

TIMEKEEPING & WAGES

Timekeeping Requirements

Employees are responsible for accurately recording time worked. Federal and state laws require the Company to keep an accurate record of time worked in order to calculate Employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

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

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

Overtime

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

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

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

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

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

Payday

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

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

Direct Deposit

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

Mandatory Paycheck Deductions

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

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

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

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

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

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

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

To be eligible for FMLA leave, Employees must:

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

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

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

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

Return to Work

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

Bereavement

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

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

PERFORMANCE

Performance Evaluations

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

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

Discipline

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



EMPLOYEE CONDUCT

Standards of Conduct

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

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

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

Attendance

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

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

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

Dress Code

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

Harassment Policy

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

Prohibited harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors; and
- Retaliation for reporting or threatening to report harassment.

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

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

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

WORKPLACE ETIQUETTE

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

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

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

Confidentiality

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

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

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

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

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

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

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

Continued employment with the Company is contingent upon compliance with this policy. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

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

Customer Relations

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

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

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

Media Inquiries

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

Solicitation & Distribution of Literature

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

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

Use of Communication Systems

Entrata uses various forms of electronic communication including computers, e-mail, telephones, Internet, cell phones, etc. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of Entrata and are to be used only for Company business and not for any personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, or not in the best interest of the Company. Examples of violations of communication systems include, but are not limited to:

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

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

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

Use of Company Property & Equipment

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

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

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

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

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

Off-Duty Conduct

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

Announcements & Postings

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



HEALTH & SAFETY

Drug Free Workplace

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

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

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

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

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

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

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

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

Safety Guidelines

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

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

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

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

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

Reporting Accidents & Safety Issues

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

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

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

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

Off-Duty Social & Recreational Activities

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

Workplace Security & Monitoring

Property Solutions has developed guidelines to help maintain a secure workplace. All Employees should be aware of people loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious person or activities to your Supervisor. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our Team Members depends upon the alertness and sensitivity of every individual. Notify your supervisor immediately when you see people acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

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

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

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

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

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

Inclement Weather & Natural Disasters

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

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

Employees Required to Drive

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

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

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

TRAVEL

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

Travel Policy Guidelines

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

Automobile Travel

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

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

Lodging

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

Meals & Incidental Expenses

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

Miscellaneous

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

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

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

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

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

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

Non-Reimbursable Expenses

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



PRIVACY

Personal Property

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

Human Resource Records & Employee Privacy

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

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

Security Inspections

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

An Employee's personal property, including but not limited to, packages, purses and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Property Solutions property. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the Employee and at any time, not necessarily in the Employee's presence.

Personal Blogs & Online Posts

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

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

Guidelines for Online Posting:

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

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



CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest.

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

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

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

While employed by Property Solutions, Employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited:

- Additional employment that conflicts with an Employee's work schedule, duties, and responsibilities at the Company;
- Additional employment that creates a conflict of interest or is incompatible with the Employee's position with the Company; including consulting.
- Additional employment that impairs or has a detrimental effect on the Employee's work performance with the Company;
- Additional employment that request the Employee to conduct work or related activities on Company property during the Employee's working hours or using Company facilities and/or equipment; and
- Additional employment that directly or indirectly competes with the business or the interests of the Company.

COMPLAINTS

Open Door Policy

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

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

Complaint Resolution

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

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

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

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

Alternative Dispute Resolution

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

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

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

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

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

For further details, please contact a member of Management.



ENDING EMPLOYMENT

Termination

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

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

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

Final Paycheck

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

COBRA

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

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

Some common qualifying events are:

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

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

Employee References & Verification of Employment

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

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



EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

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

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

SIGNATURE OF EMPLOYEE

DATE