded by Mr. Milton remains family owned and is managed by his three sons: Joseph, Cecil, and Frank Milton.

Development of luxury properties by the Milton family continues in the South Florida area at a rapid pace.

# MISSION STATEMENT

- OUR MISSION IS TO BE THE MOST COMPLETE AND COMPREHENSIVE PROPERTY MANAGEMENT COMPANY BY PROVIDING THE RESIDENTS OF OUR COMMUNITIES WITH ATTRACTIVE, AFFORDABLE HOUSING AND QUALITY SERVICE THAT EXCEEDS EXPECTATIONS.
- OUR COMPANY GOAL IS STATED IN OUR MOTTO

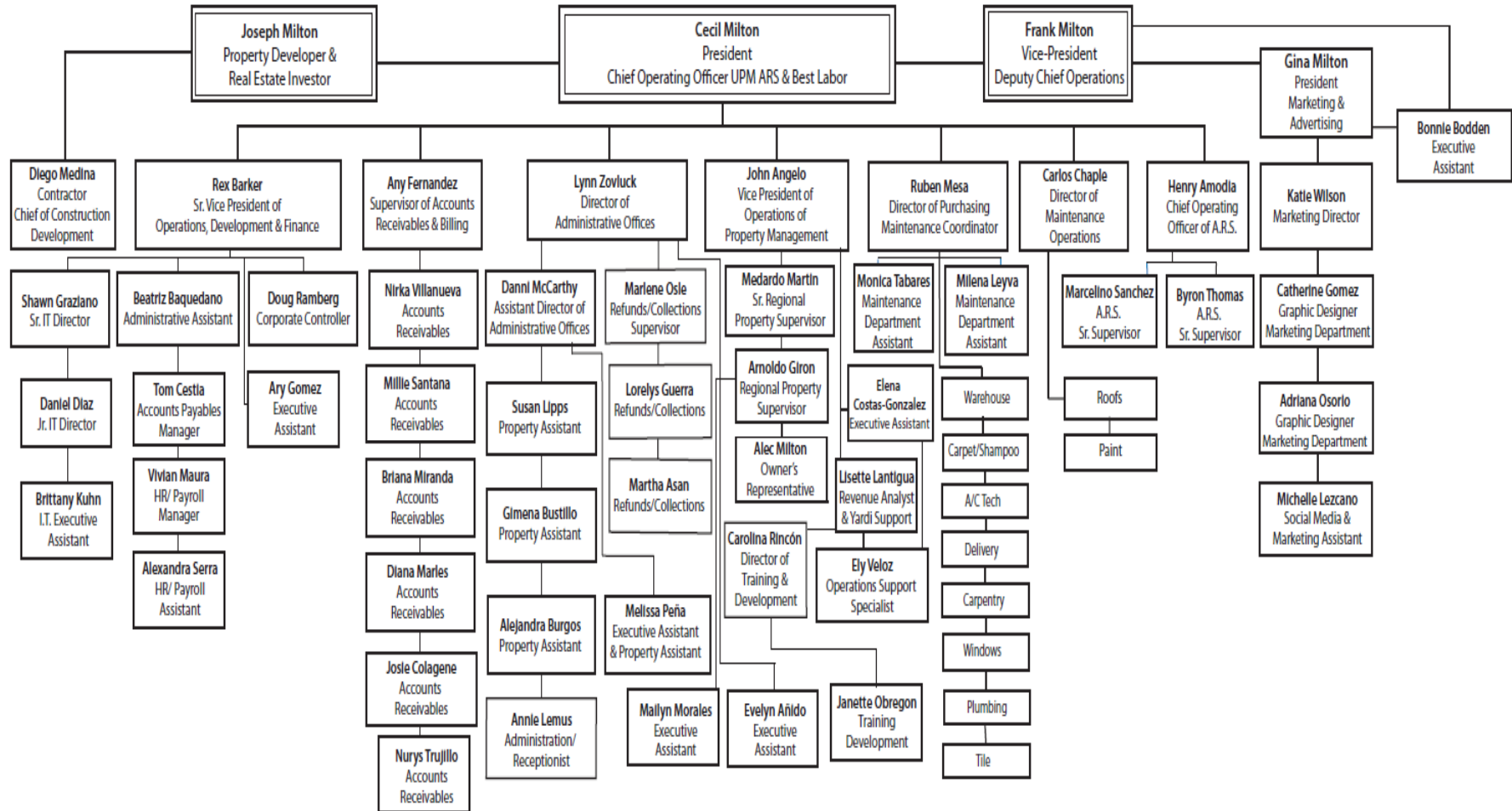


# CORPORATE VALUES



- **U**nity & **U**nique Character We take pride in building a positive team and family spirit
  - ❖ One of a kind in the multifamily housing industry
  - ❖ Loyalty to team members, supervisors, and owners are commonplace here
- **P**rofessionalism & **P**ersonal development
  - ❖ We take pride and ownership in all that we do and say and treat our residents with respect at all times
  - ❖ We value learning, feedback, coaching and mentoring
  - ❖ We each take responsibility for our own development in efforts to meet our resident's needs
- **M**otivating & **M**aking a difference
  - ❖ As an organization, we endorse promoting from within and provide opportunities for our employees
  - ❖ We believe in giving back to the community which is demonstrated by our involvement in many charitable non-profit organizations

# UNITED PROPERTY MANAGEMENT, INC.



# J. MILTON & ASSOCIATES CORPORATE OFFICE

**President/Chief Operating Officer****Cecil Milton**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305-446-1341  
[cecilmilton@unitedpropertymgt.com](mailto:cecilmilton@unitedpropertymgt.com)

**Property Developer & Real Estate Investor****Joseph Milton**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305-460-8247  
[josephmilton@j-milton.com](mailto:josephmilton@j-milton.com)

**Vice President/Deputy Chief of Operations****Frank Milton**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305-461-3283  
[frank@j-milton.com](mailto:frank@j-milton.com)

**President of Marketing & Advertising****Gina Milton**

Marketing Director-Katie Wilson  
3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305 442-8083  
[ginamilton@j-milton.com](mailto:ginamilton@j-milton.com)  
[katie@j-milton.com](mailto:katie@j-milton.com)

**Corporate Controller****Doug Ramberg**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 866 728-8016  
[dramberg@j-milton.com](mailto:dramberg@j-milton.com)

**Sr. V.P. of Operations, Development & Finance****Rex Barker**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305-402-0407  
[rbarker@j-milton.com](mailto:rbarker@j-milton.com)

**Accounts Payable Department Supervisor****Tom Cestia**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305 446-1341  
[tcestia@unitedpropertymgt.com](mailto:tcestia@unitedpropertymgt.com)

**Sr. I.T. Director of IT Department****Shawn Graziano**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305 442-8083  
[sgraziano@unitedpropertymgt.com](mailto:sgraziano@unitedpropertymgt.com)

**Chief Operating Officer of Apartment Rental Services****Henry Amodia**

3211 Ponce de Leon Blvd. Suite 301 Coral Gables, FL 33134  
Tele 305-460-6300 Fax 305-675-6312  
[hamodia@unitedpropertymgt.com](mailto:hamodia@unitedpropertymgt.com)

# ADMINISTRATIVE OFFICES OFFICES OF U.P.M.

## Administrative Office & Legal Department

### **Director of Administrative Offices: Lynn Zovluck**

Assistant Director: Danni McCarthy  
8730 N.W. 36 Avenue Miami, FL 33147  
Tele 305-558-0060 Fax 305-557-9957  
[lzovluck@unitedpropertymgt.com](mailto:lzovluck@unitedpropertymgt.com)  
[dmccarthy@unitedpropertymgt.com](mailto:dmccarthy@unitedpropertymgt.com)

## Operations & Development

### **VP of Operations: John Angelo**

Property Supervisors: Arnaldo Giron & Medardo Martin  
Director of Training & Development: Carolina Rincon  
8730 N.W. 36 Avenue Miami, FL 33147  
Tele 305-558-0060 Fax 305 557-9957  
[jangelo@unitedpropertymgt.com](mailto:jangelo@unitedpropertymgt.com)  
[agiron@unitedpropertymgt.com](mailto:agiron@unitedpropertymgt.com)  
[mmartin@unitedpropertymgt.com](mailto:mmartin@unitedpropertymgt.com)  
[crincon@unitedpropertymgt.com](mailto:crincon@unitedpropertymgt.com)

## Accounts Receivable/Billing

### **Supervisor: Any Fernandez**

8730 N.W. 36 Avenue Miami, FL 33147  
Tele 305-558-0060 Fax 305-403-2597  
[acruz@unitedpropertymgt.com](mailto:acruz@unitedpropertymgt.com)

## Refund/Collections

### **Supervisor: Marlene Osle**

8730 N.W. 36 Avenue Miami, FL 33147  
Tele 305-403-2590 Fax 305-557-9957  
[refunds@unitedpropertymgt.com](mailto:refunds@unitedpropertymgt.com)

## Maintenance Operations/Warehouse

### **Director of Purchasing/Maintenance Coordinator: Ruben Mesa**

Director of Maintenance Operations: Carlos Chaple  
8730 N.W. 36 Avenue Miami, FL 33147  
Tele 305-403-2601 Fax 305-698-2647  
[rmesa@unitedpropertymgt.com](mailto:rmesa@unitedpropertymgt.com)  
[chaple@unitedpropertymgt.com](mailto:chaple@unitedpropertymgt.com)



# COMMUNITIES

- **Aventura Harbor Apartments**  
19455 N.E. 10th Avenue  
North Miami Beach, FL 33179  
Tele: (305) 654-7500 Fax: (305) 654-2899  
Units: 690  
Manager: Idalio Rivero
- **Brickell First**  
110 S.W. 12th Street  
Miami, FL 33130  
Tele: (786) 507-7300 Fax: ( 786) 507-7301  
Units: 131  
Manager: Yanelis Costas
- **Cherry Grove Village**  
9000 S.W. 97th Avenue  
Miami, FL 33176  
Tele: (305) 274-6969 Fax: (305) 596-5269  
Units: 177  
Manager: Isabel Santos
- **Colony Apartments**  
9355 S.W. 77th Avenue  
Miami, FL 33156  
Tele: (786) 347-2500 Fax: ( 305) 274-9296  
Units: 426  
Manager: Gabriela Ruiz
- **Country Club Towers**  
18335 N.W. 68th Avenue  
Miami, FL 33015  
Tele: (305) 823-0000 Fax: (305) 362-3313  
Units: 735  
Manager: Adrianna Fischer
- **Cypress Place Apartments**  
825 East Cypress Street  
Tarpon Springs, FL 34689  
Tele: (727) 942-1772 Fax: (727) 934-0812  
Units: 96  
Manager: Kristy Morales

# COMMUNITIES CON'T.

- **Fontainebleau Milton**  
9517 Fontainebleau Blvd.  
Miami, FL 33172  
Tele: (305) 225-4400 Fax: (305) 227-2694  
Units: 1359  
Manager: Teresa Martinez
- **Gables 37, Grand**  
987 S.W. 37<sup>th</sup> Avenue  
Miami, FL 33135  
Tele: (305) 443-0091 Fax: (305) 443-6043  
Units: 120  
Manager: Alina Trull
- **International Club**  
1900 S.W. 122 Avenue  
Miami, FL 33175  
Tele: (305) 225-2002 Fax: (305) 551-6781  
Units: 202  
Manager: Paola Jorge
- **Intracoastal Yacht Club**  
16900 North Bay Road  
Sunny Isles, FL 33160  
Tele: (305) 948-6767 Fax: (305) 948-3445  
Units: 795  
Manager: Ana Ottenwalder
- **Inverrary 441**  
1188 N.W. 40th Avenue  
Lauderhill, FL 33313  
Tele: (954) 792-0002 Fax: (954) 792-8815  
Units: 324  
Manager: Nicole Narine
- **2500 Inverrary Club**  
2580 N.W. 56th Avenue  
Lauderhill, FL 33313  
Tele: (954) 485-5325 Fax: (954) 733-8987  
Units: 428  
Manager: Arnette Daniel

# COMMUNITIES CON'T.

- **Jose Milton Small Building**  
2035 SW 5th Street  
Miami, FL 33135  
Tele: (305) 460-6300 Fax: (305) 442-8083  
Units: 8  
Manager: Jovanna Saavedra
- **Lago Club**  
12375 S.W. 18th Street  
Miami, FL 33175  
Tele: (305) 559-0707 Fax: (305) 223-9486  
Units: 189  
Manager: Zoila Ruano
- **Las Brisas Gardens**  
201 W. 65th Street  
Hialeah, FL 33012  
Tele: (305) 822-8439 Fax: (305) 824-8817  
Units: 129  
Manager: Paul Groseclose Jr.
- **Miami Riverfront Residences**  
2601 N.W. 16th Street Road  
Miami, FL 33125  
Tele: (786) 456-4700 Fax: (786) 456-4701  
Units: 250  
Manager: Ricardo Cuevas
- **Royal Palms**  
7707 N.W. 7th Street  
Miami, FL 33126  
Tele: (305) 557-9969 Fax: (305) 823-9994  
Units: 478  
Manager: Cecilia Medina
- **Royalton on the Green**  
17350 N.W. 68th Avenue  
Miami, FL 33015  
Tele: (305) 558-1336 Fax: (305) 558-3318  
Units: 160  
Manager: Barbara Castro

# COMMUNITIES CON'T.

- **Stadium Towers**  
1760 N.W. 7<sup>th</sup> Street  
Miami, FL 33125  
Tel. 786 517-8800 Fax 786 517-8801  
Units: 81  
Manager: Jovanna Saavedra
- **St. Tropez**  
330 Sunny Isles Blvd.  
Sunny Isles Beach, FL 33160  
Tel. (305) 692-8500 Fax (305) 692-8501  
Manager: Adriana Nieto
- **Suncoast Place**  
999 N.E. 167<sup>th</sup> Street  
North Miami Beach, FL 33162  
Tele 305-651-6670 Fax 305-651-7958  
Units 101  
Manager: Milka Fajardo
- **Sunshine Lakes Apartments**  
10972 N.W. 14<sup>th</sup> Avenue  
Miami, FL 33167  
Tel. (305) 757-4663 Fax (305) 757-3733  
Units: 304  
Manager: Aracelys Zumeta
- **Westland 49**  
1333 West 49<sup>th</sup> Place  
Hialeah, FL 33012  
Tele 305-823-4661 Fax 305-558-4847  
Units: 433  
Manager: Ileana Rivero

# **HUMAN RESOURCES- RECRUITING & NEW HIRE PROCEDURES**

- **RECRUITING & NEW HIRE PROCESS**
- **CRIMINAL BACKGROUND CHECKS**
- **DRUG FREE POLICY**
- **DRUG SCREENING TESTING SITES**
- **ORIENTATION**
- **GRACE HILL COURSES**
- **EMPLOYEE TRAINING**
- **STANDARD OPERATING PROCEDURES**

# HUMAN RESOURCES- RECRUITING & NEW HIRE PROCESS

- Notify the Training Department if there is a need for staffing in your office.
- A candidate will first interview with the hiring Director of Training & Development at the Administrative offices and will determine if the candidate has met the qualifications set forth in the job description. Also, the supervisor will interview the candidate to make sure she/he is a fit for the position.
- Once a candidate has been chosen a job offer should be made pursuant to the position pay scale.
- The Training Department will then process all new hire paperwork and email page 1 & 2 of the “New Hire Packet Checklist” together with their completed and executed I-9 form, W-4 tax form, driver’s license, social security card, and work permits (if applicable) to the Human Resources Department. On the top right corner of the employment application (page 2), write who the new employee is replacing, pay rate, and their start date.
- Once this information is received, Human Resources Department will conduct a criminal background check. If approved, they will notify the Training Department to proceed with the drug screening test and the new hire will be set up in payroll.
- New Hires may only use approved drug testing facilities, if not, we incur additional cost. A list of approved testing locations is located in this SOP, in the Human Resources section-”Drug Screening Testing Sites.”
- Once the new hire is approved for employment you will contact the Training Department to set a date for training.
- The last day of training the new employee will be assigned an employee number and their fingerprints will be scanned and set up in Kronos.

# HUMAN RESOURCES- CRIMINAL BACKGROUND CHECKS

- Criminal background checks must be conducted on all prospective employees and rehires **prior** to employment. This includes referrals by a friend and persons in the military.
- If a criminal background comes back with a history, the supervisor will be notified by the Human Resources Department and a determination will be made as to hire or not.

# HUMAN RESOURCES- DRUG FREE POLICY

- B.L.C., A.R.S., and 4D Construction have a Drug-Free Policy.
- We may conduct unannounced, intermittent drug testing.
- Anyone found in violation may be subject to disciplinary actions and/or termination.



# HUMAN RESOURCES- QUEST DRUG SCREENING TESTING SITES

## QUEST DIAGNOSTICS COLLECTION SITES IN THE TRI- COUNTY AREAS-DADE, BROWARD, AND PALM BEACH COUNTY

### DADE COUNTY

333 W 41ST, #502  
MIAMI BEACH, FL 33140  
TEL: 888-277-8772  
M-F 9-3PM

THE TESTING CENTER  
3900 NW 79TH AVE STE 440  
MIAMI, FL 33166  
TEL: 305-594-0064  
M-F 9-4PM

NEW HORIZON MEDICAL & DIAGNOSTIC CTR.  
9600 S.W. 8<sup>TH</sup> STREET STE. 32  
MIAMI, FL 33174  
TEL: 305-456-9035  
M-F 7-7PM

FASTCARE OF MIAMI BEACH  
825 ARTHUR GODFREY RD. (41<sup>ST</sup> STREET)  
MIAMI BEACH, FL 33140  
TEL: 786 923-4000  
M-F 9AM-7PM SAT 10AM-4PM

DADELAND PLAZA SHOPPING CENTER  
9521 S. DIXIE HWY, UNIT 25  
PINECREST, FL 33156  
TEL: 888-277-8772  
M-F 7AM-4PM, SAT 7AM-11AM

100 N.W 170TH ST STE 204  
NORTH PARK PROFESSIONAL BLDG  
N. MIAMI FL 33169  
TEL: 888-277-8772  
M-F- 9-3 PM

FASTCARE OF AVENTURA  
20601 E. DIXIE HWY STE. 340  
AVENTURA, FL 33180  
TEL: 786-923-4000  
M-F 8:30AM-8:00PM SAT & SUN 10AM-4PM

# HUMAN RESOURCES- QUEST DRUG SCREENING TESTING SITES

## BROWARD COUNTY

IMAC BLDG.  
7451 NW 4<sup>TH</sup> ST  
PLANTATION, FL 33317  
TEL: 888 277-8772  
M-F 8:00AM-2:00PM

TOTAL COLLECT  
5440 NW 33<sup>RD</sup> AVE STE #106  
FT. LAUDERDALE, FL 33309  
TEL: 954 739-9414 M-F 8:30AM-4:00PM

1739 E. COMMERCIAL BLVD.  
FT. LAUDERDALE, FL 33334  
TEL: 954 281-3500  
M-F 8:00AM- 3:00PM

3700 WASHINGTON STREET STE #102  
HOLLYWOOD, FL 33021  
TEL: 954 281-3500  
M-F 8:00AM- 3:00PM

# HUMAN RESOURCES- QUEST DRUG SCREENING TESTING SITES

## PALM BEACH COUNTY

16244 S. MILITARY TRAIL # 230  
DELRAY BEACH, FL 33484  
TEL: 954 281-3500  
M-F 8:00AM- 3:00PM

175 TONEY PENNA DR. # 100  
JUPITER, FL 33458  
TEL: 954 281-3500  
M-F 8:00AM- 3:00PM

1515 N. FLAGLER DR. STE 140  
WEST PALM BEACH, FL 33401  
TEL: 954 281-3500 954 281-3500  
M-F 8:00AM- 3:00PM

ATHLETIC TRAINING CONS.  
1395 N. MILITARY TRAIL  
WEST PALM BEACH, FL 33409  
TEL: 561 684-3333  
MON-THURS. 7:30AM-5:30PM (CLOSED 12PM-2PM)  
FRI 8:00AM-11:30AM

AAA MEDICAL COMPLIANCE TESTING  
3850 LAKE WORTH RD. #2  
LAKE WOTH, FL 33461  
TEL: 561 964-0933

505 N. FEDERAL HWY  
POMPANO BEACH, FL 33069  
TEL. 954 281-3500  
M-F 8AM-3PM

**IF YOU NEED TO FIND A QUEST LOCATION AFTER BUSINESS HOURS, PLEASE  
CALL 800 377-8448.**

# HUMAN RESOURCES- ORIENTATION

During company orientation, the new employee will:

1. Be given an overview & watch an orientation video of the company.
2. Be introduced to three mandatory electronic training programs through Grace Hill as follows: Preventing Sexual Harassment, Fair Housing, and Drug-Free Workplace.
3. Complete additional Grace Hill curriculum according to position.
4. Acknowledge their applicable Job Description, Safety Manuel, and Standard Operating Procedures.
5. Watch Customer Service Video

# HUMAN RESOURCES- GRACE HILL COURSES

- Grace Hill courses are a continuing education tool.
- New employees will receive their login information from the Training Department to access Grace Hill.
- Employees will be allotted time during working hours to complete their educational courses. If an hourly employee can not complete their courses by the due date, they must bring it to the attention of their immediate supervisor.
- Hourly employees should not complete these courses off the clock.

# HUMAN RESOURCES- GRACE HILL COURSES CON'T

Additional courses for Community Managers,  
on-site Administration and Leasing Consultants:

- Leasing Series 1,2,3,4
- Rainmaker Introduction to LRO
- Rainmaker LRO and the Sales Process
- Yardi Leasing
- Resident Retention for today's Savvy Customers

# HUMAN RESOURCES- EMPLOYEE TRAINING

- Training must be done for every position. This includes all new on-site employees, from maintenance to operations.
- Whenever possible, training should be conducted in language of proficiency.
- Newly hired employees will spend approximately two and a half (2.5) days in training at the Administrative Offices of United Property Management, two (2) days of training at a designated property-assigned by the Training Department, then one (1) day of training at their permanent property before assuming the full duties of their role.

# HUMAN RESOURCES- STANDARD OPERATING PROCEDURES

- The SOP is our rule book and a good resource tool that is updated periodically, review it regularly. When referring to the SOP, do not look at a printed copy, always look at the computer version, located in our Grace Hill website, under “Documents in my Library.” Also, Yardi, DocuSign, and LRO, manuals are available there.
- Newly hired employees must be informed of our SOP, at time of hiring, and instructed on where to retrieve a copy of one that is conducive to their job description.
- In addition to the SOP, newly hired employees will be provided an employee manual by the Training Department.
- Newly hired employees must execute the SOP “Acknowledgement” page and all other signature pages of the SOP. Once executed, these pages must be sent to the Human Resources Department to be filed in the employee’s file.
- For those employees not proficient in English, please have one of your employees interpret for them and have them sign the disclaimer on the “Acknowledgement” page (this is the last page of the SOP).



# **HUMAN RESOURCES- PAYROLL & EMPLOYEE BENEFITS**

- **PAYROLL**
- **OVERTIME POLICY**
- **JURY DUTY**
- **COMPENSATION DAYS**
- **INSURANCE**
- **401K/SAVINGS PLAN**
- **HOLIDAYS**
- **VACATIONS**
- **PAID TIME OFF & BEREAVEMENT DAYS**
- **EMPLOYEE APARTMENT DISCOUNT**
- **CLUBHOUSE RENTAL DISCOUNT FOR EMPLOYEES**

# HUMAN RESOURCES- PAYROLL

- Employees will be given an employee number and fingerprint recognition function to clock in their hours worked. They must clock in when they begin work, go to lunch, return from lunch and at the end of the day.
- Employees must not clock in before their scheduled time.
- Floaters must clock in and out at each location worked.
- Salaried personnel must clock in at least once a day. Property managers are required to clock in when they enter the property before commencing their work day.
- Failure to clock in, causing missed punches, will be subject to disciplinary action. This applies to salaried and hourly employees.

# HUMAN RESOURCES- PAYROLL CON'T.

- Hourly employees must never work off the clock and anyone permitting it will be terminated immediately.
- Any hourly employee who is told to work off the clock and does not report it to Lynn Zovluck at (305) 558-0060, will also be terminated.
- Similarly any manipulation or alterations to punches to show more than 40 hours will result in immediate termination. Any employee who even suspects this is occurring must report it to Lynn Zovluck, or may also be terminated. In addition, any altering to punches may be grounds for termination.
- No person will ever be retaliated against because they reported working off the clock, or they reported any other violation of wage and hour laws or other laws.
- Any employee found fraudulently clocking in will be terminated immediately.

# HUMAN RESOURCES- PAYROLL CON'T.

- Best Labor Contractors, LLC (B.L.C.) and Apartment Rental Services, Inc. (A.R.S.) require that all employees are signed up for Direct Deposit. The Direct Deposit Request Form can be found in Workgroup Templates in the employment application packages. Please be advised that B.L.C., or A.R.S. assumes no responsibility for errors or delays by a financial institution in crediting accounts.
- Payroll timekeeping must be done weekly. The first week of payroll timekeeping should be checked for accuracy. The second week of payroll timekeeping must be checked for accuracy and then “approved” and “signed off” by 10:00 a.m.
- Missed punches could mistakenly result in unearned overtime. Any corrections must be done in the computer by 10:00 a.m. daily by managers and/or supervisors.
- When absent due to vacation or paid time off, if requested, their accumulated time off hours will be applied (contingent upon employee having any hours remaining) to achieve 40 hours for that week. The maximum number of hours to be applied for any one day however, is no greater than their normally scheduled work day.

# HUMAN RESOURCES- OVERTIME POLICY

- Employees are not permitted to work overtime without prior written approval, unless it is an emergency (emergency means to protect life or secure property.) In such case, your supervisor must be informed immediately thereafter. Anyone who violates this policy will be paid for the time worked, but will be subject to disciplinary action, including discharge.
- Overtime for administration must be approved by immediate supervisor. Overtime for maintenance must be approved by your Regional Property Supervisor or the Director of Maintenance Operations. Do not request overtime at the time payroll is being done. Authorization for overtime must be requested IN ADVANCE of payroll being prepared.
- Supervisor of employees with unauthorized overtime will be subject to disciplinary action.
- It is the responsibility of all supervisors/managers to advise their subordinates of this policy.
- This policy applies to all employees and will be strictly enforced.
- Failure to follow this overtime policy will result in disciplinary action.

# HUMAN RESOURCES- JURY DUTY

- Upon receipt of notification from the state or federal courts of an obligation to serve on a jury, employees must notify their supervisor, in advance, and provide him/her with a copy of the jury summons.
- The company will pay regular full-time and regular part-time employees for time off for jury duty, up to three days full pay, thereafter amounts adjust.
- Coverage must be scheduled immediately.

# HUMAN RESOURCES- COMPENSATION DAYS

- Compensation days only apply to salaried employees.
- One compensation day is given for two (2) weekend days worked.
- If only one (1) weekend day is worked there is no compensation day given.
- Comp days cannot be taken until after the 8<sup>th</sup> day of the month.
- Managers and assistant managers must work the first four (4) days of the month.

# HUMAN RESOURCES- INSURANCE

- Effective November 2014, all eligible employees are offered affordable health benefits, pursuant to the Affordable Care Act.
- Eligible employees are employees that work 30 hours or more a week and are employed with the company for at least 60 days.
- Employee will be responsible for paying a portion of their insurance premium, which is 9.5% of annual household income. The company will pay insurance premium over the 9.5%.
- Employees portion will be automatically deducted bi-weekly from employees payroll on net earnings.
- The company offers a basic group life insurance policy, which is paid by the employer.
- Dental, vision, disability insurance, and additional life insurance are offered to all employees, however they are employee contribution only, there is NO employer contribution on these additional insurances.



# HUMAN RESOURCES- 401K/SAVINGS PLAN

- The company offers a voluntary 401K/Savings program available for employee contributions **only**.
- Your contributions to this plan are tax deferred.
- Further details about the plan may be obtained from the Human Resources Department.

# HUMAN RESOURCES- HOLIDAYS- COMMUNITY EMPLOYEES

**\*The following are approved paid holidays for community employees:**

Easter-if not within the first four days of the month  
Thanksgiving Day  
Christmas Day  
New Year's Day

**NOTE:** There must be a skeleton cleaning crew working on holidays when the properties are closed. This only applies to those properties with a regular cleaning staff on Sundays. Other community personnel may be required to work on holidays or observed holidays.

**The following are abbreviated holidays for community employees and will be paid for an 8 hour day.**

**Good Friday**

Management 9am-2pm-no lunch  
Maintenance 7:30am-12:30pm-no lunch

**Mother's Day & Father's Day**

Management Off-but not a paid holiday

**Memorial Day**

Management 9am-2pm-no lunch  
Maintenance 7:30am-12:30pm-no lunch

**July 4<sup>th</sup>-Independence Day**

Management 9am-2pm-no lunch  
Maintenance 7:30am-12:30pm-no lunch

**Labor Day**

Management 9am-3pm-no lunch  
Maintenance 7:30am-1pm-no lunch

**\*Christmas Eve & New Years Eve**

Management 9am-2pm-no lunch  
Maintenance 7:30am-1pm-no lunch

**\*NOTE:** If Christmas Eve or New Years Eve fall on Sunday, the abbreviated hours are 10am-2pm for leasing employees

All employees working on holidays or observed holidays will get paid hours worked and holiday pay, or given paid time off during the same work week and holiday pay.

**Holiday pay applies only to employees after they have met their 90 day probationary period. Your hard work and subsequent good numbers afford us the opportunity to allow these holidays. However, all holidays are subject to change based on market conditions and other factors, at the owner's discretion.**

# HUMAN RESOURCES-HOLIDAYS- CORPORATE/ADMINISTRATIVE EMPLOYEES & APARTMENT RENTAL SERVICES

**The following are approved paid holidays for the Corporate and Administrative office employees:**

Good Friday	Thanksgiving Day
Memorial Day	Christmas Day
July 4 <sup>th</sup> -Independence Day	New Year's Day
Labor Day	

**The following are abbreviated holidays for the Corporate and Administrative office employees:**

Christmas Eve & New Year's Eve- office closing at 2pm with no lunch

All employees working on holidays or observed holidays will get paid hours worked and holiday pay, or given paid time off during the same work week and holiday pay.

**Apartment Rental Services approved paid holidays –**

Thanksgiving Day  
Christmas Day  
New Year's Day

**Holiday pay applies only to employees after they have met their 90 day probationary period. Your hard work and subsequent good numbers afford us the opportunity to allow these holidays. However, all holidays are subject to change based on market conditions and other factors, at owner's discretion.**

# HUMAN RESOURCES- VACATIONS

- Employees hired prior to January 1, 2010, will be eligible for vacation time at the beginning of each new calendar year. Employees hired after January 1, 2010, will be eligible for vacation time after the one year anniversary of their hire date and will continue to accrue annually from said date.
- No vacation time will be granted to site staff for the first eight (8) days of the month or last three (3) days of the month.
- Property Managers, Assistant Managers must work the first four (4) days, regardless if it falls on the weekend.
- Also, Chief Engineers/Lead Maintenance personnel must work the first four (4) days, regardless if it falls on a Saturday (not Sundays).
- Any vacation time not taken during the calendar year or anniversary date will be forfeited. **Use it or lose it** – unused vacation time will not roll over into a new year nor be paid at termination, or resignation, regardless of the reason. Vacation time will not be paid in lieu of taking the vacation time.

# HUMAN RESOURCES- VACATIONS CON'T.

- You must submit a 60 days written notice of request for vacation to your immediate Supervisor for approval. The form is located in Workgroup Templates, Employee Forms, titled "Personal Time Request Form".
- All Supervisor's signed and approved vacation request forms must be sent to the Human Resources Department, prior to payroll being issued, for vacation time. Vacation time will not be paid unless this procedure is used.
- Vacation requests must be signed off by a property supervisor before coverage will be given. Request for special holidays will be granted on a first come basis.
- Paid time off must be scheduled according to the green days available in the company's schedule. If none are available you must contact the Training Department to ensure coverage is available.
- If you intend to take a vacation in December, you must give notice to your supervisor no later than the month of September. Vacations can ONLY be taken if coverage can be arranged.
- Two or three weeks cannot be taken consecutively. Please ensure vacation is taken prior to last payroll of the year.

# HUMAN RESOURCES- VACATIONS

## REGIONAL COMMUNITY MANAGERS, SUPERVISORS, MANAGERS, ADMINISTRATIVE AND CORPORATE OFFICE EMPLOYEES

After 1 year of employment	1 week
After 2 years through 19 years	2 weeks
20 years through term of employment	3 weeks

## ADMINISTRATION & LEASING-ONSITE

After 1 year to 5 years of employment	1 week
6 years through 19 years	2 weeks
20 years through term of employment	3 weeks

## DIRECTOR OF APARTMENT RENTAL SERVICES

After 2 years to 5 years of employment	1 week
After 5 years through 19 years	2 weeks
20 years through term of employment	3 weeks

## APARTMENT RENTAL SERVICES SUPERVISORS

After 1 year of employment to 5 years	1 week
6 years through 19 years	2 weeks
20 years through term of employment	3 weeks

## MAINTENANCE SUPERVISORS

After 1 year of employment to 5 years	1 week
6 years through 19 years	2 weeks
20 years through term of employment	3 weeks

## MAINTENANCE EMPLOYEES

After 1 year of employment to 10 years	1 week
11 years through 19 years	2 weeks
20 years through term of employment	3 weeks

## APARTMENT RENTAL SERVICES EMPLOYEES

After 1 year of employment to 10 years	1 week
11 years through 19 years	2 weeks
20 years through term of employment	3 weeks

# HUMAN RESOURCES- PAID TIME OFF & BEREAVEMENT DAYS

- Employees hired prior to January 1, 2010, will be eligible for paid time off at the beginning of each new calendar year. Employees hired after January 1, 2010, will be eligible for paid time off every year on the anniversary of their hire date.
- Employees are entitled to three (3) paid time off days per year. These days can be used for personal time or sick time.
- Paid time off days do not roll over.
- Employees are entitled two (2) paid bereavement days per year with proper documentation.
- These policies apply only to employees after they have met their probationary period.

# HUMAN RESOURCES- EMPLOYEE APARTMENT DISCOUNT

- Full time employees are given a 15% employee discount for each employee residing in the same unit. The employee discount applies to the market rent. For those properties using LRO, employee discounts are based on 12 month LRO pricing.
- Full time employees that have been employed for at least a three (3) year period will receive a 25% employee discount (per employee working and living on-site.) The employee discount is based on market rent or 12 month LRO pricing.
- Employee discount is applicable **after** the employee's probationary period has expired and applies **ONLY** to employees residing in the apartment (they must live in unit full time.) Employee discounts are not for friends, family, or anyone else for any reason, whatsoever.
- Employee apartment discounts are a benefit to employees and are NOT an entitlement. Use of the employee discount in an inappropriate manner may result in termination and permanent elimination of apartment discounts for all employees.
- Effective January 8, 2015, all rent discounts for employees will be discontinued during leaves of absence, except the 15% discount that all employees receive. Employees will be required to pay the rent amount as agreed upon when they signed the employee lease and employee addendum. Employee discounts above the 15% will be immediately resumed upon return to full time work.
- If there are multiple discounts, only the discount for employee taking the leave would be affected. The other discounts will remain in place.
- Leaves of absence does not include vacation or bereavement time, it **only** refers to leaves of absence greater than one week such as maternity or medical leave.
- Human resources must be notified of the employees that are taking any extended leaves of absence with the necessary information.



# HUMAN RESOURCES-EMPLOYEE APARTMENT DISCOUNT CON'T.

- Property Managers must obtain an approval from employee's direct supervisor authorizing the employee discount to ensure the employee is in good standing. In addition, Cecil or Frank must give final approval.
- Any changes to an employee apartment must be remitted to a supervisor for approval. Example of changes include, but are not limited to, the renting of apartments, adding new occupants to apartment, obtaining cable, etc. No changes of any kind can take place prior to Cecil's authorization. Failure to follow this policy will result in disciplinary actions.
- Managers must check with the Human Resources Department to ensure the employee is on payroll and they must get a written confirmation of employee's identification number, prior to move in. The employee identification number must be documented on the employee discount addendum. If an employee discount addendum is signed, it is not necessary to do a promotional discount addendum.
- Property Managers must ensure that any employee receiving an employee discount on their property are, in fact, living in their unit and getting the appropriate employee discount. It is the employee's responsibility to inform the property manager if they vacate a unit receiving a discount on their behalf so that the discount will be discontinued.
- Managers **must** send a copy of executed the employee discount & deduction addendum to the Human Resources Department.
- Transfers on employee units are handled on an individual basis and must have the approval of a Regional Property Supervisor.
- Employee apartment discounts are terminated at an employee's date of termination/resignation. In addition, the termination of an employee must be reported to Human Resources immediately.

# HUMAN RESOURCES- EMPLOYEE APARTMENT DISCOUNT CON'T.

- Employees must be financially qualified before moving onto a property owned by the Milton family. Employees that chronically late paying their rent must be brought to the attention of their immediate supervisor, as this is unacceptable. Also, report any other employee problems to supervisors.
- There will be no double dipping. Employees have the option to receive the employee discount or, when applicable, the current community special, not both discounts.
- Employees must sign an employee discount addendum. In addition, any employees that receive a rent free apartment must also sign an employee apartment agreement. Both the addendum and agreement are available in the Workgroup Templates folder.
- If employee has a resident residing in their employee apartment and the resident moves out and there are damages to the unit. The employee will be financially responsible for all associated costs, including, but not limited to repairs, cable, water, and punch outs. In addition, going forward the unit should not be re-rented to a non-employee.
- Background checks must be conducted on all occupants 18 years and older living in an employee apartment. Employees are responsible to pay for the occupancy processing fees to conduct the background checks for each individual.
- Employees will not be charged a security deposit, but will be required to pay administrative fees, pet deposits and satellite deposits, when applicable. Also, employees with a pet are required to sign a pet addendum.
- Employees will receive a \$30.00 monthly credit for water. Any balance over this credit is the employee's responsibility. This water credit is applicable only to employees that live in their unit.
- Cable and internet are not free, except employees that are grandfathered in or pre-approved, and the employee must live in their unit.
- Employees are responsible for paying late charges on rent and water.

## **HUMAN RESOURCES- CLUBHOUSE RENTAL DISCOUNT FOR EMPLOYEES**

- Employees will receive a 50% discount on the rental of the clubhouse and must be paid in advance.
- All rules and regulations, pursuant to the clubhouse agreement, apply to employees.
- Employee will be financially responsible for damages, if any.

# HUMAN RESOURCES-EMPLOYEE POLICIES & PROCEDURES

- DRESS CODE
- SAFETY POLICY
- WORKERS' COMPENSATION & CONCENTRA CLINICS
- NON- DISCRIMINATION POLICY
- HARRASSMENT POLICY
- IMMIGRATION POLICY
- FAMILY MEDICAL LEAVE ACT POLICY
- FAMILY POLICY
- COMPANY ISSUED CELL PHONES
- PERSONAL PHONE CALLS & CELL PHONES
- COMPUTER/EMAILS
- TRAVELING AND EXPENSES
- COMMUNITY EVENTS POLICY
- LABOR POSTERS & OTHER POSTINGS
- GREEN INITIATIVES
- EMPLOYEE EVALUATIONS/PERFORMANCE INCENTIVES/BONUSES
- PROHIBITED PRACTICES
- EMPLOYEE CALENDAR
- EMPLOYEE DISCIPLINARY POLICY
- PROTOCOL FOR CORRECTIVE & DISCIPLINARY ACTION
- EMPLOYEE TERMINATION
- LETTERS OF REFERENCE FOR FORMER EMPLOYEES

# HUMAN RESOURCES- DRESS CODE

- Conservative, professional and business like attire are mandatory, as you are the representatives of our company. Acceptable attire must be worn at ALL times.
- All Properties must wear uniforms and must have a neat appearance. Uniforms consist of black, brown, or blue pants/skirts below the knee, a solid white or black blouse with sleeves, black or blue blazers, and closed toed shoes. Black, blue, or brown pin stripe suits are acceptable attire.
- Jeans are never to be worn.
- No shawls shall be worn as outerwear. No outerwear permitted, except tailored jackets.
- No exposed body piercing, or tattoos for either gender. This policy also applies to Apartment Rental Services.
- Single ear piercing is acceptable. No large earrings or piercings other than small single ear piercings.
- Groomed hair and face
- Name tags must be worn by all office personnel, including floaters.
- Uniforms may be required at the discretion of your supervisor.
- All maintenance personnel and courtesy officers must wear uniforms, including floater technicians entering apartments (except plumbers). This presents a professional appearance and promotes easy recognition of maintenance employees and courtesy guards.

# HUMAN RESOURCES- DRESS CODE CON'T.

Dress requirements are as follows:

## Men

Shirts must have collars  
Shirts may be short sleeved  
Shorts are not permitted  
Jeans are not permitted  
No t-shirts, V-necks, or tank tops  
No sneakers, sandals or casual shoes

## Women

No miniskirts or shorts  
No backless or sleeveless shirts or dresses  
No jeans  
No midriffs  
No sneakers, sandals, or casual shoes  
No V-necks

## Maintenance(must purchase uniforms)

Navy blue slacks or shorts  
Shirts issued by UPM  
Replace old uniforms, when needed  
Sneakers are acceptable

**Property Managers are responsible to ensure that all on-site employees are dressed appropriately. Probation letters are to be given immediately to anyone violating the dress code/uniform policy. Managers and Supervisors choosing not to enforce the dress code policy will be held accountable and will receive a probation letter.**

**EMPLOYEES MUST DRESS AND CONDUCT THEMSELVES IN A PROFESSIONAL MANNER AT ALL TIMES. PROFESSIONALISM is what we are ALL about!! Remember, when you look sharp, you feel sharp and you are SHARP!!**

# HUMAN RESOURCES- SAFETY POLICY

- It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations. In addition, employees must strictly adhere to all safety policies of this company.
- Unauthorized use of alcohol or drugs on the job is strictly prohibited.
- Seat belts must be worn at all times in company vehicles.
- Machinery should remain in tact. Do not disassemble.
- Lift with your legs-not your back. When lifting, you must wear a back support.
- Always use available safety equipment.
- If safety equipment is not available, request it before commencing any work.
- Keep work areas neat and clean at all times.
- Hazardous conditions should be reported immediately.
- Accidents should be documented on incident reports and sent to Human Resources.
- All maintenance personnel must have safety training.
- Where applicable, employees must have OSHA regulation training.
- Training on “aggression diffusion” is required.
- Conduct routine Safety Meetings with all of your team.
- Failure to follow company safety policy, or engaging in conduct that places the employee, client, or company property at risk can lead to employee disciplinary action and/or termination.

# HUMAN RESOURCES- WORKERS' COMPENSATION

- The company is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their supervisor.
- In addition, employee accidents must be reported immediately to the Human Resources Department. They will file the report with our worker's compensation insurance company and handle all aspects of the claim.
- In addition to notifying Human Resources of any injuries to an employee, an employee injury report must be filled out and emailed to Human Resources, which will be placed in their employee file. The correct form "Employee Injury Report" is located in Workgroup Templates.
- You must report incidents immediately. The late reporting of incidents will result in a fine to the company.
- You must process any workers' compensation correspondence or documentation received through the Human Resources Department.
- Concentra clinic locations for worker's comp injuries are listed on the following page.



# HUMAN RESOURCES- CONCENTRA CLINICS

**Miami**

7800 NW 25th St. Ste. 4  
Miami, FL 33122  
Mon-Fri 7am-8pm  
Sat & Sun: 10am-4pm  
305-593-2174  
Fax: 305-593-1417

**Golden Glades**

17601 NW 2nd Ave Ste. #S  
(441& NW 177 St)  
Miami Gardens, FL 33169  
Mon-Fri: 7am-8pm  
Sat: 10am-4pm, Sun: Closed  
305-770-4500  
Fax: 305-770-0020

**Sunshine**

1347 South Andrews Ave.  
Ft. Lauderdale, FL 33316  
Mon-Fri: 8am-8pm  
Sat.-Sun. 10am-4pm  
954-767-9999  
Fax: 954-763-9828

**West Palm Beach**

4455 Medical Center Way  
West Palm Beach, FL 33407  
Mon-Fri: 7:30am-6:30pm  
Sat & Sun : Closed  
561-881-0066  
Fax: 561-881-5533

**Cypress Creek**

6521 N. Andrews Ave.  
Ft. Lauderdale, FL 33309  
Mon-Fri: 8am-8pm  
Sat & Sun: Closed  
954-941-6301  
Fax: 954-941-7849

# HUMAN RESOURCES- NON-DISCRIMINATION POLICY

- United Property Management and all affiliates are a fair housing equal opportunity provider. Discrimination of any type will not be tolerated.
- Anyone found violating this policy will be terminated immediately.
- The Fair Housing Act prohibits discrimination because of race, religion, familial status, sex, handicap or national origin.
- Counties also have non-discrimination laws which exceed the Federal law as follows:
  - Miami Dade County – Age, Marital Status, Sexual Orientation, Transgender
  - Broward County- same as Miami Dade County, except they also have Political Affiliation
  - Pinellas County- substantially equivalent to Federal Fair Housing Laws.
- All employees working on site must be given annual trainings, via GraceHill.
- Utilize the “Reasonable Accommodation Form” when persons with disabilities may need an accommodation for their disability (whether the disability is apparent or non-apparent.) This form is found in the Workgroup Templates. Do not ask for verification if handicap is obvious. You may ask for verification if disability is not “readily apparent.”
- There must be a connection between the disability and the requested accommodation.
- We cannot require a “pet deposit” on service animals or companion animals that aid persons with disabilities.
- Use the “Companion Authorization” form when resident/occupant require a companion animal. This form is found in the Workgroup Templates. The form must be executed by a “professional”. There are no breed restrictions, unless prohibited by law or insurance policy exclusion. Resident must abide by all rules and regulations.
- Resident cannot have multiple animals for the same disability, however they could have multiple animals if there are multiple disabilities. Always consult with Legal Department if you are questionable on how to handle.
- All prospects and residents must be treated in a consistent manner, equally and with respect!!

# HUMAN RESOURCES- POLITICA DE NO-DISCRIMINACION

- United Property Management y sus afiliados son proveedores de Equidad de Vivienda e Igualdad de Oportunidades.
- Cualquier persona que viole esta póliza será despedido inmediatamente.
- La Ley de Vivienda Justa prohíbe la discriminación por motivos de raza, religión, estado civil, sexo, discapacidad u origen nacional.
- Los condados también tienen leyes no discriminatorias que exceden la ley federal de la siguiente manera:  
Condado de Miami Dade -Edad, Estado Civil, Orientación Sexual.  
Condado de Broward- Lo mismo que el Condado de Miami Dade, excepto que también tienen afiliación política.  
Pinellas County - sustancialmente equivalentes a las leyes federales de vivienda justa.
- Todos los empleados que trabajan en las propiedades deben de recibir un entrenamiento anual a través de un video. El empleado tiene que reconocer por escrito que tomo el entrenamiento.
- Todos los empleados que trabajan en las propiedades y interactúan con posibles residentes deben de tomar una clase de entrenamiento sobre la discriminación en los primeros 10 días q fueron contratados.
- Utilice el "Formulario de acomodación razonable" cuando las personas deshabilitadas puedan necesitar una acomodación específica. Ya sea que la discapacidad sea evidente o no evidente. Este formulario se encuentra en Workgroup Templates. No le pidan identificación si el impedimento físico es evidente. Pregunte por identificación si la discapacidad no es fácilmente evidente.
- Debe de haber un vínculo entre la discapacidad y la modificación solicitada.
- Nosotros no podemos exigir un "depósito de mascota" sobre animales de servicio que ayudan a las personas con deshabilitadas.
- Todas las perspectivas y inquilinos se deben ser tratado de una manera constante

# HUMAN RESOURCES- PA FÈ DISKRIMINASYON POLITIK

- Diskriminasyon nan nenpòt kalite pa pral tolere.
- Nenpòt moun ki jwenn yo ap vyole règleman sa a ap sispann touswit.
- Fair Housing Act lan entèdi diskriminasyon poutèt ras, relijyon, estati famiyal, sèks, andikap oswa orijin nasyonal.
- Konte tou gen non-diskriminasyon lwa yo ki depase lwa Federal la jan sa a:  
Miami-Dade County - Laj, eta sivil, oryantasyon seksyèl  
Konte Broward-menm jan ak Miami-Dade County yo, eksepte yo menm tou yo gen afilyasyon politik  
Pinellas County-sibstansyèlman ekivalan ak Lwa Federal sou Lojman ekitab.
- Tout anplwaye k ap travay sou sit dwe bay anyèl fòmasyon atravè videyo ak fòmasyon yo dwe kapab rekonèt alekri.
- Tout anplwaye ap travay sou sit ki kominike avèk rezidan kandida dwe ale nan yon klas fòmasyon sou diskriminasyon nan lespas 10 jou an anboche yo.
- Itilize "rezonab Fòm nan akomodasyon" lè moun ki gen andikap pouvwa bezwen yon aranjman pou enfimite yo. fòm sa a yo te jwenn nan workgroup templates la. Pa mande pou verifye si se andikap klè.
- Nou pa ka mande pou yon "bèt depo" sou bèt sèvis ki moun èd ki gen andikap.
- Tout kandida ak rezidan yo dwe trete nan yon fason ki konsistan.

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# HUMAN RESOURCES- HARRASSMENT POLICY

- We are committed to providing a comfortable work environment for all employees, which includes a zero tolerance for all forms of workplace harassment. Therefore, it is important for all employees to acknowledge our workplace harassment policy and to know that we have a formal complaint procedure in place, which is available to them.
- In addition to providing various education and training sessions to make sure all employees are aware of our policy, all employees must sign the “Harassment Policy Disclosure Form” three times a year (Jan. May, and Sept.) Managers must ensure all executed copies are sent to the Human Resources Department to be filed in the employee’s file. The form can also be found in Workgroup Templates.
- Harassment of any kind will not be tolerated. Swift disciplinary action will be taken, which may include termination. Examples of harassment are bad jokes or emails, excessive contact, etc., and is not restricted to business hours.
- The harassment policy must be clearly posted in all lunch rooms by your labor posters or a conspicuous area where employees gather.
- If you feel that you are being harassed in any manner, you must report it immediately to your supervisor or Lynn Zovluck in the Administrative Offices who will ensure that the matter is investigated immediately and that appropriate disciplinary action is taken.
- Witnesses are responsible for reporting any unacceptable behavior. Failure to report is grounds for termination.

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Initials

# HUMAN RESOURCES-

## POLITICA DE ACOSO

- Estamos comprometidos a brindar un cómodo ambiente de trabajo para todos los empleados. Esto incluye cero tolerancia para toda posición de trabajo; por lo tanto es importante que todos los empleados conozcan nuestra póliza de acoso en el trabajo y saber que tenemos un procedimiento para quejas que esta disponible para todos.
- Además de brindar diversos temas y capacitaciones para asegurar de que todos los empleados tengan conocimientos de nuestra póliza de acoso. Todos los empleados deben de firmar el formulario de declaración de la póliza de acoso 3 veces en el año (Enero, Mayo y Septiembre). Todas las copias firmadas deben de ser enviadas al departamento de recursos humanos para ser archivados en los archivos del empleado. El formulario también puede ser encontrado en el archive Workgroup Templates.
- El acoso de cualquier tipo no será tolerado se tomara una acción disciplinaria e inmediata que puede incluir la terminación de su trabajo. Son malas bromas, mensajes electrónicos inapropiados, contacto excesivo. ETC son ejemplos de acoso. Esto no se limita a las horas laborales.
- La póliza de acoso debe ser exhibidas con claridad y debe de ser colocadas en todos los comedores donde se come o donde los empleados se reúnan.
- Si usted siente que esta siendo acosado de alguna manera, debe de reportarlo inmediatamente a su supervisor o a Lynn Zovluck en las oficinas administrativas. El asunto será investigado y se tomara las medidas disciplinarias apropiadas inmediatamente.
-

# HUMAN RESOURCES- ARASMAN POLITIK

- Se règleman sa a bay yon konpayi konfòtab anviwònman travay.
- Arasman nenpòt kalite pa pral tolere. Swift pral pran mezi disiplinè yo, ki pouvwa yo enkli revokasyon. Egzanp pèsekisyon yo se blag move oswa Imèl, kontakte twòp, elatriye epi li pa la restriksyon èdtan biznis.
- dwe Règleman sa a dwe klè afiche nan tout chanm manje midi, pa postè travay, oswa yon zòn evidans kote anplwaye yo sanble.
- Si ou santi ke ou ap anmède nan okenn fason, ou dwe rapòte sa imedyatman bay sipèvizè ou oswa Lynn Zovluck nan biwo administratif yo ki pral asire yo ke se pwoblèm nan investigasyon imedyatman epi ki apwopriye aksyon disiplinè yo te pran.
- Fòmasyon sou sijè sa a fèt asire anplwaye yo pa anmède.

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# HUMAN RESOURCES- IMMIGRATION POLICY

- All employees must fill out an I-9 form and provide acceptable documents, if necessary, prior to employment.
- Expiration of documents will be checked on a monthly basis by the Human Resources Department.
- They will be checked three months in advance of expiration in order to afford the employee time to get their documents in order.
- Employees not renewing their documents prior to expiration will have to be terminated and maybe rehired after clearance of documents- if the position is still open. However, we cannot hold positions open. It is extremely important that this is addressed immediately.
- Employees must be aware of and maintain their legal status at all times during employment.



# HUMAN RESOURCES- FAMILY MEDICAL LEAVE ACT

- The FMLA allows an **eligible** employee of a covered employer to take job protected leave, for up to a total of 12 work weeks in any 12 month period for the birth of a child, to care for a family member with a serious health condition, or because the employee's own serious health condition makes the employee unable to perform the functions of his or her job.
- To be eligible for the FMLA, an employee must be employed for one year.
- An employee of B.L.C., A.R.S., or 4D must request family medical leave as follows: A request for family medical leave must be in writing to your supervisor. Request for family medical leave should be given at least 30 days in advance, when foreseeable. When not foreseeable, as soon as possible. Please use the "Employee Family Medical Leave Act of 1993 Request Form" located in Workgroup Templates.
- Request should be sent to the Human Resources Department for approval and response. Once approved the employee will be entitled to **twelve (12) rolling work weeks** of leave. All documentation relating to FMLA must be maintained in employee file.
- Employee will then be required to have the "Certification of Health Care Provider form" completed by their physician, also located in workgroup templates. Completed copies of this form must be sent to Human Resources
- Managers should keep a copy of employee's request for FMLA for scheduling purposes.
- The Family Medical Leave Act is applicable to all employees on payroll and meet the eligibility requirements.
- Persons doing payroll must use the FMLA code when their employee is utilizing Family Medical Leave.
- Employees already receiving medical insurance benefits, at time of their FMLA leave, must pay for their portion of the insurance premium in advance for the time they are on leave.
- Upon returning to work after any lost time due to illness, injury, or any other basis, employee must provide employer a medical clearance certificate (i.e., a written statement from their medical provider stating they are able to return back to work and resume customary work.)
- Employee's failure to return back to work after expiration of Family Medical Leave, or provide a medical clearance certificate will be deemed voluntary termination by employee.

# HUMAN RESOURCES- FAMILY POLICY

- We do not hire family members of employees to work in the same location. Grandfathered employees may remain in place.
- This policy applies to Best Labor Contractors, LLC and Apartment Rental Services Inc., 4D Construction, and all other affiliated companies owned or operated by the Milton family.

# HUMAN RESOURCES- COMPANY ISSUED CELL PHONES

- Effective October 2014, managers and service managers will be given a \$40.00 allowance for their cell phones.
- They may join our Sprint plan, or if using an outside plan they may receive a reimbursement of \$40.00.
- Requests for cell phone reimbursements must be emailed to the Accounts Payables Department using the “Petty Cash Form” located in Workgroup Templates. Reimbursements should be submitted on a monthly basis.
- Company cell phones issued by B.L.C. and A.R.S. are to be used to conduct company business.
- Employees that have been issued company cell phones must be accessible for emergencies.
- Anyone going over the minutes on their plan will be responsible to pay for them.
- Employees cannot make any changes to the plan or the phone number.
- Contact Director of Purchasing/Maintenance Coordinator for all issues regarding cell phones, including purchasing, replacement and repairs.

# HUMAN RESOURCES- PERSONAL PHONE CALLS & CELL PHONES

- Employees are forbidden to be on their cell phone, for personal use when dealing with prospects or residents, including texting and emailing.
- Cell phones must be kept on vibrate at all times.
- Personal calls on the land line or cell phone must be kept to a minimum.
- Do not talk on your cell phone or text while driving company vehicles. Pull over or make calls at your next destination.

# HUMAN RESOURCES- COMPUTERS/EMAILS

- Computers are the property of the company. This includes hardware, software and all files.
- Computers are not to be used for any lewd or illicit purposes. This type of behavior is a violation of our harassment policy.
- All information ever placed on a computer is retrievable whether or not it is deleted.
- You shall not use a password that has not been disclosed to the organization. Also, do not access a file or retrieve any stored communication other than where authorized, unless there has been prior clearance by an authorized organization representative.
- Do not download any programs to your computer as they may create conflicts with existing programs.
- Computers should not be used in any manner that would create a liability to the company. Do not download "You Tube" or streaming video because doing so downgrades the speed of the whole communication network.
- The company's email systems are to be used for conducting the organization's business only. The use of emails for private purposes is strictly prohibited.
- E-mails should be checked in the morning and again several times during the course of your day. Response time on emails from leads are extremely important.
- Emails should be written in the same professional manner as a letter would be written.
- Pertinent information sent to you must be communicated to all employees affected.
- When receiving memos, you must check yes for "return receipt", when requested. Please feel free to call for clarification on a memo, if you have questions.
- Support is provided to you through the I.T. department in the corporate office.

# HUMAN RESOURCES- TRAVELING AND EXPENSES

- If employee is elected to travel, they must conduct themselves in a professional and businesslike manner, at all times. Remember, that you are being sent to the event as a representative of our organization.
- All education classes and other events offered must be attended and notes taken, if necessary.
- Employees will be responsible to bring back information you acquired and materials that were distributed to you, including notes, tools, any information pertaining to the organization.
- Employees will be reimbursed for reasonable expenses incurred in connection with approved travel on behalf of the company. You will have a \$100 (maximum) daily expense account, which will be reimbursed to you. Receipts must be submitted to receive your reimbursements.
- Expenses are for employees only. Expenses for family or friends of employee must be incurred by employee.

# HUMAN RESOURCES- COMMUNITY EVENTS POLICY

- All employees hosting events for their residents are prohibited from consuming alcoholic beverages during the event.
- Employees should be “Paying Attention to Every Detail” and ensuring the event goes smoothly.
- Make concerted effort to market the event to the community.
- Community Managers must schedule appropriate maintenance and security staff to cover the event.

# HUMAN RESOURCES- LABOR POSTERS & OTHER POSTINGS

- All communities must have their current labor posters well displayed in conspicuous areas where employees gather, such as, in the lunch room or time clock area. Contact Assistant Director of Administrative Offices in the Legal Department, if you need any labor posters.
- The company harassment and discrimination policies must be posted next to the labor posters, as well as the monthly UPM Newsletter.
- Larger communities may require posting in more than one area.



# HUMAN RESOURCES- GREEN INITIATIVES

- Whenever possible, use email as opposed to faxing.
- Use both sides of paper.
- All communities and offices must conserve energy. Thermostats must be set to 79° degrees when offices or models are closed.
- Set thermostats in offices and models to approximately 74° degrees upon opening.
- Computers must be shut down when office is closed.
- Turn off lights in models, leasing offices and vacant units when not in use.
- Office lighting will be adjusted annually in accordance with daylight savings time.
- Eliminate use of door hangers and party invites. Use posters, banners in common areas, send emails, or use other social media, such as Community Facebook page instead.
- Use a recycling program for discarded paper products. Office hours will be adjusted annually in accordance with daylight savings time.

# HUMAN RESOURCES- EMPLOYEE EVALUATIONS/INCENTIVES

- Employee evaluations are done twice a year, in May and November. The employee evaluation form is located in the Workgroup Templates folder. They are to be given to the V.P. of Operations or the Regional Property Supervisors pursuant to a memo that will be sent to property managers depicting the due date.
- The evaluations are a tool that afford your supervisors the opportunity to see how all members of a staff are performing individually and as a team.
- If after review of the evaluations and the consideration of other variables it is determined that an employee warrants an increase in salary, the increase would be effective in the month of June. Increases will **only** be given for exemplary performances - not the status quo. Pay increases will also be determined based on the profitability of the properties.
- Manager's bonuses are determined by a multi-tiered, pre-established, incentive plan. Performances will be analyzed on a fiscal year from May through April and paid according to goals met on the plan. Organizational skills and ensuring accuracy on paperwork is included in the property manager's bonus incentives.
- As it pertains to bonus percentages, the water collections are calculated on an annual basis. Water collection reports will be emailed monthly to the property manager by United Utilities.
- Information reported on the monthly summary must be accurate. DO NOT backdate any move ins or move outs after billing-the month closes out at billing time. Move in and move outs reports can be retrieved through Yardi. Use dates on a calendar month.
- Non-compliance (7 day) evictions are not counted against the manager's collections.
- Holiday bonuses are gifts that are based closely on the employee evaluations, tenure, and the current economy.

# HUMAN RESOURCES- PROHIBITED PRACTICES

- Failing to call and speak directly with immediate supervisor when arriving late, calling in sick, or unable to come to work. Also, you must call within 30 minutes from your shift starting time.
- Not reporting to work and not calling to report the absence is a no-call/no-show and is a serious matter. A no call/no show lasting three days may be considered job abandonment and may be deemed an employee's voluntary resignation of employment.
- Tardiness and Absenteeism will not be tolerated and may result in disciplinary action.
- When foreseeable, you must give 48 hours notice for personal appointments. On-site staff scheduled by the Training Department must follow "green day" procedure.
- Leaving the workplace unauthorized during working hours.
- Employees are prohibited to smoke in common areas of the community and in apartments.
- It is against company policy to take possession of resident's property under any circumstances.
- Conduct that threatens, intimidates or coerces another employee, or physical altercations with another employee or resident(s), during working hours may be grounds for termination.
- It is prohibited to provide cleaning services, or any other services to residents for your financial gain while on company time or after hours.
- All employees hosting community events for their residents are prohibited from consuming alcoholic beverages during the event.

# HUMAN RESOURCES- EMPLOYEE DISCIPLINARY CALENDAR

- The employee disciplinary calendar is a resourceful tool used during employee evaluations and assists supervisors in determining whether employee is eligible for promotions, raises, and/or bonuses.
- Consistent lack of responses, after multiple request for paperwork, or anything else necessary to maintain work continuity, will result in adverse information being depicted on the employee's calendar.
- You must report consistent problems with employees to the Human Resources Department. Any and all disciplinary actions (verbal or written) must be sent, via email, to them so that it will be documented on the employee's disciplinary calendar.

# HUMAN RESOURCES-EMPLOYEE DISCIPLINE POLICY

- Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.
- We support the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.
- The following slide outlines the steps of our protocol for employee corrective or disciplinary action. However, we reserve the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

# HUMAN RESOURCES- PROTOCOL FOR CORRECTIVE & DISCIPLINARY ACTION

## THE FOLLOWING PROTOCOL SHOULD BE FOLLOWED FOR EMPLOYEE CORRECTIVE/DISCIPLINARY ACTION

- Any employee not following company policies and procedures must **FIRST** be given a verbal coaching. The verbal coaching must be documented and reported to Human Resources, via email for placement on disciplinary calendar.
- If the violation continues or employee violates another company policy, after the verbal coaching was given, the employee must be given a **WRITTEN** employee coaching depicting the specific violation. The employee must sign the written coaching and the executed coaching must be sent to Human Resources for the employee's calendar and employment file.
- After a verbal coaching and written coaching have been given to the employee and another violation occurs, the next step is to follow up with a probation notice, putting the employee on probation for a 90 day period. Executed probation notices must be sent to Human Resources for documentation purposes.
- If employee violates company policy during their probation period, they must be given a termination notice.

Depending on the severity of employee's violation, the employee may be placed on probation, suspension, or terminated immediately, in lieu of the preceding disciplinary protocol (which will be at their supervisor's discretion.)

Employee written coaching notices and probation notices must be prepared by the Legal Department. Requests for notices are to be emailed, once they are prepared, they will be emailed back to the supervisor/manager. Please do not fax requests. All corrective/disciplinary action must be documented and reported to Human Resources, via mail to be filed in employee file and documented on employee's calendar.

**All new employees are on an initial three month probationary period from date of hire and may be terminated at will.**

# HUMAN RESOURCES- EMPLOYEE TERMINATION

- Formal termination of employment must be done in writing by the Human Resources Department.
- Prepare an incident report and inform your supervisor. Ensure all company property is returned, such as, uniforms, keys and credit cards (Home Depot).
- Secure company property, i.e., changing locks where person had access.
- Human Resources will notify the IT Department to remove former employee from computer access, including emails and computer applications. Also, Human Resources will notify proper personnel to remove former employee from accessing DocuSign, SafeRent, GraceHill, LRO, etc.
- If a terminated employee lives in an apartment, get a release, if necessary, before final payment.
- Also, if former employee is living in a company apartment, terminate their employee discount agreement by formal way of written notice and have a new lease executed at the current net effect rate. (Notwithstanding any other problems.)

# HUMAN RESOURCES- LETTERS OF REFERENCE FOR FORMER EMPLOYEES

- Our policy on references for a former employee is as follows:
  - If the employee was cooperative and productive during their tenure and left with a minimum of two weeks notice, they will be given a positive reference.
  - If the employee failed to give two weeks notice, or was difficult or ineffective in their job performance, they will only get a reference confirming their salary and duration of employment. Positive references will **NOT** be given to employees falling into this category.



# SOP ACKNOWLEDGEMENT

I, \_\_\_\_\_ do hereby acknowledge the receipt of Best Labor Contractors, LLC/  
United Property Management, Inc. and/or Apartment Rental Services, Inc. Standard Operating Procedures.

I am aware that violations of and of these policies may subject me to disciplinary action, up to and including discharge from employment. I further understand that my unwavering loyalty must be with the organization.

I acknowledge that I have read and understand the company's policy and will continue to review policy on an ongoing basis for any new updates or changes. I understand these policies are subject to change and agree to abide to all changes.

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Department/Community Name

DATED THIS \_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Name of Employee

\_\_\_\_\_  
Por la presente afirmo que la S.O.P. Se explicó verbalmente a mí en mi idioma nativo de Español.

\_\_\_\_\_  
Mwen konfime ke S.O.P. a te vèbalman eksplike m nan lang natif natal mwen an kreyòl ayisyen.

\_\_\_\_\_  
Name of Employee

\_\_\_\_\_  
Name of Translator

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Signature of Translator