

NEW EMPLOYEE POLICIES

THE ORIENTATION SESSION

A new job can be overwhelming. It is a new environment with new expectations, new rules, and new opportunities. Managers must take the time to properly orient new employees to their job responsibilities and the company. A well-conducted orientation can help ensure that they become effective members of the team in the shortest possible time.

INTRODUCTORY PERIOD FOR NEW EMPLOYEES

A new employee with Brookside Properties, Inc. will begin with a 90 day Introductory Period. This Introductory Period will be a time for getting to know their fellow employees, supervisors and the tasks involved in their job position as well as becoming familiar with Brookside.

This Introductory Period is a try-out time for both the employee and Brookside, the employer. During this Introductory Period, Brookside will evaluate the new employee's suitability for employment and the employee should also evaluate Brookside. At any time during this first 90 days, either Brookside or the new employee may terminate the working relationship without cause and without advance notice.

At the end of the Introductory Period, your supervisor may discuss your job performance with you. This review will be much the same as the normal job performance review that is held for regular full-time or part-time employees.

EMPLOYEE POLICIES

Brookside Properties, Inc. occupies a special position of public trust and professional responsibility. Our reputation is founded upon high ethical standards that must be observed by each and every individual within our organization.

Sound Employee Policies provide a secure foundation, which guide our employees to excellence.

CODE OF ETHICS

Good judgement, fairness and personal integrity are the qualities that form the basis of our Code of Ethics. As an employee of Brookside, you agree to refrain from any activities that would violate our ethical standards. In any case where you have questions about whether an activity is prohibited, you should review it in advance with the Regional Property Manager. Specifically, you agree to the following prohibitions:

1. Accepting any fee, commission, payment, gratuity or any entertainment, service or gift worth more than \$25 for anyone who does business with or seeks to do business with Brookside or is a resident of a Brookside managed property.
2. Using or taking any property, which belongs to Brookside or one of its properties without proper authorization.
3. Engaging in any activity, which would conflict with or detract from your ability to carry out your assigned duties and responsibilities.
4. Doing business with or authorizing a property to do business with any vendor who employs a relative of yours without notifying and receiving prior approval from the Regional Property Manager.
5. Violating any local, state or federally mandated rules or regulations, including environmental regulations
6. Making any statement or taking any action that would publicly discredit Brookside's integrity or position of public trust.
7. Intentionally recording an income, expense, or other transaction inaccurately in order to misstate any material facts, or achieve some personal gain.

With every transaction or association, it is always good practice to abide by the "Golden Rule". Treat others the way you would like to be treated.

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PROFESSIONAL ATTIRE STANDARDS

Brookside recognizes the current trend of business casual dress. The company allows professional casual clothing every day of the week. All personnel representing Brookside on site must present a professional, well-groomed appearance at all times. Guidelines that apply are as follows:

- A nametag must be worn at all times.
- Shirts are to be tucked in at all times
- Shoes should be professional, both in color and style and in good condition. Hiking boots, beach sandals and other recreational footwear are not to be worn at any time. Maintenance personnel are encouraged to wear brown or black shoes appropriate for the work environment. While not required, steel-toed footwear is suggested.
- Hair should be kept neat and clean. Persons with long hair must ensure their hair is appropriately tied back or otherwise arranged so as not to create a hazard when working with equipment or machinery.
- Jewelry must be appropriate for the work environment and not create a hazard for the employee. Visible body piercing, other than the ears, is not acceptable for the work environment. Tattoos or body painting that may be deemed offensive should be covered.
- Hands and nails should be kept neat and clean. Nails should be of a conservative length that will not interfere with your job duties.
- Beards and mustaches are to be trimmed and neat.
- Smoking and gum chewing (by office personnel) are generally not permitted.
- Clothing should always be clean and wrinkle-free. Remember that staff appearance is a form of “curb-appeal” and every effort should be made to create a positive impression with our customers.

ACCEPTABLE ATTIRE

Walking shorts (loose leg and no shorter than 3 inches above the knee), slacks, skirts (no shorter than 3 inches above the knee), dresses, blouses, vests, fashion knit, collared sport shirts and dress sandals are appropriate attire.

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EMPLOYEE INQUIRIES

This policy is intended to provide guidelines regarding the release of information about current and former employees of Brookside Properties Inc., to comply with various legal requirements concerning such release of information, and to protect the individual's right of privacy. All personnel information pertaining to any employee is the property of Brookside. Only designated staff members may release personal information relating to an employee. Any request for names and addresses of employees of Brookside are to be referred to the corporate office for review. Release of information including, but not limited to, that described in this policy requires prior written approval of the employee.

If an employment reference is requested, the employee should advise the inquirer to submit a written request for the information. The request for an employment reference must include a signed release from the employee.

The only information that will be released regarding employees is as follows:

- Hire date
- Last day worked
- Verify "Yes" or "No" to a quoted salary
- Position title
- Full time or part time
- Eligibility for re-hire

Typical inquiries include employment reference, credit, government security, law enforcement agencies, etc.

Personal References

When an individual lists a member of the staff (including a former supervisor) as a *personal reference*, it will remain the prerogative of the staff member to give the reference, provided it is qualified as a personal reference *only* rather than a job reference.

NEWS MEDIA INQUIRIES

In the case of a natural disaster or a crime occurring on a Brookside property, it may be necessary to speak to a news reporter. It is important to respect the reporter and understand that they are simply doing their job. Do not simply tell them, "No comment". Instead, The Property Manager's standard response is, "Thank you for inquiring. Our main concern is to provide assistance to our residents / tenants. Once our resident's / tenant's needs have been satisfied, a corporate representative will provide further comment." ***No other statement should be made to any news media outlet or third party.***

EMPLOYEE POLICIES

EMPLOYEE SUBSTANCE ABUSE POLICY

Brookside Properties Inc. believes that a working environment free from alcohol and drugs fosters safety, quality service, and productivity, and is in the best interest of all employees. Possession, use, or offering of alcohol or drugs while on the job, on call, or on the premises managed by the Company, unless properly prescribed by a physician, is prohibited. Any instance that involves illegal drugs will be reported. Confiscated substances will be turned over to the proper law enforcement authority, which may result in criminal prosecution, and **will** result in termination of employment.

A controlled substance includes, but is not limited to, marijuana, cocaine, crack, heroin, amphetamines and barbiturates. As a condition of employment, you, as an employee, must abide by the terms of this policy. Employees who use drugs or alcohol at work or arrive under the influence of drugs or alcohol create a hazard for themselves and all those around them. Brookside requests your assistance to ensure a drug-free and alcohol-free workplace, which in turn, creates a safer and more healthful environment for all employees.

The following violations will be grounds for immediate discipline up to and including termination:

- Possession of a controlled substance while on company premises
- Consumption or use of a controlled substance on Company time and/or premises. This includes lunch and break times.
- Selling a controlled substance on Company time and/or premises. This includes lunch and break times.
- Reporting to work under the influence of a controlled substance
- Failing to notify your supervisor of a controlled substance-related felony conviction within 5 days after such conviction

Employees reporting for initial treatment following a work-related injury or illness may be required to undergo drug testing. Individuals who test positive will be refused further employment.

EMPLOYEE POLICIES

USE OF COMPANY PROPERTY AND INFORMATION

The objective of this policy is to ensure that every employee assumes responsibility for protecting both Brookside's property and information entrusted to him/her, as well as Brookside's assets in general.

Physical Property

- Brookside's property such as vehicles, office supplies, maintenance supplies, tools and equipment are to be used to conduct the Company's business. Employees' use of such property for personal needs is not permitted without appropriate supervisory authorization.

Personal Phone Calls

- Employees should arrange to make or receive calls before or after regular work hours or at lunch break unless personal emergencies require immediate attention.
- Employees are expected to reimburse the Company for any personal long-distance calls. Personal long-distance calls may be made only in the event of an emergency.

Technology / Information

- Brookside's computer hardware, software, programs and associated media may not be removed or copied without appropriate supervisory authorization.
- Brookside computer network systems are to be used only for purposes that benefit the Company.
- Transmission of any material in violation of U.S. or state laws or regulations is prohibited.
- Software that has not been approved by the Regional Property Manager is prohibited. Computer games are not to be installed and/or played at any time on Company computers.
- Electronic mail (E-mail) is to be used for the express purpose of business communications only.
- Use of the Internet on Company equipment at any time must be used for business purposes only.

EMPLOYEE POLICIES

USE OF COMPANY PROPERTY AND INFORMATION cont.

Pagers/Cellular Telephones

Any employee who is issued a pager or cellular telephone is responsible for keeping the pager/phone in operating condition at all times. Pagers/phones are to be tested daily and it is the sole responsibility of the on-call employee to maintain a properly working pager/phone. If a pager or phone is damaged as a result of a negligent act by an employee or if for any reason the pager/phone is lost, the employee shall be responsible for the cost of the replacement pager/phone. This amount may be deducted from the employee's paycheck at the sole discretion of the Company

CONFIDENTIALITY

Compensation Confidentiality

Compensation is a confidential personal matter to be discussed only between an employee and his/her supervisor. Discussion among employees regarding relative compensation will not be tolerated and may result in disciplinary action up to and including discharge.

Information Confidentiality

In the course of their work, employees may become knowledgeable of confidential information. Such information includes, but is not limited to, operating procedures, policies, forms, and client information. Disclosure of such confidential information may be harmful to the Company's business and is considered a serious breach of employee loyalty, trust and ethics and may constitute grounds for disciplinary action up to and including discharge.

Resident Confidentiality

It is vitally important to respect a resident's right to privacy. The community staff should refer all inquiries for resident information to the Property Manager. Do not disclose any resident information unless required to do so by a government authority. Ask for photo identification and the reason for the request in writing. Verify that the identification is authentic before releasing any information.

Be aware of fraudulent schemes to elicit information. You are under no obligation to release information concerning the resident even if the caller puts his request in writing and the reason appears to be a valid one. You may receive requests for information from a collection agency, an attorney, a long-lost relative, a friend or someone conducting a survey. Should you release information to any non-governmental authority, the community may be held liable for monetary damages.

You are under no obligation to tell a resident that an inquiry has been made; however you may do so as a courtesy. However, you must call the police if you feel the resident is in immediate danger and you may warn the resident.

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NEPOTISM

Brookside employees may not hire family members without the approval of the Regional Property Manager. When applying for a position with Brookside, relatives of current employees must disclose this relationship.

Family members in this section are defined as: parents, brother, sister, spouse, children, grandparents, grandchildren or in-laws. "Couples" employed, as an on-site management team are the only exception permitted.

ABSENTEEISM/TARDINESS

Brookside recognizes that some absences are unavoidable, for reasons either highly personal, operational or legal. In some circumstances, paid leave is available for this purpose. Please see the Employee Benefit section for more detail

If you are unable to report to work, or if you will arrive late, please contact your supervisor immediately. Give him/her as much time as possible so that someone may cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly at least 4 weeks in advance from your supervisor.

When you call to inform Brookside of an unexpected absence of late arrival, speak to your supervisor directly. Let them know when you will be returning to work. Notifying a receptionist or fellow employee is not sufficient. If you are unable to call the office personally, be sure to have someone call on your behalf. If your supervisor is unavailable when you call, you may leave the information with another supervisor.

Absenteeism and or tardiness are grounds for discipline, up to and including immediate termination.

INCLEMENT WEATHER

Normal office hours will be observed during inclement weather, unless notified by your supervisor. If you are unable to come in to the office, or you feel unsafe traveling, you must inform your supervisor immediately. A sick or vacation day must be taken in order to be paid for that day.