



**Sinatra & Co.**

# EMPLOYEE HANDBOOK

SINATRA & CO.

History, Mission, Guiding Principles and Policies

October 2019



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## Letter from the President

Thank you for joining Sinatra & Company Real Estate, LLC. Our growth and continued success have always been and continues to be attributable to the hard work and dedication of our employees. As an employee of Sinatra & Company, you are very important! YOUR contribution cannot be overstated!

At Sinatra & Company our goal is to provide the finest-quality services to our clients and to do so more efficiently and economically than our competitors. By satisfying our clients' needs, we ensure they will continue to do business with us and will recommend us to others, making us the best real estate company in Western New York and beyond. You are an important part of this process because your work directly influences our company's reputation on every front.

Here at Sinatra & Company we operate from a ONE TEAM- ONE DIRECTION philosophy. This means that all employees, whether management, construction, field or office staff, are working together with a shared vision, common goals and a unified mission. We value each and every employee equally and do everything we can to make your work here fulfilling and your goals attainable.

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

I hope that you share the same pride I have for our success and that you are always looking forward to the great things that are to come for Sinatra & Company Real Estate.

Sincerely,

Nicholas A. Sinatra  
President



## I. Introduction

Sinatra & Company Real Estate, LLC (“SCRE”) is a visionary real estate firm founded in Buffalo, New York by Nick Sinatra. It is a privately held, vertically integrated real estate investment, development and management company, which focuses on value-add acquisitions and development. At inception, the firm's focus was to source and invest in residential and multifamily properties that had not yet, or were no longer meeting, their full potential in the market. Today, SCRE owns and manages more than \$500 million in real estate assets, including over 5,800 multifamily units and 1 million square feet of commercial space, across the Western New York, Midwest heartland and regions. And, its seasoned team works to forge continued growth in assets, reach and services, including development, rehabilitation, brokerage, advisory and property management.

While SCRE’s focus remains well-timed, well-placed multifamily acquisitions in core-plus markets, and the exceptional development and management thereof, it continues to invest in urban infill, adaptive reuse and rehabilitative development strategies as complementary and most often synergistic supplement to its core competencies. The financial returns resulting from strategic acquisitions, along with the company's commitment to projects that attract ripple effect growth has strengthened relationships with capital partners who hold the same vision.

Philosophically, Sinatra & Company Real Estate remains driven by smart growth decisions, skilled capital management and impactful projects that are location-driven. Sinatra & Company Real Estate seeks to be not only a leader in its field, but also a leader in the communities it serves. Placing people before profits, and continuing to invest not only in property, but also in the surrounding neighborhoods and beyond.

### Company Mission

Sinatra & Company is rooted in PUTTING PEOPLE FIRST. We will strive to make a positive impact in our community and to improve the lives of the people we touch. Our company’s goal is to grow through shared sustainability with our projects, our people, and our communities. ONE TEAM – ONE DIRECTION.

### Company Values

- i. STRIVE TO BE THE BEST
- ii. PROTECT THE BRAND
- iii. COMMITMENT TO IMPROVING THE NEIGHBORHOODS AND COMMUNITIES THAT WE INVEST IN



- iv. CREATE VALUE THROUGH OUR INNOVATIVE DEVELOPMENTS
- v. BE PROGRESSIVE IN THOUGHT AND ACTION
- vi. EXECUTE IN A METICULOUS MANNER

## Our Commitment to Being **GREEN**

Sinatra & Company is committed to revitalizing our community through environmentally sustainable practices. Working together, we can achieve a better Buffalo and beyond. So, we encourage you to be **GREEN** every day. Please turn off lights, close windows, pick up litter, turn down the heat when out of the apartment, and conserve energy when and where you can to promote a **GREENER** Buffalo and beyond.

## 5 and 3

As part of our company values and principles, the following 5 Basics and 3 Basics should be the focus of every employee in order to improve upon our sales and profitability.

### 5 Basics

- Sinatra & Company Real Estate takes care of the customer
- If done well, there will be an increase in sales!

Good Quality – Selling/renting a high quality product with very specific standards that Sinatra & Company is known for; always strive to be better than your comparably priced competitors in each specific market where you rent or lease properties. On the Buy, purchase a property with potential to be great. On the Brokerage, only list homes or commercial property that meets a high quality standard that we feel we can sell and be proud of.

Good Housekeeping – Maintaining all properties and common areas (interior and exterior) with the very highest of standards. Implementation of an above average maintenance policy for all Sinatra & Company properties.

Correct and Clear Marketing and Pricing Policy – Maintain a consistent and clear pricing policy strategy in all areas where Sinatra & Company does business. It's important to develop a consistent marketing and pricing strategy in all markets where Sinatra & Company rents or leases properties. On the Buy, have a target price in mind with an



acceptable range and stick with it. On the Brokerage, set reasonable expectations on marketing and pricing for the company and the client.

Good Stock Levels & Product Mix – Maintain a good consistent mix of products in all areas where Sinatra & Company does business, to meet or exceed demographic and population needs. Pick a target product and make it consistently good across the region (i.e. finishes).

Great Customer Service – Create a culture where all Sinatra & Company team members are focused on exceeding the tenants' (clients') expectations and become a "Best in Class" property manager with a specific customer-centric focus. On the Brokerage, treat every client like the only client.

### 3 Basics

- Takes care of Sinatra & Company Real Estate
- If done well, there will be an increase Sinatra & Company profits!

Merchandising – "To have the customers buy (rent) what you want them to buy (rent) and to have them feel good about it." This is accomplished through very clear and detailed advertising and promotional programs with a specific customer-centric process of presenting a great product to exceed the customers' expectations. Never over promise or under deliver! You only have one chance to make a great first impression.

Good Cost Controls – Implementation of best practices to purchase, rehabilitate, construct, and/or maintain all properties with a detailed focus on tracking all costs while maintaining a strong focus on beating an agreed upon predetermined budgets in all areas of Sinatra & Company operations. Maintain high standards with a focus on good cost controls.

Good Shrink Control – Implementation of set policies and procedures for tracking all purchases and inventory control for Sinatra & Company. All purchases and expenses need to be associated and booked properly in order to focus on achieving or beating all budgeted expectation, and the ability to control and track profits and losses.

### About this Handbook

For purposes of this Handbook, "Sinatra & Company Real Estate" (SCRE), or "The Company" will encompass all affiliated companies, including, but not limited to Sinatra Company Management, LLC ("SCM"), Sinatra Development Company LLC ("SDC"), SSIL



Woodridge, LLC ("SSIL"), Patio Village Apartments, LLC ("Patio Village"), Nob Hill Apartments, LLC ("NHA"), PEP Pleasant Creek, LLC ("PEP") and Castle Point Apartments, LLC ("CPA"). The policies in this handbook are to be considered guidelines for employees of all entities noted above. As our business atmosphere and economic conditions are always changing, the contents of this handbook may be changed at any time. Sinatra & Company at its option, may change, amend, delete, suspend or discontinue any part or parts of the policies in this handbook at any time without prior notice. This excludes the provision for at-will employment, which may not be altered except as noted in the Employment-At-Will policy. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee for such changes, amendments, or deletions. This handbook contains the policies and practices in effect at the time of publication.

Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. No statement or promise by management may be interpreted as a change in policy nor will it constitute an agreement with an employee.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers, nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period.

Due to the possibility of human or mechanical error as well as other factors, Sinatra & Company reserves the right to correct any errors or omissions in the handbook. In the event an error is found, related laws, plan documents and/or common practices of Sinatra & Company will prevail. In the event that a provision in this handbook is in conflict with a federal, state or local law or regulation, the appropriate law or regulation will prevail, and the provision in this handbook shall be deemed amended to the extent necessary to comply with such law or regulation. Employees are responsible to read, understand and adhere to all policies contained in this handbook and all updates as distributed.

This employee handbook may not describe every instance and circumstance that may occur during employment. If you have any questions about a particular situation, please contact your supervisor or Human Resources.

### Employment At Will

Sinatra & Company follows the practice of "employment at will." This handbook is not a contract and is not to be construed to form a contract or a warranty of benefits. This handbook merely describes Sinatra & Company's general philosophy concerning policies and procedures. Your employment with Sinatra & Company is voluntarily entered into



and you are free to resign at any time. Similarly, Sinatra & Company is free to conclude its employment relationship with you at any time, with or without notice, with or without cause, or for no reason at all. Further, at-will employment also means that Sinatra & Company may make decisions regarding other terms of employment with or without cause or advance notice. Although we hope that our relationship shall be long and mutually beneficial, it should be recognized that no employee has a contractual right, express or implied, to remain an employee of Sinatra & Company.

No manager, supervisor, or employee of Sinatra & Company has any authority to enter into an agreement for employment for any specific period of time or to make an agreement for employment other than at-will. Only the President of Sinatra & Company has the authority to make any such agreement and then only in writing.

### Equal Employment Opportunity

Sinatra & Company provides equal employment opportunity to all applicants and employees without regard to race, color, gender, age, disability, religion, creed, national origin, genetic predisposition, marital status, sexual orientation, political belief or activity, veteran status, victims of domestic violence or any other status protected by law.

The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

It is the policy of Sinatra & Company to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). Sinatra & Company will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. Sinatra & Company will make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

You must notify management of your need for an accommodation. Upon doing so, a member of management may ask you for your input on the type of accommodation you believe may be necessary and the functional limitations caused by your disability. Additionally, when appropriate, Sinatra & Company may request your written authorization to obtain additional information from your physician or other medical or rehabilitation professionals to verify your claimed functional limitations and need for an accommodation.



Equal employment opportunity and compliance with the Americans with Disabilities Act are reflected in all of Sinatra & Company's practices and policies regarding hiring, training, promotions, transfers, rates of pay, layoff, and other forms of compensation. All matters relating to employment are based upon ability to perform the job, as well as dependability and reliability once hired. In addition, Sinatra & Company will not use the services of any placement agency known to discriminate in its referrals on the basis of any of the characteristics mentioned above.

### Code of Conduct

Sinatra & Company is committed to conducting business in a manner that demonstrates sound business ethics, adherence to local and federal laws, and an absolute regard for human rights. The management of Sinatra & Company is committed to the Code of Conduct herein. This includes a commitment to comply with all national and other applicable laws and to respect all applicable international conventions. We are also committed to a program of continual improvement. Sinatra & Company will make its best effort to document, implement, maintain and communicate these requirements to all appropriate personnel. This information will be made available to the public upon request. Sinatra & Company expects the same standards from its vendors and tenants and will not knowingly enter into business relationships with any person or company that does not share the same core values.

## **II. Employment Policies**

### Prohibited Harassment

Sinatra & Company prohibits harassment of one employee by another employee, supervisor or third party for any reason including, but not limited to: veteran status, race, creed, color, national origin, sexual orientation, sex, age, disability, genetic predisposition or carrier status, marital status, domestic violence victim status and any other status protected by law. Harassment of third parties by our employees is also prohibited.

The purpose of this policy is not to regulate the personal morality of employees. It is to assure that in the workplace, no employee harasses another for any reason. Any harassment based on protected status is illegal and will not be tolerated at any company owned and/or operated by Sinatra & Company.

While it is not easy to define precisely what harassment is, it includes but is not limited to:



- Verbal harassment such as epithets (nicknames and slang terms), derogatory comments or slurs, threats, unwelcome jokes and teasing;
- Physical harassment, such as assault, impeding or blocking movement, or any physical interference with normal work or movement when directed at an individual;
- Visual forms of harassment, such as derogatory posters, cartoons or drawings;
- Any other conduct that may create an offensive work environment.

### Sexual Harassment

Sexual harassment of one employee by another employee, supervisor or third party is against company policy and is unlawful under state and federal law.

While it is not easy to define precisely what sexual harassment is, it includes but is not limited to:

- Repeated and/or unwelcome sexual advances, flirtations, propositions or requests for sexual favors;
- Verbal or graphic conduct of a sexual nature including but not limited to: sexually-related drawings, pictures, objects, jokes, teasing, or descriptions, or other sexually-related comments;
- Physical conduct of a sexual nature including but not limited to: uninvited touching, leering, whistling or obscene gestures.
- Verbal or physical conduct of a sexual nature in which the employee's submission to, or rejection of this conduct is used as the basis for employment decisions, or unreasonably interferes with the employee's work performance by creating a hostile work environment;
- Any other sexual conduct that may create an offensive work environment.

### Reporting Harassment or Sexual Harassment

Any employee who feels that (s) he is being harassed should immediately report the facts of the incident(s) and the name(s) of the persons involved to their Manager or to HR. If the employee does not feel comfortable reporting to their supervisor, or they are a part of the harassing or they have not gotten back to the employee within five (5) days, the employee should then report the incident to Human Resources.



The Company will investigate all claims and take appropriate corrective action. Any employee, supervisor or agent of Sinatra & Company who has been found to have harassed or sexually harassed another employee or a third party may be subject to appropriate disciplinary action, up to and including immediate termination of employment, and may be subject to personal legal and financial liability.

There will be no retaliation or adverse action taken against an employee who, in good faith, report violations of this policy or participate in the investigation of such violations.

Finally, a false accusation of harassment or sexual harassment can, in and of itself, have a serious adverse effect on those who are wrongly accused. Therefore, all employees are expected to act responsibly in helping Sinatra & Company maintain a workplace that is free from harassment and sexual harassment.

A copy of the Anti-Harassment Policy 2019 established by New York State is included in the handbook's Attachment Section for reference by all Sinatra NYS employees. Additionally, a NYS Complaint Form has also been attached.

### Workplace Violence Prevention

Sinatra & Company has zero-tolerance for workplace violence of any kind, in order to ensure a safe employment and business environment. Violent behavior of any kind or threats of violence either implied or direct, are prohibited at work and at any company-sponsored events. Such conduct by an employee will not be tolerated. An employee who exhibits violent behavior may be subject to criminal prosecution and shall be subject to disciplinary action up to and including termination of employment. Violent threats or actions by a non-employee may result in criminal prosecution.

All employees have a responsibility to immediately report to their supervisor or another member of management any acts or threat of violence toward the employee or anyone else. In an emergency situation, workplace violence should be immediately reported to the police. Sinatra & Company will investigate all complaints filed and will also investigate any possible violation of this policy of which we are made aware. Retaliation against a person who makes a complaint regarding violent behavior or threats of violence made to him/her is also prohibited.

Prohibited behaviors by a co-worker, supervisor or member of the public may include, but are not limited to: direct threats or physical intimidation; implications or suggestions of violence; stalking; possession of weapons of any kind on company property or at company-sponsored events; assault of any form; physical restraint or confinement;



dangerous or threatening horseplay; loud, disruptive or angry behavior or language that is clearly not part of the typical work environment; blatant or intentional disregard for the safety or well-being of others; commission of a violent felony or misdemeanor on company property, or; any other act that a reasonable person would perceive as constituting a threat of violence.

## Discipline and Rules

Disciplinary Infractions – The infractions listed below are not meant to be a wholly inclusive list. An employee is expected to treat a fellow employee, company property, and the property of others with the same consideration and respect that they would wish for themselves. Any infraction will be reviewed on an individual case basis and subject to appropriate disciplinary action up to and including immediate discharge.

- Failure to maintain a satisfactory work performance level.
- Leaving work during your normal work schedule without notifying your immediate supervisor, with the exception of scheduled lunch or breaks.
- Overstaying any scheduled lunch or break period.
- Excessive tardiness or absenteeism.
- Absence in excess of two (2) days without permission and/or reporting of the absence.
- Engaging in sexual or other type of harassment, or being abusive in any way toward an employee, vendor or tenant.
- Making false or malicious statements concerning any employee or the company.
- Being insubordinate or disobedient to any supervisor or manager, or deliberately refusing to obey orders or instructions of a supervisor or manager during working hours.
- Using profane, threatening or abusive language when talking to or about another employee.
- Fighting on company premises or deliberately provoking an employee to engage in a fight.
- Assaulting or attempting to assault any employee.
- Using company equipment for personal use without authorization.
- Intentional damage to company or tenant property or equipment.
- Stealing or attempting to steal or misappropriate property, products or equipment belonging to the company, another employee, or a tenant.
- Damage to company property, employee's personal property, or tenant's property, involving actual or suspected mischief, vandalism or criminal negligence.



- Criminal acts on company property, including gambling, possession and/or use of narcotics and loan sharking activities.
- Criminal act that results in felony charges
- Failure to comply with the company dress code.
- Smoking in an area other than a designated smoking area.
- Sleeping on the job.
- Discussing pay rate, bonus or commission amounts to other employees.
- Punching in/out another employee's time card.
- Manipulating the time clock to falsify time card records.
- Contributing to an unsafe and/or hazardous working condition.
- Failure to immediately report any accident or injury occurring on company premises.
- Falsifying or altering company records, or falsification of employment records with the intent to deceive.
- Intentionally providing false information to anyone having a duty to prepare company records.
- Attempts by any person to misrepresent themselves as employees or agents.
- Unauthorized possession, use, copying or reading of company records, its products or activities, or the disclosure of information contained in such records to any unauthorized persons.
- Loss, theft or suspected theft or proprietary information. In addition, any inadvertent or unauthorized disclosure of proprietary data.
- Reporting to work under the influence of alcohol or illegal drugs.
- Drinking or possessing alcoholic beverages on company premises, except while at a company-sponsored function.
- Selling, using or possessing illegal drugs on company premises.
- Unauthorized possession of firearms, knives, explosives, or other dangerous materials on company premises.
- Creation of graffiti anywhere on company or tenant property.

### Immigration Act Requirements

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, Sinatra & Company is committed to employing only individuals who are authorized to work in the United States. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. If an employee is



authorized to work in this country for a limited period of time, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by Sinatra & Company.

## Ethics

Employees are expected to use good judgment, adhere to high ethical standards, and avoid situations that create an actual or perceived conflict between their personal interests and those of the organization. Sinatra & Company needs to know that the transactions employees participate in are ethical and within the law, both in letter and in spirit.

Sinatra & Company recognizes that different organizations have different codes of ethics. However, just because a certain action may be acceptable by others outside of Sinatra & Company as "standard practice," that is by no means sufficient reason to assume that such practice is acceptable at our organization. There is no way to develop a comprehensive, detailed set of rules to cover every business situation. The tenets in this policy outline some basic guidelines for ethical behavior at Sinatra & Company. Whenever employees are in doubt, they should consult with management or designee.

The successful business operation and reputation of Sinatra & Company is built upon the principles of fair business practices and the ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of applicable Federal and state laws while refraining from any illegal, dishonest, or unethical conduct. Any possible violations of this policy must be reported to both the President and HR. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

## Conflicts of Interest

Conflicts of interest may take many forms including but not limited to the acceptance of gifts from competitors, vendors, potential vendors, or customers of the organization. Gifts may only be accepted if they have a nominal retail value and only on appropriate occasions (for example, a holiday gift). Employees are cautioned not to accept any form of remuneration or nonbusiness-related entertainment, nor may employees sell to third parties any information, products, or materials acquired from the organization.

Employees may engage in outside business activities provided such activities do not adversely affect the organization or the employee's job performance and the employee does not work for a competitor, vendor, or customer. Employees are prohibited from

engaging in financial participation, outside employment, or any other business undertaking that is competitive with or prejudicial to the best interests of Sinatra & Company. Employees may not use proprietary and/or confidential information for personal gain or to the organization's detriment, nor may they use assets or labor for personal use. Outside employment must be reviewed by Human Resources.

If an employee or someone with whom the employee has a close personal relationship has a financial or employment relationship with a competitor, vendor, potential vendor, or customer of the organization, the employee must disclose this fact in writing to the President or designee. The organization will determine what course of action must be taken to resolve any conflict it believes may exist. If the conflict is severe enough, Sinatra & Company may be forced to ask the employee to tender his/her resignation. Sinatra & Company has sole discretion to determine whether such a conflict of interest exists. Employees are encouraged to seek assistance from the President or designee with any legal or ethical concerns.

### Tenant Abandoned Property Policy

On occasion, a tenant will abandon his/her possessions behind in a rental property. An Apartment Flip will be necessary to prepare the rental as quickly as possible. Apartment Flip schedules should come from the property management team in the office, via the proper channels. Never enter an apartment unless you have been directed by the Property Manager or your direct supervisor and never assume that a property is vacant.

Property left behind by tenants should never be taken, regardless of the value. The law may vary by state with regards to requirements as to how where and how long to store the tenant's property. If the tenant does not recover the property after the allotted time, it will be properly discarded as garbage. Nothing should be taken by staff regardless of the value, great or small. Please request the policy as it pertains to your State from your supervisor.

Violations of this policy will result in disciplinary action, up to and including termination.

### Whistleblower Policy

Every owner, manager or employee of Sinatra & Company, in the performance of their duties, shall conduct themselves with honesty and integrity and observe the highest standards of business and personal ethics as set forth in the Ethics policy.

Each employee is responsible to report any violation of federal, state, or local statute, ordinance or regulation that is likely to cause imminent risk of physical harm to persons or a hazard to public health or safety, a felony, or an improper solicitation for a contribution, or a violation of the Ethics policy to the President or his designee. The employee must first orally notify a member of management of the violation and then file a written report with sufficient detail to identify and describe the violation. Reports of violations will be kept confidential to the extent possible. No individual, regardless of their position with the company, will be subject to any retaliation for making a reasonable and good faith claim; any employee who chooses to retaliate against someone who has reported a violation shall be subject to disciplinary action, which may include termination of employment. Regardless, any claim of retaliation will be taken and treated seriously and irrespective of the outcome of the initial complaint, will be treated as a separate offense.

### Confidentiality

Protecting our company's information is the responsibility of every employee and we all share a common interest in making sure it is not improperly or accidentally disclosed.

Company property includes not only tangible property, but also intangible property such as information. Proprietary information includes all information obtained by our employees during the course of their work. Employees of Sinatra & Company will receive and have access to information that is confidential in nature to the organization, its customers, clients and vendors.

Employees are not to disclose any such information to (a) any other person in the organization unless there is a legitimate business reason for doing so, or (b) any person outside the organization unless management has expressly stated that the information can be disclosed to that person.

Nothing in this policy shall be interpreted or applied as limiting an employee's right to engage in protected concerted activity as provided by the National Labor Relations Act.

### Talk to Us

We encourage you to bring your questions, suggestions, and complaints to our attention. We will carefully consider each of these in our continuing effort to improve company operations.

If you feel you have a problem, talk with your supervisor so that the problem can be settled by examination and discussion of the facts. We hope that the supervisor is able to satisfactorily resolve most matters. If you still have questions after talking with your



supervisor, or would like further clarification on the matter, you can request a meeting with Human Resources or the company President. He/she will review the issues and meet with you to discuss possible solutions.

If at any time you do not feel comfortable speaking with your supervisor, discuss your concern with a different supervisor or with Human Resources.

## Employment Classifications

All employees are classified as either “exempt” or non-exempt”. This distinction is mandated and necessary by law. **Non-exempt** employees work on an hourly basis and are entitled to one and one-half (1½) times their regular base rate of pay when they work in excess of forty (40) hours in a regular workweek.

Exempt employees include staff whose duties and responsibilities allow them to be “exempt” from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted. Exempt employees are paid on a salary basis that is not subject to fluctuation based on hours worked.

In addition to the above categories, each employee will belong to one of the following employment categories:

### Full-Time Employee

An employee who consistently works 40 hours in a regular workweek is considered a full-time employee.

### Part-Time Employee

An employee who consistently works 24 or more hours but less than 40 hours in a regular workweek is considered a part-time employee.

### Temporary Employee

An employee who is engaged to work either part-time or full-time on Sinatra & Company’s payroll, but has been hired with the understanding that their employment will be terminated no later than upon their completion of a specific assignment. This category includes interns and seasonal employees. Such employees are not eligible for Sinatra & Company benefits except as mandated by law.

## Background Checks

Sinatra & Company conducts background checks on all job candidates post-job offer. Sinatra & Company may also use a third party administrator to conduct the background check. The type of information that may be collected is as follows: criminal background check, sex offender registry, employment history, education, credit and professional or personal references. This information may also be sought out during reassignment or promotional periods.

Sinatra & Company will conduct background checks in compliance with the federal and state statutes of the Fair Credit Reporting Act. If requested, the employee will receive a copy of the report and a description of his/her rights under the Act.

## Attendance and Punctuality

Regular attendance and punctuality is an essential responsibility of each employee at Sinatra & Company. It is very important to minimize unscheduled absences in order for each employee to contribute to the efficient operation of Sinatra & Company.

Employees are expected to be at work at their assigned time of arrival, ready to work. It is the employee's responsibility to inform his/her supervisor before the start of the workday if unable to report to work. The employee must speak directly to his/her supervisor or, if the supervisor is unavailable, speak directly to another member of management or to HR.

Personal issues requiring time away from work, such as a doctor's appointment, should be scheduled during non-working hours whenever possible. If this is not possible, discuss the situation with your supervisor.

Excessive absenteeism or lateness may result in disciplinary action and/or termination of employment. If an employee is absent because of illness or injury for three (3) days or more, the employee may be asked to supply a medical note to substantiate the absence.

An employee who fails to report to work without notification to his/her supervisor for a period of two (2) consecutive days/shifts will be considered to have voluntarily terminated their employment relationship with Sinatra & Company.

## Separation of Employment

Voluntary Termination/Resignation - It is expected that employees who voluntarily terminate their employment with Sinatra & Company will give a two (2) "working" week

notice, in writing, to their supervisor to allow for an effective transition of responsibilities and return of company property.

Job Abandonment – An employee who fails to report to work for two (2) consecutive work days, and fails to notify his/her supervisor of the reason for absence from work will be considered to have abandoned his/her job. The employee is deemed to have quit and will be terminated immediately.

An appeal may be made in writing to the employee's immediate supervisor. If it is determined that there were extenuating circumstances for the absence and failure to notify, the employee may be reinstated.

Layoff – There may be times that a position at Sinatra & Company may need to be eliminated due to budgetary constraints. If an employee is subject to a layoff, Sinatra & Company will make every effort to notify the employee as soon as practicable.

Involuntary Terminations – Termination of employment may be for any reason (e.g., misconduct, tardiness, absenteeism, unsatisfactory performance, etc.) or for no reason at all.

Any unused Vacation, Personal, Sick Time, or Sinatra Bucks will not be paid out at termination, unless mandated by State regulation. The intention of Vacation time and Personal days is to allow employees time off to unwind, relax, celebrate and address personal issues. We encourage you to use your time off during your employment.

All Sinatra & Company property and equipment (tools, computers, phones, keys, company credit card/gas card, etc.) must be returned prior to or upon termination of employment. Otherwise, the company may take further action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

Sinatra & Company does not provide letters of reference to former employees. Generally we will confirm upon request, and with the individual's written authorization, dates of employment, wage history and job title.

You should notify Sinatra & Company if your address changes during the calendar year in which termination occurs so that your tax information can be sent to the proper address.



## II. Employee Pay and Hours

### Pay Period and Timesheets

Sinatra & Company work week is Monday through Sunday. Employees will be paid on a bi-monthly pay schedule, with the exception of field staff, who are paid weekly, or according to applicable state law. New employees will be advised by his/her supervisor when to expect to receive his/her first payroll check.

If an employee is absent on the date of paycheck distribution, his/her check will be held until his/her return.

**Paychecks will only be released to the individual whose name appears on the check or an individual who the employee has designated and approved through written consent.**

### Alcott HR Connect

Sinatra & Company requires that non-exempt hourly employees clock in through our automated time and attendance, Alcott HR Connect, either through Web Clock or the Mobile App. On or before your start date, you will be given instructions on how to utilize the system. All employees are required to use this system, with no exceptions. If you feel there is an error on your time card in Alcott HR Connect, or are unable to clock in / out for the day, please contact your Supervisor or the Human Resource Administrator immediately. He / She will make the proper adjustments. This will ensure that paychecks are correct.

Clocking in / out for another employee will be considered a violation of policy and is grounds for termination.

The Alcott HR Connect Training Manual for Web Clock and the Mobile Clocking App is included in the Attachment Section of this handbook.

The Payroll Policies for employees and managers is detailed in Section III of the Handbook, Company Policies.

### Mandatory Deductions and Pay Errors

Sinatra & Company is required by law to make certain deductions from your paycheck each time one is prepared, including your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the

information you furnish on your W 4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to management immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Whenever court ordered deductions are to be taken from your paycheck, you will be notified. Sinatra & Company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Sinatra & Company will honor Federal and state guidelines which protect a certain amount of an employee's income from being subject to garnishment.

If you believe that an improper deduction has been made to your salary, you should immediately report this information to Human Resources. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made and Sinatra & Company will make a good faith commitment to comply in the future.

### Overtime

Overtime occurs when an employee works more than forty (40) hours in a workweek. Employees who are eligible for overtime under the Fair Labor Standards Act and/or state laws will be paid one and one-half (1½) times their regular rate for time worked in excess of forty (40) hours, i.e., their normal full-time workweek. It is the policy of Sinatra & Company to not have employees work overtime. All overtime hours must be approved in advance by the President.

Vacation time, personal days, holiday time and other paid time away from work will not count as hours worked in calculating overtime.

### Meal Periods

Employees who work more than six (6) hours in a workday are entitled to a 30-minute unpaid lunch period. Lunch breaks will be scheduled by your supervisor according to business coverage needs and are generally taken between the hours of 11AM and 2PM. Employees are encouraged to go on their lunch period when scheduled, if this is not possible your lunch will be rescheduled and you will be paid for that time. Employees should not perform any work duties during this period unless requested by your supervisor. The schedule for meal periods should be established on the basis of work requirements of the department.



### **III. Company Policies**

#### Personnel Files

Sinatra & Company is required by law to maintain and retain certain personal information about each employee. Since personnel files contain information of a personal and private nature, these files are kept secure at all times and have limited access. All personnel files are the property of Sinatra & Company. Files may not be removed from the main office and no content from the files may be copied or memorialized in any way.

We also need to maintain up-to-date information about you so we are able to remain in compliance with all federal and state laws and aid you and/or your family in matters of personal emergency. Changes in name, address, marital status and number of dependents should be provided to Sinatra & Company promptly. Sinatra & Company will not be responsible for any errors that may result from failure of any employee to update personal information.

#### Release of Employee Information

It is the policy of Sinatra & Company to release only dates of employment and position held when information is requested by third parties. Additional employment related information will not be released without the written consent of the employee, unless it is required by law.

#### Appearance and Dress Code

##### **Office Staff**

Office attire varies by location. Some garden style locations require various levels of uniforms for both the office and field staff. Other offices may have a business casual office dress code, and specific requirements for the field staff. Please follow the dress code implemented by your Manager.

In general, the following guidelines should be adhered to by all employees:

- Clothing should be appropriate for the job and must be clean, neat, and in good repair.
- Clothing, especially tee shirts, displaying pictures or comments must not be worn to work. While pictures or comments may not be offensive to the wearer, they may



be offensive to others. Logos, if displayed, must be no larger than two inches by two inches.

- Modest dress is required. Revealing or excessively tight clothing is unacceptable. Visible cleavage, hips, stomachs, or lower backs are not allowed. Spaghetti strap shirts, belly shirts, tank tops, tube tops, bare midriffs, "peek-a-boo" shoulders, lace backed and deep U or V necks are not appropriate for a professional work environment.
- Employees may not wear shorts or sweat suits (sweats) at work.
- Dresses and skirts should be of a modest length.
- Leggings of any kind, solid or print, are not allowed, this includes spandex, cotton or combination.
- Jeans, when worn, must be clean, neat, and in good repair – no torn, ripped jeans.
- Undergarments, including bra straps, should not be visible at any time.
- Offensive, harassing or derogatory words, symbols or pictures toward members of protected groups are prohibited from clothing or jewelry worn in the workplace.
- Headwear (baseball caps, sweatbands, sweatshirt hoods, etc.) is generally not allowed.
- Professional shoes should be worn – no sneakers or flip flops, boots, or slippers.

### **Field Staff**

- Field Staff must always wear company issued ID badges and shirt or jacket should identify employee with Sinatra or the property.
- Clothing should not be excessively torn, worn, frayed, or visibly patched. Pants should fit properly (i.e. not be so loose or baggy that undergarments or skin are visible when moving around or bending).
- Clothing items must not display any image or text that is inappropriate or distracts from the professional image of the Company. These items include but not limited to: sexually provocative, political statements, profanity, nude or semi-nude pictures, beer, tobacco, slogans, cartoons, or drawings.
- The following clothing is not acceptable: pajama bottoms, spandex, excessively large brand logos, sports team logos, jerseys, tank tops, shirts with sleeves cut off, and the observable lack of undergarments and exposed undergarments.
- Shorts are generally not allowed unless authorized by your Supervisor for special work assignments or other special circumstances.
- Hair should remain well groomed, safe, and professional. As a general rule, men's and women's hair should be away from the eyes and should be pulled back when working in the field.

- In general, tattoos and branding should not be visible. Tattoos should not be above the collar bone. Visible tattoos should not be sexually provocative and should be free from profanity.
- Body piercings (small stud earrings) should not be visible and are not allowed. This includes eyebrows, lips, noses, or any other visible locations. For safety reasons, hoops or other earrings and long necklaces that could cause a safety concern should not be worn. Jewelry should be in good taste (free of inappropriate, suggestive, or controversial material).
- Footwear should be safe and appropriate for the duties and responsibilities of the employee. Sneakers may only be permitted for field workers when deemed work-appropriate by their Supervisor.

## Performance Evaluations

Sinatra & Company is committed to providing you with feedback both formal and informal, about your performance on the job. Employees and Managers will perform bi-annual performance evaluations through our online evaluation system, Performance Culture ("PC"). At the time of hire, your Manager will perform an Alignment Meeting through PC, identifying the Performance Objectives and Workplace Behaviors that are expected of you in your position. Managers are responsible for on-going performance feedback through PC Check-Ins.

Your performance appraisal discussion will include a review of your strengths, identify any areas needing improvement, and goals and objectives that need to be achieved. Specific performance problems may be addressed outside the performance appraisal cycle through either informal discussions or formal disciplinary action.

Formal performance feedback becomes a permanent part of your personnel file.

## Employment of Relatives

Members of your immediate family will be considered for employment on the basis of their qualifications. Your immediate family may not be hired, however, if it would:

- Create a direct supervisor/subordinate relationship with a family member,
- Have the potential for creating an adverse impact on work performance, or
- Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when hiring, assigning, or promoting an employee.



If a circumstance arises that results in a direct supervisory relationship between immediate family or close personal relatives (e.g., marriage, reduction-in-force, reorganization, priority placement), one of the relatives may be reassigned to an appropriate vacancy. During the period that a direct supervisory relationship exists between immediate family or close personal relatives, the supervisory relative will not be involved in any personnel action involving his/her relative. Typical first-level supervisory responsibilities will be referred to the next higher level in the supervisory chain.

Questions should be directed to your supervisor.

### Personal Relationships in the Workplace Policy

Sinatra & Company respects the rights of all individuals to develop and engage in personal relationships of their choice. However, we are opposed to any form of favoritism in employment which is due to personal friendships or conflicts arising from relationships.

An employee who is involved in a personal relationship with another employee may not occupy a position in the same department as, work directly for or supervise the employee with whom he or she is involved. *Personal relationship* is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature. The Company reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who occupy positions at any level (higher or lower) in the same line of authority that may affect employment decisions. Supervisors are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

If such personal relationship is established after employment, it is the responsibility and obligation of the employees involved to disclose the existence of the relationship to Human Resources. Employees will be required to review and sign a Consensual Relationship Agreement. When a conflict or the potential for conflict arises because of a personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Sinatra & Company will work with the manager towards a resolution of the situation, which could include close monitoring, transfer, or other interventions as appropriate. When a conflict or a potential for conflict arises because of the relationship affecting employment, the individuals concerned will be given the opportunity to decide who is to be transferred to another position or terminated if no position is available. If the decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

## Flexible Schedules

Flextime is an option available to supervisors to improve departmental efficiency and morale. Flextime may not be appropriate for all departments or all positions. It is each supervisor's responsibility to manage the program so that it will serve the business requirements of the department.

### **Basic Principles of Flextime:**

1. Supervisor approval is necessary for any department or employee to participate in flextime.
2. The work commitments of the department must be met effectively and efficiently without compromising service to internal or external customers.
3. Each employee must recognize his or her responsibilities to the Company and to coworkers.
4. Each employee utilizing flextime must work cooperatively to ensure that no problems arise with regard to internal or external service.
5. Employees utilizing flextime should establish "standard" hours (i.e., 8:30 am to 5 pm every day) and should not vary hours from day to day, week to week, or month to month.

## Progressive Discipline

Sinatra & Company sincerely tries to create an atmosphere of good business practices and all rules and performance standards are consistent with our desire to provide the best, safest, and most efficient workplace for all employees.

Where we find that individual action is inconsistent with that desire, appropriate disciplinary action will be taken. Infractions include, but are not limited to, extended breaks, falsifying company records, dishonesty, theft, misuse of company property, failure to cooperate with others (including supervisors, other employees and, most importantly, clients and outside contacts), absenteeism and/or tardiness, insubordination, physical violence or threats, breach of confidentiality, and violation of company policy.

Disciplinary action may include, but is not limited to, verbal warnings, written warnings or termination of employment. Sinatra & Company does not guarantee that one form of discipline will precede another, and the disciplinary action will depend on the specific and unique circumstances of each situation.

The above policy does not replace the "At-Will" status of Sinatra & Company.



## Equipment Policy

You are expected to demonstrate proper care when using and maintaining the company's property and equipment. No property or equipment may be removed from any work site or company premises without proper authorization from management. If you lose, break or damage any property or equipment, report it to your supervisor immediately and in advance of purchasing a replacement. Sinatra reserves the right to request reimbursement of damaged or lost equipment in the cases of intentional, careless or repeated damage or loss. All company property and equipment must be returned to the company prior to or upon termination of employment.

Employees must obtain prior approval for any tools or equipment (including computers, laptops, furniture) purchased for use on the job or in the office.

## Company Car Policy

Some employees of Sinatra & Company may be provided with a vehicle for business use and/or reimbursement for business use of a personal vehicle according to the following guidelines.

1. Sinatra & Company employees may not drive any business vehicle without prior approval. Before being approved to operate a company vehicle, an employee's driving records will be reviewed, with consent of the employee, and the existence of a valid driver's license will be verified. Employees approved to drive on company business are required to inform Sinatra & Company of any changes that may affect either their legal or physical ability to drive or their continued insurability.
2. Employees holding jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times. For all other jobs, driving is considered only an incidental function of the position.
3. Employees who drive a vehicle on company business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely and maintain the security of the vehicle and its contents. Employees are also responsible for any driving infractions or fines that occur as a result of their driving. Employees will be responsible for any parking tickets and/or late fees received on or off company time.
4. Cell phone use while driving is strictly prohibited.
5. Employees who operate personal vehicles for company business should obtain auto liability coverage for bodily injury and property damage with a special endorsement for business use, when necessary as determined by their personal insurance agent. These employees must also keep a mileage log form (available through HR or your

supervisor), which will be audited along with gasoline card usage. For those who don't have a gasoline card, expense reimbursement forms must be completed and can be obtained from your supervisor.

6. Employees must report any theft or malicious damage involving a company vehicle, regardless of the extent of the damage. Such reports must be made as soon as possible, but no later than 48 hours after the incident.
7. Employees are not permitted, under any circumstances, to operate a company vehicle or a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any company vehicle at any time or operate any personal vehicle for company business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.

### Company Credit Card Policy

From time to time, Sinatra & Company offers company credit cards and/or gas cards for employees who travel frequently for their duties, purchase large volumes of goods for use by the company or incur frequent business expenses that can be paid by credit card. All cardholders are responsible for transactions made with their individual card. Accounting will provide individual cardholders with a Transaction Worksheet monthly. This worksheet must be completed, signed and returned to the office with all corresponding receipts within 2 weeks of delivery.

As a general rule, corporate credit cards cannot be used to obtain cash advances, bank checks, traveler's checks or electronic cash transfers for anything other than the expenses incurred by the employee whose name appears on the credit card. The card is also not to be used for personal expenses.

- Misuse of a company-issued credit card will result in cancellation of the card. If the card is used for personal expenses, the employee will be required to pay for those personal expenses and any fines or fees associated with those charges. All employee cardholders will be required to sign an agreement that indicates that Sinatra & Company will be paid for any amounts that were incurred for personal reasons.
- Credit card expenditures must be submitted with original receipts to the Accounting Department as soon as possible.
- If a credit card holder does not oblige this policy, his/her card will be cancelled.



Lost or stolen company-issued credit cards must be reported to the Accounting Department immediately.

### Wi-Fi Policy and Internet Policy

Company computers are to be used strictly for work use only. Systems have been put in place through our IT Department to monitor all computers and devices that are connected to the company by Wi-Fi or connected by Ethernet. Employees should not expect privacy with respect to any of their activities using The Company's provided internet service. The Company reserves the right to review any files, messages or communications sent, received or stored on Sinatra and Company's computer system.

Streaming Netflix, movies, music (Spotify, iTunes, Pandora, Google Music), YouTube, or any other streaming service is in violation of our computer use policy. Earbuds or headphones of any kind are prohibited during work hours. Small radios are permitted at your desk at a low volume in private offices.

Personal cell phones should be put away and set to a low volume and used for emergencies only. No one can be connected to the company Wi-Fi unless manager approved. Only employees that need to communicate with vendors or other employees may use their cell phones during work hours. Any individual in violation of this policy are subject to discipline, up to and including termination of employment.

### Computer and Internet Usage

This policy establishes rules governing employee use of company computer systems. An employee's improper use of Sinatra & Company-provided Internet services can waste time and resources and create legal liability and embarrassment for Sinatra & Company and the employee. Computer, internet and email use is for business purposes only and not intended for personal use.

This policy applies to any Internet service that is:

- Accessed on or from Sinatra & Company's premises;
- Accessed using company computer equipment or via company-paid access



methods; and/or

- Used in a manner that identifies the individual with Sinatra & Company.

#### General Guidelines:

- All information, data, correspondence, files, etc. created or obtained in the course of business is Sinatra & Company property and is confidential. It should be treated with care and stored in a safe and secure manner.
- Technology tools issued by Sinatra & Company for employee use such as computers, printers and software programs are company property and should be treated with care.
- Sinatra & Company information or data may not be stored on technology tools that are not company property without the express approval of the President or designee.
- No unauthorized or copyright materials including, but not limited to, documents, software, photographs and/or sound recordings are to be transmitted or copied electronically.
- Employees must keep in mind that how they express themselves on Sinatra & Company e-mail and related technology systems is also a reflection on Sinatra & Company, and employees will be held accountable for how they conduct themselves in this medium, consistent with company standards and expectations for behavior, conduct and professionalism.

#### Prohibited Activities:

Employees are strictly prohibited from using Sinatra & Company-provided Internet services in connection with any of the following activities:

- Engaging in illegal, fraudulent, or malicious conduct;
- Working on behalf of organizations without any professional or business affiliation with Sinatra & Company;
- Sending, receiving, or storing offensive, obscene, or defamatory material;
- Annoying or harassing other individuals;
- Sending uninvited e-mail of a personal nature;
- Monitoring or intercepting the files or electronic communications of employees or third parties;
- Obtaining unauthorized access to any computer system; accessing or playing



- games, gambling sites or any other site that is for personal use;
- Using another individual's account or identity without explicit authorization;
  - Accessing social networking sites such as blogs, Facebook and Twitter;
  - Distributing or storing chain letters, jokes, solicitations, offers to buy or sell goods, or other non-business material of a trivial or frivolous nature.

The above list is not all-inclusive but is set as a guideline of activities that are prohibited by Sinatra & Company.

#### Personal Use:

Internet services are provided by Sinatra & Company for employees' business use. Very limited or incidental use of internet services for personal, non-business purposes is acceptable. However, personal use must be infrequent and must not:

- Involve any prohibited activity (as stated above); or
- Interfere with the productivity of the employee or his or her co-workers;

#### Employer Monitoring Rights:

Employees should not expect privacy with respect to any of their activities using Sinatra & Company-provided Internet access or services. Sinatra & Company reserves the right to review any files, messages or communications sent, received or stored on Sinatra & Company's computer systems.

Employees violating this policy are subject to discipline, up to and including termination of employment. Employees using Sinatra & Company's computer system for defamatory, illegal or fraudulent purposes also are subject to civil liability and criminal prosecution.

#### Social Media

Social media is a broad category of online communication that includes, but is not limited to, Facebook, LinkedIn, MySpace, Twitter, YouTube, blogging sites, news forums and chat rooms. The purpose of this policy is not to restrict the flow of useful and appropriate information, but to minimize the risk to Sinatra & Company and its employees. Sinatra & Company recognizes the growing importance of online social media networks as a communication tool and respects the right of employees to use these mediums during their personal time. Use of these mediums during company time or on company equipment, however, is prohibited unless authorized by a member of management.



During working hours, employees are expected to focus on being productive in their job duties and shall minimize outside distractions.

Sinatra & Company takes no position on an employee's decision to participate in the use of social media networks. However, it must be understood that you are responsible for what you post online and there are inherent risks when utilizing social media and networking. Online activity is traceable and can be viewed by a wide audience. It can have positive or negative effects on people and organizations. Employees who choose to include work information on their personal profile may include information such as:

- Work information such as company name, job title, and job duties.
- Status updates regarding an employee's own job promotion.
- Personal participation in Sinatra & Company's sponsored events, including volunteer activities.

In general, employees who participate in social media are free to publish their own personal information without censorship by Sinatra & Company. Employees must avoid, however, posting information that could place Sinatra & Company at competitive or legal compliance risk.

If an employee chooses to identify him or herself as a Sinatra & Company employee on any social media network, he or she must state in clear terms that the views expressed are the employee's alone and that they do **not** reflect the views of Sinatra & Company. Employees are prohibited from acting as a spokesperson for Sinatra & Company or posting comments as a representative of Sinatra & Company.

There are some types of information employees are not permitted to discuss or display online under any circumstances, including:

- Information that is confidential or proprietary to Sinatra & Company, or to a third party that has disclosed information to Sinatra & Company. For example:
  - Confidentiality of the company's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products or technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
  - Information that may be valuable to a competitor, including specific product information or pricing; embargoed company information such as launch dates, release dates, and pending reorganizations; and company intellectual property such as drawings and/or designs, software, ideas, and innovation.

- Sinatra & Company's logo on any social media network for commercial purposes without permission.
- Statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers or that might constitute harassment or bullying.
- Statements, comments, or images referencing illegal drugs
- Statements, comments, or images that threaten or discriminate against any race, religion, gender, sexual orientation, disability, national origin or any other protected class. Also, any communication that engages in personal or sexual harassment or remarks that would contribute to a hostile work environment (racial, sexual, religious, etc.), as well as any behavior not in agreement with Sinatra & Company's general corporate policies.

Ultimately, you are solely responsible for what you post online. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects customers, suppliers, people who work on behalf of Sinatra & Company or Sinatra & Company's legitimate business interests may result in disciplinary action up to and including termination.

Sinatra & Company reserves the right to monitor the use of social media and networking sites during the workday. Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by the President.

Nothing in this section shall be interpreted or applied as limiting an employee's right to engage in protected concerted activity as provided by the National Labor Relations Act.

### Contact with the Media

It has always been Sinatra & Company's policy to cooperate as fully as possible with news media inquiries and to communicate truthfully with the media on company matters appropriate for public knowledge. To ensure accuracy regarding the organization or its actions, the President, Director of Marketing, or his/her designee will serve as the only authorized media spokesperson for the organization. No other employee may grant an interview concerning company business to any form of media without written permission from the President, Director of Marketing, or designee.

### Grace Hill Employee Training Policy



All employees will be required to participate in the Grace Hill Online Training Program. Each employee will receive instructions to access the Learning Management System (LMS) that will help you keep track of your assignments, course completions, and put a wealth of learning opportunities right at your fingertips.

The LMS will be accessed at your work computer or at a provided workstation for field staff employees. Each employee's required training modules will be listed on the site, along with a required completion date. The administration of the training will be managed by HR and test results will be provided to all managers. It is the responsibility of each employee to stay aware of upcoming training and to complete the trainings as required.

The Grace Hill Training modules are mandatory for all employees and failure to complete the training with a passing test score (70%+) and by the deadline may result in disciplinary action, up to and including termination. If an employee score is below 70% the system will automatically request that the module is retaken with a new deadline until the employee receives a passing score.

Completion of training and testing should be done during work hours and within the timeframe requested. Employees should make every effort to use good judgement in scheduling the training so as not to interrupt their workflow or miss important deadlines. HR and Department Managers are available to assist with any conflicts an employee may face in completing the courses while balancing their workload. The timeline for training has been carefully considered and, in most cases, should not cause any undue burden to accomplish. Should an employee, under special circumstances need to complete their training after normal work hours, their Manager should provide prior approval for any OT pay that will be incurred.

## Drug and Alcohol Policy

### **Purpose and Policy**

Sinatra & Company is committed to providing its employees with a safe and healthy work environment. Consistent with this commitment, the Company adopts this drug and alcohol policy in order to establish and maintain a work environment that is free from the effects of drugs and alcohol. Employees who become involved with the use of drugs and abuse of alcohol are less productive and can be a hindrance to the effective functioning of the Company. Furthermore, such employees present a risk to the safety and security of other employees. Therefore, it is the policy of the Company not to employ individuals engaged in the current illegal use of drugs, or in the legal use of alcohol that impacts upon work performance or the Company's work environment.

## Standards of Conduct

No employee of the Company shall use, consume, possess, sell, or distribute alcohol, drugs, or drug paraphernalia, or be under the influence of, or impaired by alcohol or drugs on the Company's property (including while in the Company's vehicles) or while engaged in any activity or function for the Company. For purposes of this policy, the term "drugs" shall include, but shall not be limited to, the following substances: narcotics, controlled substances, intoxicants, inhalants, stimulants, depressants, hallucinogens, marijuana, cocaine, LSD, PCP, amphetamines, heroin, "look-alike drugs," "designer drugs," and drugs that are legally obtainable but that have been obtained without authorization (e.g., without a prescription) or that are used inappropriately (e.g., not in accordance with the prescription).

Off-duty use, consumption, possession, sale, or distribution of drugs or drug paraphernalia is prohibited. Off-duty use, consumption, possession, sale, or distribution of alcohol that adversely affects the employee's performance or otherwise impacts the employee's job is also prohibited.

When an employee exhibits behavior, conduct, or personal or physical characteristics indicative of having used or consumed alcohol or drugs, or where there are other reasonable grounds to suspect that an employee has used alcohol or drugs, the employee shall be prohibited from working, pending the results of tests conducted in accordance with Section III of this policy. A positive test result will subject the employee to discipline in accordance with Section IV of this policy.

No employee shall refuse to be tested for alcohol or drugs in accordance with Section III of this policy. A refusal to be tested includes a failure to produce the necessary specimen for drug testing, a failure to provide the necessary specimen for alcohol testing, or any other failure to cooperate with testing procedures.

No individual shall dilute or adulterate any sample or specimen required for testing under this Policy.

Employees shall report to the Company all criminal alcohol-related and drug-related convictions within five days.

An employee who is using drugs prescribed under the direction of a physician shall advise his supervisor or manager, if, as a result of taking such prescription, the employee has reason to believe that the performance of his or her duties will be adversely affected. Upon receipt of such information, the Company reserves the

right to designate a physician to assist in deciding whether the employee is fit for duty.

The Company reserves the right to inspect and search the Company's property, as well as each employee's personal property on the Company's premises, and such inspection may include a search for alcohol and drugs. No employee shall refuse to submit to, or otherwise impede, any inspection or search.

The Company encourages employees to voluntarily seek treatment for a substance abuse problem and will adhere to all legal requirements with respect to individuals who voluntarily seek such treatment prior to violating any of the aforementioned Standards of Conduct.

### **Drug and Alcohol Testing**

The Company may conduct pre-duty, post-accident, reasonable suspicion, random, and return-to-duty alcohol and drug testing. Employees may be subject to such testing while on duty or while on the Company's property (including while in the Company's vehicles or immediately after driving the Company's vehicles). The results of such tests may be retained by the Company and are the property of the Company.

Pre-duty testing may be conducted by the Company after a conditional offer of employment has been extended and before an applicant commences his/her employment with the Company. A positive pre-duty test result, or a refusal to be tested, by an applicant will result in disqualification from employment. Pre-duty testing may also be conducted before an employee returns from a leave of absence.

Post-accident testing may be conducted when an employee has been involved in an accident on the Company's property (including in Company vehicles) or while on Company business. This includes, but is not limited to, accidents involving personal injury, accidents resulting in damage to the Company or a third party's equipment or property, accidents that appear to result from employee negligence or reckless behavior, or accidents occurring under suspicious or questionable circumstances.

An employee may be subject to reasonable suspicion drug testing whenever a Company supervisor or manager has grounds to suspect that the employee has used, or is under the influence of, drugs. An employee may be subject to reasonable suspicion alcohol testing whenever a Company supervisor or manager



has grounds to suspect that the employee has used, or is under the influence of, alcohol while on the Company's property or on Company business.

Random testing will occur at the Company's discretion. Random testing will be done either on a division-wide basis (e.g., all field employees), or with a sampling of employees, chosen at random. The Company will use an electronic program or some other process to ensure that employees are selected at random. The Company will determine how many employees are to be tested at a given time prior to conducting the random sampling. Employees who are selected at random will remain part of the selection pool for subsequent random tests.

Return-to-duty testing may be conducted when an employee voluntarily seeks treatment for a substance abuse problem and is about to return to duty after obtaining such treatment. Employees subject to return-to-duty testing must agree, as a condition of their return that they will also be subject to random discretionary drug and alcohol testing during the 24 months immediately following the date of return.

## **Drug Testing Procedures**

When the Company determines that an employee is required to undergo a drug test, the individual will provide a urine sample to a testing agent or facility designated by the Company. Strict collection procedures including careful chain of custody of the sample will be followed. A urine sample will be given in private, and will be unobserved, unless there is a compelling justification for observation, in which case the observation will be by a member of the same sex. Any attempt to adulterate or substitute a urine sample will result in discharge of an employee.

Testing will be done at a certified laboratory. A sample will only be deemed "positive" after it has been confirmed by the highly accurate test, gas chromatography/mass spectrometry ("GC/MS"). Cut off levels for both the initial and confirmatory tests will be at recognized levels.

The testing laboratory will report any positive drug test directly to the health care professional designated to serve as the Company's Medical Review Office ("MRO"). If the MRO receives a positive test result, the MRO will contact the employee or applicant directly to set up a medical interview. The purpose of the interview is to allow the employee or applicant to explain the positive result; for example, it was caused by prescription medicine. If the employee or applicant provides a medically acceptable explanation, the MRO will thereafter report the



test as negative to the Company. If there is no acceptable explanation, the test is reported by the MRO to the Company as positive.

A positive test result for drugs is proof that an employee or applicant has violated the Standards of Conduct set forth in Section II of this policy.

An individual who refuses to provide, or is unable to provide, adulterates, or dilutes a specimen, or otherwise fails to meet the conditions required by the testing agent, including signing a release, will be considered to have tested positive for drugs.

### **Alcohol Testing Procedures**

When the Company determines that an employee is required to undergo an alcohol test, the employee will provide a breath sample to a breath alcohol testing technician at a site designated by the Company. An Evidentiary Breath Testing device or other medically reliable technique shall be used to test the breath sample to determine the employee's blood alcohol content. If the employee's blood alcohol content is determined to be at least .02, a confirmatory breath alcohol test will be conducted, utilizing either the same or a different Evidentiary Breath Testing device or medically reliable technique.

A confirmatory breath alcohol test result which reveals a blood alcohol content of .04 or greater will be deemed proof that an employee has violated the Standards of Conduct set forth in Section II of this policy. In addition, test results conducted by local, state, or federal officials, which reveal that the employee had a blood alcohol content of .04 or greater while operating a motor vehicle while on Company business will be deemed proof that the employee has violated the Standards of Conduct set forth in Section II of this policy.

An individual who refuses to provide, or is unable to provide, a breath sample sufficient to produce a blood alcohol content reading, adulterates or dilutes a specimen, or otherwise fails to meet the conditions required by the testing agent, including signing a release, will be considered to have tested positive.

### **Disciplinary Measures**

Employees who are found to have violated the Standards of Conduct set forth in Section II of this policy, or who fail a drug or alcohol test, shall be subject to discipline, up to and including discharge.

The Company may, in its sole discretion, grant a medical leave of absence for rehabilitation to employees who voluntarily seek assistance with drug or alcohol problems before these problems lead to disciplinary action. Employees who need



confidential help with a drug or alcohol problem should contact the Human Resources Department. An employee's decision to seek professional assistance for an alcohol-related or drug-related problem will not be used as the basis for discipline or used against the employee in any disciplinary action. On the other hand, the fact that an employee has sought treatment will not be a defense to the imposition of discipline where the facts prove that the employee has violated the Standards of Conduct set forth in Section II of this policy.

In addition, the Company may refer employees who violate this policy to the appropriate authorities for prosecution.

### **Confidentiality**

Medical records of an employee with an alcohol-related or drug-related problem will be subject to the same confidentiality standards as all other medical records.

Any employee who is tested will have the right, upon request, to see the results of his/her test.

### Smoking

In compliance with the New York Clean Indoor Air Act (CIAA), the Smoke-Free Illinois Act, Texas Clean Air Project, and the Indiana Smoke Free Air Law, Sinatra & Company is a smoke-free workplace. Smoking is prohibited throughout all buildings and in company vehicles. Employees and visitors who wish to smoke must therefore leave the building and use only designated outside areas that have appropriate smoking waste disposal receptacles. Employees are permitted to leave the building to smoke only during scheduled break times.

### Inclement Weather

Inclement weather rarely warrants closing our offices during normal hours of operation, and employees should be present during all required hours. However, each employee needs to make a personal judgment pertaining to his/her personal safety in traveling to and from work, understanding that any absence puts a greater burden on those employees that come to work despite difficult weather conditions. Employees may use paid benefit time for loss of work time due to inclement weather. If the employee has no benefit time accrued, the time absent will be charged as leave without pay.

If the company is closed or closes due to inclement weather, employees will be notified by their supervisor. Non-exempt employees have the option to use accrued benefit time and exempt employees will be paid their normal salary.



## Employee Payroll Policy

### **Clock-In**

Hourly employees are required to clock in at the start of every workday, at the job site via their workstation computer or smart phone device. Employees who have an on-site computer should clock in on the computer and not their phone. Only those employees who do not have a designated computer or department computer should use their mobile device for clocking. Employees are not to clock in while in transit to or from their job or from home. Employees should adhere to their scheduled work hours and avoid early punches unless an early start has been requested and OT approved.

### **Clock-Out**

Hourly employees are required to clock out at the end of every workday from the job site via their work station computer or smart phone device. Employees who have an on-site computer should clock out on the computer and not their phone. Only those employees who do not have a designated computer or department computer should use their mobile device for clocking. Employees are not to clock out while in transit to their home or from home. Employees should adhere to their schedule work hours and avoid extended hours unless OT has been approved.

### **GPS**

Please be advised that the system is equipped with GPS monitoring which allows for verification of clocking locations. Employees are required to allow for GPS tracking when clocking in and out from their electronic devices.

### **Lunch**

Due to variances in state laws and departmental lunch policies, please adhere to the lunch clocking policies per your department manager.

### **Field Staff Location Punches (This applies to Buffalo Employees Only)**

All field staff are required to clock in and out at each location throughout the workday. This information is required to properly bill labor costs to the appropriate entity. So that time traveled between locations is captured, field staff should not clock out at a location until they reach their next destination. Example follows:

1. Clock in at 400 Elmwood
2. Travel to 617 Main Street
3. Upon arrival at 617 Main Street, clock out from 400 Elmwood
4. Clock in at 617 Main Street

## **Submission of Time Cards**

ALL employees are required to submit their “**employee approved**” weekly timecards via the Alcott online portal by Monday of the following week, no later than 9 am EST.

Weekly payroll employees who are paid weekly will submit timecards weekly on Monday.

Bi-Weekly payroll employees who are paid bi-weekly will submit timecards bi-weekly on the Monday of payroll week. The timecard will reflect the two-week payroll period.

## **Holiday – Submission of Timecards**

If a holiday falls on a Monday, employees must submit their timecards no later than 9 am the next day, Tuesday morning. If possible, employees should make every effort to submit timecards to their managers at the end of the day on Friday or on the weekend if working weekend hours in the event of a holiday on Monday.

## **Early Office Close**

When the company grants a paid, early close, prior to a holiday or due to weather conditions, employees should follow the following steps to ensure they are paid for the full day.

1. Clock out at the early time you are leaving.
2. Immediately after clocking out, submit a “Time Change Request” for the additional hours. For example, if your normal clock out time is 5 pm, and the office is closing 2 hours early, you will clock out at 3 pm. After clocking out you will put in a Time Change Request for the 2 hours from 3 pm to 5 pm.
3. Please add the comment, “Company Early Close” and the manager will approve so that those 2 hours are credited as “hours worked”.

## **Employee Approval**

Employees must utilize the approval feature by clicking on the approval icon, thus agreeing that they have reviewed their time for the period. Employees should review the following before approving their time:

1. *All punches are correct*
2. *Verify hours for each of the days worked*
3. *If required, punches for lunch (out and back in) are entered correctly for each day worked*



4. *Mileage, Reimbursements, Commissions, OT have been entered correctly under the correct category*
5. *Holidays, Vacation, Sick, Personal time, etc. entries are reflected properly*
6. *Total Hours to be paid are correct for the pay period (check total to see if it reflects the total 40 or 80-hour timecard, including any vacation, personal or sick time.)*
7. *Location punches are properly entered with a clock in and clock out from each location*

### **Manager Return/Kick Back**

If the employee submits their timecard without the EMPLOYEE APPROVAL, or if the manager finds inaccurate or missing punches, the manager will kick back the timecard to the employee for approval. The employee is responsible for approving their time and re-submitting ASAP, keeping in mind that managers are required to submit their staff's payroll by 12 noon that Monday or employee pay will be delayed.

Once the manager has approved and submitted payroll, changes will NOT be made until the next payroll – no exceptions.

### **Commission, Expense, Mileage Requests**

**A request for commission, expense or mileage reimbursements must be submitted to managers by 3pm on the Friday before the payroll week.** Forms must be complete and accurate. Any request for commissions, reimbursements or mileage submitted after 3 pm on Fridays will be held until the next payroll – no exceptions. Managers need time to review the back-up for the commission request as well as mileage and reimbursements.

### **Non-Compliance of Payroll Policy**

Employees who violate the Payroll Policy may be subject to disciplinary action up to and including termination. Violation of the policy will include employees who submit timecards prior to the employee approval process or employees who approve and submit a timecard with obvious errors (missing punches, inaccurate punches, missing information, no location punching, etc.). Each kick-back from a manager may result in a violation of policy for the employee.

### **Manager Payroll Policy & Procedure**

All managers are required to adhere to the following procedures for weekly submission of their employees' payroll.



Managers are responsible for enforcement of the Employee Payroll Policy with their respective staff members. Whether weekly, or bi-weekly employees, managers must enforce the payroll deadlines of the policy and adhere to the manager's payroll deadlines.

### **Payroll Approval and Submission**

Per the Employee Payroll Policy, all employee timecards are to be submitted to the manager by Monday at 9 am EST.

***Managers will have from 9 am to 12 noon EST on Monday to review, approve, push back and submit final payroll to meet the manager's 12-noon deadline for final submission – NO EXCEPTIONS.***

### **Holiday – Submission of Payroll**

If a holiday falls on a Monday, managers must submit their payroll no later than 10 am the next day, Tuesday morning.

### **Early Office Close**

When the company grants a paid, early close, prior to a holiday or due to weather conditions, employees will request a time change for the hours they have been excused. Managers will be responsible for approving the specialty punch, "Company Early Close".

### **Payroll Review**

Managers are responsible for reviewing the following information prior to payroll submission:

1. Approve or deny any time change requests by employees
2. Review requests for time off in the Time Off Center
3. All employees have signed off on their payroll, blue check mark is present indicating their approval
4. Employee has clocked in and out every day during the payroll period
5. If applicable, the employee has clocked in and out for lunch every day during the payroll period
6. Overtime is reviewed for accuracy and by submitting is acknowledging that OT had proper manager approval.
7. Any field staff on-call OT and/or bonus has been approved and entered correctly with proper pay codes

8. Days off have been properly approved and coded whether paid or unpaid (sick, vacation, personal, Sinatra Bucks)
9. Weekly pay periods should reflect, in general, 40 hours of time and bi-weekly, 80 hours. Any noticeable differences should be discussed with the employee and adjusted if necessary
10. Look for consistent location clocking for ALL EMPLOYEES. Every location clock in should have a clock out at that same location.

### **Enforcement of Policy**

Managers are responsible for tracking payroll policy violations by their employees. Managers should keep a written record of violations and address recurring violators with HR.

Managers may also be subject to disciplinary action, up to and including termination if the manager is in violation of the Manager Payroll Policy.

### **On-Call Policy**

All field staff employees will be required to abide by the On-Call Policy and participate in the On-Call Rotation as a mandatory part of the job requirements. Failure to abide by the policy will result in disciplinary action, up to and including termination. Management reserves the right to classify certain field staff as exempt from the policy for limited reasons pertaining to how their job offer was negotiated at the time of hire and other applicable factors.

The following details the requirements, rotation schedule, qualifications, and compensation involved with the On-Call Policy.

- All "qualified" employees will be put into a rotation schedule for the on-call as a requirement of the job, with no exceptions but for valid, medical reasons or at the discretion of management. Medical reasons must be documented by your physician and updated on a semi-annual basis. 2<sup>nd</sup> jobs will not be accepted as an excuse.
- New employees who are "qualified" will have a 1 month waiting period to be eligible for on-call to accommodate for time to learn the buildings, boilers, HVACs, access, issues etc.
- New employees, who are not qualified for on-call, will participate in training where they will shadow a co-worker in the field during the regular work time until that time that they are considered qualified. This training will take place after 1 month of employment, or the timeframe may be altered based on advisement of manager. A manager will assess after your training period to determine if you are qualified to manage On-Call on your own, or if you need to first hone specific skills.

- Routine on-call coverage for the Field Staff is for one week, which will begin Monday night at 5:00 pm and last until the following Monday at 8:00 am. This may vary by property.
- The frequency of being On-Call will be determined by the number of qualified employees within the rotation schedule.
- Emergency calls that require attention after the normal work hours from 5 pm – 8 am, Monday through Friday and anytime on Saturday and Sunday will be considered On-Call and will be the responsibility of the employee scheduled for those On-Call hours.
- Every call must be documented and thoroughly explained on the On-Call log sheets and approved by Management prior to submitting payroll. (see attached on-call log sheet) All On-Call time must be properly documented, or it will be considered a violation of policy and subject to disciplinary action. The log sheet should include the following information:
  - Time the call came in
  - Time the call ended
  - Location of the issue – include street address and apt. # if applicable
  - Name and phone number of tenant
  - Detailed description of the issue and if any other employee was contacted for this issue
  - Detailed resolution of the issue
  - Time approved by a Manager (Manager should sign off on the log prior to submission for payroll)
  - Mileage information from your home to the property and back home. Mileage will be reimbursed at the current reimbursement amount for the company for those driving personal vehicles.
- Swapping a scheduled on-call week or day must be approved by Management. For those departments that operate an On-Call Week, day to day swaps will not be allowed unless there is an illness or unplanned personal issue and must be pre-approved by a Manager.
- If an employee is scheduled for an On-Call shift and is unavailable due to illness or unplanned personal circumstances, they will be responsible for covering their shift and must notify Management of the changes via the On-Call Rotation Change Form. (See Attached) If Management is not notified, it will be considered a violation of policy and subject to disciplinary action.

- Once a replacement for the On-Call shift has signed and submitted the change form, the original employee is no longer responsible for the shift.

### **Compensation / On-Call Rate:**

- Compensation will be as follows:
  - Employees will be paid OT wages for all On-Call responses during the On-Call hours, regardless of the number of regular hours worked in the week.
  - On Call employee will be paid for actual time worked, rounding up to the next quarter hour, from the time you receive the notice from Contact One until the situation is resolved.
    - EXAMPLE 1 – Employee handles situation from home by phone. Total time spent w/ answering service and tenant is 5 minutes. Employee would record 15 minutes worked, rounding up to the next quarter hour of 15 minutes.
    - EXAMPLE 2 – Employee works 1 hour and 40 minutes from the time of the phone call until returning home from site visit. Employee would record 1.75 hours, rounding up to the next quarter hour of 1 hour and 45 minutes.
  - If an employee that is not on call is brought in to assist the on-call employee, that employee will also be paid OT under the same 15-minute interval policy.
  - Both employees must fill out a detailed On-Call log sheet as described earlier in the policy.

### **How to Record the Duration of On-Call Work Order:**

- If a call requires you to be on site, you will be required to clock in and out through Alcott HR Connect in addition to filling out the On-Call Form.
- If an On-Call work order requires extensive overnight hours, your manager may approve a later start time for the following day. You must have written approval from your manager for any change to your daily work schedule.

### **Dress Code & Code of Conduct:**

- The dress code for On-Call work orders is the same as the dress code policy for your work week. It is very important to have your company issued ID badge and Sinatra apparel at all times.
- The Code of Conduct followed during regular work hours should continue to be followed during On-Call hours.



## Requirement of On-Call Qualification

- Ability to troubleshoot and effectively correct issues that may arise
- Must be self-motivated and able to work independently
- Demonstrated ability to perform core competencies with regards to general maintenance, electrical and plumbing issues
- Able to work independently, multitask, follow directions and work under supervision
- Relate well to and provide a professional image and services to all customers
- Demonstrated compatibility with SCRE's mission and operating philosophies
- Must have reliable transportation and valid State driver's license
- When on-call, must be able to respond to all apartment locations within one hour
- Superior customer service skills

## IV. Benefits and Leaves of Absence

*\*\*\*ALL VACATION, PERSONAL, SICK, AND FLOATING HOLIDAY IS REQUESTED BY THE EMPLOYEE THROUGH THE ALCOTT HR ONLINE PLATFORM AND APPROVED BY THE EMPLOYEE'S MANAGER.\*\*\**

### Vacation Policy

Vacation benefits for full-time employees (those who work 40 hours per week) will be calculated by the **anniversary date of the employee as follows.**

In Year 1:	7 Days
In Year 2:	10 Days
In Year 3:	12 Days
In Year 4:	13 Days
In Year 5:	15 Days
In Year 6:	16 Days
In Year 7:	17 Days
In Year 8:	18 Days
In Year 9:	19 Days
In Year 10 +:	20 Days



- For new employees, no vacation time will be available until after 60 days of employment unless extenuating circumstances occur, or pre-planned vacations are established at the time of hire.
- Part-time employees who work a minimum of 24 hours but less than 40 hours per week will be considered part-time employees and eligible for half of the vacation of a full-time employee.
- Interns and employees with less than 24 hours a week will not be eligible for vacation, sick or personal days, but will be granted holiday pay if their scheduled workday falls on the holiday.
- All employees must request vacation through the Alcott online system. Vacation time of 5 days or more must be approved at a minimum of 3 weeks in advance. Vacations exceeding 2 weeks would require additional management approval. Managers must take into consideration previously approved vacations, adequate job coverage within the department, and seasonal busy times that may require full staff based on the specific needs of the department.
- Supervisors will be responsible for resolving disputes that may occur between employees in the same department requesting the same vacation schedule. Seniority will be a consideration in these cases as well as the amount of vacation or other leave of absence time has been used by each employee.
- Vacation time may be taken in 1-hour increments both full and part-time employees.
- Vacation time may not be used before it is earned.
- Vacation time is paid at the employee's base rate of pay when the vacation time is taken.
- Vacation time is not counted as hours worked for the purposes of calculating overtime.
- If an employee submits their 2-week notice, it will be expected that they work those 2 weeks and not use unused vacation or personal time.
- All vacation time must be used before time off without pay will even be considered. Approval of time off without pay is not guaranteed.
- Employees will be able to carry over a maximum of 3 days of unused vacation time and it must be used within the first 3 months of the following anniversary year or the time is lost.
- Any unused vacation or personal time will not be paid out at termination, except for extenuating circumstances to be determined by management.

### Personal Days

An employee is entitled to three (3) Personal Days per Anniversary Year. No Personal Days are available until after 60 days of employment.



Employees with ten (10) or more years of service as of January 1<sup>st</sup> of any given year will be entitled to one (1) additional personal day.

Personal Day's details – please note the following:

- Personal time is paid at the employee's base rate of pay when the personal time is taken.
- Personal time is not counted as hours worked for the purposes of calculating overtime.
- Part time employees will earn 1.5 Personal Day per Anniversary Year.
- Personal time may be taken in 1- hour increments.

Vacation time and personal days can be used for unexpected emergencies or illnesses but is not to be used to cover time missed from work due to tardiness, except in the case of inclement weather.

## Sick Days

Each employee will be entitled to 3 sick days per anniversary year.

- No sick time will be available until after 60 days of employment.
- Sick time can be taken in 1-hour increments.
- Part-time employees who work a minimum of 24 hours but less than 40 hours per week will be considered part-time employees and eligible for 1.5 sick days.
- Interns and employees with less than 24 hours a week will not be eligible for sick time.
- Sick time is paid at the employee's base rate of pay when the sick time is taken.
- Sick time is not counted as hours worked for the purposes of calculating overtime.
- If an employee submits their 2-week notice, it will be expected that they work those 2 weeks and not use unused sick time.
- No sick days will be carried over.
- Any unused sick time will not be paid out upon termination of employment.

## **Use and Management of Vacation, Sick and Personal Days:**

Sinatra & Company encourages employees to use their vacation, sick and personal time responsibly and, whenever possible, to schedule time off in advance. Sinatra & Company understands there may be occasions, such as a sudden illness, when you may not be able to give enough advance notice. In those situations, however, be sure to inform your supervisor as soon as possible.

## Holidays

Sinatra & Company will be closed on the following holidays:

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

In addition to the above listed holidays, all employees will be provided with one (1) floating holiday to be used on one of the following days: the day after Thanksgiving, Christmas Eve day, or the day after Christmas. Prior approval must be obtained.

To be eligible for holiday pay, employees must work the last scheduled day before the holiday and the first scheduled day after the holiday.

Sinatra & Company will grant paid holiday time off to all (full time and part time) employees. Holiday pay will be calculated based on the employee's straight-time pay rate times the number of hours the employee would otherwise have worked on that day. Holiday pay, including the Floating Holiday, is not counted as hours worked for the purposes of calculating overtime.

If a recognized holiday falls during an eligible employee's paid vacation or personal time absence, the absence for this day shall be credited to holiday pay instead of vacation or personal time. For example, if the employee is on vacation over the Memorial Day holiday, the employee would not be charged for a vacation day for Memorial Day and would instead receive regular holiday pay for that holiday.

Sinatra & Company will pay time-and-one-half pay to any employees who are required to work on one of the holidays listed above. This will only pertain to on-call employees or any pre-approved work (e.g. maintenance emergencies).

## Tracking of Vacation Time and Personal Days



Vacation, Sick and Personal Time is managed within the Alcott HR Connect platform. The amount of vacation and personal time accrued, used, and available will be itemized on your paycheck stub each month for your records.

Any unused Vacation time or Personal days will not be paid out at termination. The intention of Vacation time and Personal days is to allow employees time off to unwind, relax, celebrate and address personal issues. We encourage you to use your time off during your employment.

### Extra Mile Program

The Extra Mile Program is a way for employees to earn additional Paid Time Off. Extra Mile Bucks will be awarded by managers in 4-hour increments. Bucks can be used in 4-hour increments, or multiple bucks added together for 8-hour increments. Bucks can also be added to other vacation time (i.e. 4 hours of vacation and a 4-hour Extra Mile Buck combined for an 8 hour day paid day off.) The Extra Mile Program will work as follows:

#### **Go The Extra Mile – Even When No One is Watching Incentive Compensation**

In an effort to reward those employees who go the extra mile – even when no one is watching, extra PTO will be awarded via Extra Mile Bucks in 4-hour increments. Managers will award Bucks with input from the foremen, co-workers, tenants and vendors.

Certificates can be used individually to leave early one day, or you can accumulate your awards to use for an entire day or days.

As we strive to be the BEST real estate management company in WNY and Beyond, we will be rewarding those employees that Go The Extra Mile in the following areas:

**Dependability** – We depend on you, our employees to show up every day ready to give us your very best. This means having good attendance, being on time and ready to take on the challenges of the day. In some cases, we are looking for employees to be willing to go above and beyond to meet aggressive deadlines by working occasional overtime. We respect and encourage everyone's balance between work time and family time, so we truly value employees giving us those extra hours when needed.

**Excellent Customer Service** – Our customers are our tenants! Without our tenants, none of us would be here. A positive attitude, thoroughness on the job, good communication, professionalism, and a desire to make their living experience the very best is what we want from all of our employees, whether in the office or in the field.



**Excellent Time Management** – We all have the same amount of hours in a day. Practicing good time management while on the job allows us to get the most of those hours! Streamlining your day, working with focus, being goal oriented on a daily basis and giving your all will improve your time management and ultimately your output of work.

**Excellent Quality** – In order to be the BEST, we need to offer a quality product! Striving to always put out the very best work will result in meeting the Sinatra high standards that our Company is known for. Employees should strive to continually improve and expand their skill set so that our customers can count on receiving the Sinatra level of quality we can be proud of.

**Excellent Cost Control** – We rely on all employees at every level to be conscientious of controlling cost. We can each do our part by using best practices when purchasing, rehabilitating, constructing and maintaining our properties. Speaking up when you witness waste or initiating ways to save the company money are encouraged!

**Team Player Mentality** – We are all working together to be the best and no one can do it alone. Working with your co-workers each day with a positive outlook and always striving to make Sinatra Real Estate the very best is the core to our Company's success. We are looking forward to initiating this form of compensation and can't wait to recognize our outstanding employees who Go The Extra Mile to make Sinatra & Company Real Estate the very BEST!

### Health Benefits

Sinatra & Company, through partnership with Alcott HR, makes available group health and dental insurance plans to all full-time employees. Sinatra & Company will pay a portion of the cost of single coverage health insurance and the amount will be determined based on the market in which the employee works. (i.e. Employer contributions in Buffalo may differ from employer contribution in Syracuse, Chicago, Dallas and South Bend.)

Insurance coverage begins on the 60<sup>th</sup> day of full-time employment. Current part-time employees who become full-time employees will be notified by Human Resources when they are eligible to enroll.

As a result of termination, reduction in work hours, injury or illness or if an employee is on a military, jury duty or other leave of absence, an employee may be eligible to continue Sinatra & Company's group coverage by paying a monthly premium. If the employee



satisfies eligibility requirements for coverage continuation and is terminated, has his/her work hours reduced, is on a leave of absence for a work-related injury or illness, is on an approved military leave or is on an approved jury duty leave, Sinatra & Company will continue its contribution for one month. For continuation of coverage after that point in time, the employee is responsible for the full payment of the premium.

Health insurance plans are subject to review and change on an annual basis. A copy of the health insurance contract, including applicable riders and membership card, will be supplied to an employee by the insurance carrier when coverage begins. The terms and conditions of the insurance policy will prevail over any inconsistent descriptions contained in this manual.

Group insurance is an employee benefit in which an employee is not required to enroll. There will be no increase in wages if an employee waives coverage. For inquiries, contact Human Resources.

### Dental Insurance

Group Dental Insurance will be available for all Sinatra & Company employees and the total cost will be the responsibility of the employee.

### Health Savings Account

Sinatra & Company currently participates in a Health Savings Account plan ("HSA") through Alcott HR. Full-time employees who qualify for health insurance benefits from the company may elect to participate in this plan, which allows them to set aside a specific limited pretax dollar amount for un-reimbursed medical, dental and vision care expenses. Enrollment in the plan is permitted only during the annual enrollment period and when the employee has elected a high deductible health plan, or when a new employee is hired. Funds in an HSA carry over from year to year.

### Flexible Spending Account

Sinatra & Company currently participates in a Flexible Spending Account ("FSA") through Alcott HR. Full-time employees can elect to participate in the FSA. Enrollment in the plan is permitted only during the annual enrollment period, or when a new employee is hired. FSA participation is not dependent on health insurance enrollment and can be used for optional medical procedures not covered by insurance, such as LASIK eye surgery, non-elective cosmetic surgery, braces, etc. FSA funds can also be used for childcare. Funds in an FSA do NOT carry over.



## 401(K) Retirement Fund

Sinatra & Company offers a 401(K) Retirement Plan for all full-time employees through Alcott HR and Slavic 401(K). Employees are encouraged to participate and will receive a 100% matching employer contribution up to 3% of the employee's contribution amount. Employees are eligible for participation in the 401(K) after 3 months of service.

The following is the Company's Vesting Schedule for the Employer Contribution:

<b>Vesting Schedule for Non-Safe Harbor Employer Contributions</b>	<b>Vested Interest</b>
After one year of service	0%
At least 2 years of service, but less than 3	20%
At least 3 years of service, but less than 4	40%
At least 4 years of service, but less than 5	60%
At least 5 years of service, but less than 6	80%
6 years or more	100%

## Life Insurance

Sinatra & Company offers employer paid, \$25,000 group term life insurance. Supplemental life insurance is available for employees if there is a 25% participation rate for the specific payroll entity of the employee (i.e. SCM, SDC, Stadt, etc.).

## Health Care Continuation Rights (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Sinatra & Company's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee, a reduction in an employee's hours or a leave of absence, an employee's divorce or legal separation, or a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Sinatra & Company's group rates plus a 2% administration fee. Sinatra & Company provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Sinatra & Company's health insurance



plan. The notice contains important information about the employee's rights and obligations.

This policy is only a brief summary of the COBRA provisions of Sinatra & Company's group health plan and does not fully explain all requirements. For a full explanation see Human Resources.

## Federal Family and Medical Leave Act

The Family and Medical Leave Act ("FMLA") provides eligible employees the opportunity to take unpaid job-protected leave for certain specific reasons. The maximum amount of leave an employee may use is either 12 or 26 weeks within a 12-month period depending on the reasons for the leave.

### **Employee Eligibility**

To be eligible for FMLA leave, you must:

- have worked at least 12 months for the Company in the preceding seven years (limited exception apply to the seven-year requirement);
- have worked at least 1,250 hours for the Company over the preceding 12 months; and
- currently work at a location where there are at least 50 employees within 75 miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted in determining FMLA eligibility.

### **Conditions Triggering Leave**

FMLA leave may be taken for the following reasons:

- birth of a child, or to care for a newly-born child (up to 12 weeks);
- placement of a child with the employee for adoption or foster care (up to 12 weeks);
- to care for an immediate family member (employee's spouse, child, or parent) with a serious health condition (up to 12 weeks);
- because of the employee's serious health condition that makes the employee unable to perform the employee's job (up to 12 weeks);



- to care for a Covered Service member with a serious injury or illness related to certain types of military service (up to 26 weeks) (see Military-Related FMLA Leave for more details); or
- to handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on covered active duty or call to covered active duty status in the Uniformed Services (up to 12 weeks) (see Military-Related FMLA Leave for more details).

The maximum amount of leave that may be taken in a 12-month period for all reasons combined is 12 weeks, with one exception. For leave to care for a covered service member, the maximum combined leave entitlement is 26 weeks, with leaves for all other reasons constituting no more than 12 of those 26 weeks.

### **Definitions**

A "Serious Health Condition" is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement includes an incapacity of more than three full calendar days and two visits to a health care provider or one visit to a health care provider and a continuing regimen of care; an incapacity caused by pregnancy or prenatal visits, a chronic condition, or permanent or long-term conditions; or absences due to multiple treatments. Other situations may meet the definition of continuing treatment.

### **Identifying the 12 Month Period**

The 12-month period in which 12 weeks of leave may be taken is a rolling backward 12-month period from the date an employee uses any FMLA. For leave to care for a covered service member, the Company calculates the 12-month period beginning on the first day the eligible employee takes FMLA leave to care for a covered service member and ends 12 months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

### **Using Leave**

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a covered service member, his or her injury or illness. Eligible employees

may also take intermittent or reduced-scheduled leave for military qualifying exigencies. Intermittent leave is permitted for birth of a child, to care for a newly-born child, or for placement of a child for adoption or foster care if mutually agreed to by the Company. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt the company's operations.

### **Use of Accrued Paid Leave**

Depending on the purpose of your leave request, you may choose (or the Company may require you) to use accrued paid leave (PTO), concurrently with some or all of your FMLA leave. In order to substitute paid leave for FMLA leave, an eligible employee must comply with the company's normal procedures for the applicable paid-leave policy (e.g., call-in procedures, advance notice, etc.).

### **Maintenance of Health Benefits**

If you and/or your family participate in our group health plan, the Company will maintain coverage during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave.

### **Notice and Medical Certification**

When seeking FMLA leave, you are required to provide:

- sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You must also inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.
- If the need for leave is foreseeable, this information must be provided 30 days in advance of the anticipated beginning date of the leave. If the need for leave is not foreseeable, this information must be provided as soon as is practicable and in compliance with the Company's normal call-in procedures, absent unusual circumstances.
- medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within 15 calendar days



of the Company request to provide the certification (additional time may be permitted in some circumstances). If you fail to do so, we may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies, subjecting you to discipline up to and including termination. Second or third medical opinions and periodic re-certifications may also be required;

- periodic reports as deemed appropriate during the leave regarding your status and intent to return to work; and
- medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition. The company will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the foregoing requirements may result in delay or denial of leave, or disciplinary action, up to and including termination.

#### Employer Responsibilities

To the extent required by law, the company will inform employees whether they are eligible under the FMLA. Should an employee be eligible for FMLA leave, the company will provide him or her with a notice that specifies any additional information required as well as the employee's rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility. The Company will also inform employees if leave will be designated as FMLA-protected and, to the extent possible, note the amount of leave counted against the employee's leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

#### Job Restoration

Upon returning from FMLA leave, eligible employees will typically be restored to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

#### Failure to Return After FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement (or in the case of military caregiver leave, the 26-week FMLA entitlement), will be subject to the Company's standard leave of absence and attendance policies. This may result in termination if you have no other company-provided leave available to you that applies to your continued absence. Likewise, following the

conclusion of your FMLA leave, the Company's obligation to maintain your group health plan benefits ends (subject to any applicable COBRA rights).

### Other Employment

The Company generally prohibits employees from holding other employment. This policy remains in force during all leaves of absence including FMLA leave and may result in disciplinary action, up to and including immediate termination of employment.

### Fraud

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

### Employer's Compliance with FMLA and Employee's Enforcement Rights

The FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

While the Company encourages employees to bring any concerns or complaints about compliance with FMLA to the attention of human resources, FMLA regulations require employers to advise employees that they may file a complaint with the U.S. Department of Labor or bring a private lawsuit against an employer.

Further, FMLA does not affect any Federal or state law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

### Disability Leave

All employees are eligible for an unpaid short-term disability leave of absence. Disability leave due to non-occupational illness, injury or pregnancy related disability is not to exceed 26 weeks, with benefits calculated as a percentage of salary, up to a maximum stated by law.

Employees must provide written notice of disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work.

When you are able to return to work, give at least one week's notice. Include a doctor's certificate stating that you are medically able to return to your normal duties.



We will make every effort to return you to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability (as determined by your physician) will be deemed a voluntary termination of your employment.

## New York State Paid Family Leave

The following Paid Family Leave applies to only those employees who work in New York State:

### **New York State Paid Family Leave (PFL) as of January 1, 2018**

New York's Paid Family Leave program provides wage replacement to employees to help them bond with a child, care for a close relative with a serious health condition or help relieve family pressures when someone is called to active military service.

Employees are also guaranteed to be able to return to their job and continue their health insurance. If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost while on Paid Family Leave.

PFL does not apply to the employee's own serious health condition. Employees, however, may be eligible for NYS Disability Benefits, FMLA or reasonable accommodations under the ADA or NYS HRL.

### **Eligibility**

Virtually every full-time or part-time private employee in New York State will be eligible for Paid Family Leave. Participation in the program is not optional for employees. If you are a public employee, your employer may opt into the program. Public employees who are represented by a union may be covered if Paid Family Leave is collectively bargained.

An employee must be employed full-time for 26 weeks or part time for 175 days to be eligible for a Paid Family Leave Benefit.

Employees do not have to take all of their sick leave and/or vacation before using paid family leave. An employer may permit you to use sick or vacation leave for full pay but may not require you to use this leave.

### **Requesting Leave**

If the need for leave is foreseeable, an employee must notify Human Resources and provide the employer with sufficient information 30 days in advance.

## **Qualifying Reasons for PFL**

### **To Bond with a Child**

Whether you are a parent expecting, fostering or adopting a child, you may take time to care for your child. With proper documentation, you may be eligible for up to 8 weeks of employee-funded Paid Family Leave.

Paid Family Leave only begins after birth and is not available for prenatal conditions. A parent may take Paid Family Leave during the first 12 months following the birth, adoption, or fostering of a child.

### **Caring for a Close Relative with a Serious Health Condition**

Under the PFL, a “serious health condition” include any “illness, injury, impairment, or physical or mental health condition of a close relative. A close relative includes:

- A “family Member” includes spouse, domestic partner, child, parent, grandparent or grandchild
- A “parent” includes biological, foster, or adoptive parent, a parent in-law, a stepparent, a legal guardian, or other person who stood in loco parentis to the employee when the employee was a child
- A “child” includes a biological, adopted, or foster son or daughter, a stepson or stepdaughter, a legal ward, a son or daughter of a domestic partner, or the person to whom the employee stands in loco parentis.
- A “grandchild” means a “child” of the employee’s child

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves:

- inpatient care in a hospital, hospice, or residential health care facility; or
- continuing treatment or continuing supervision by a health care provider.

For example, you need one or more full days to care for your mom when she undergoes chemotherapy; or your dad is having surgery followed by extensive recuperation; or your child is undergoing intense psychotherapy and is unable to attend school for a period of time. You may take Paid Family Leave in these types of instances.

## **Active Duty Deployment**

Paid Family Leave is available for families eligible for time off under the military provisions in the federal Family Medical Leave Act when a spouse, child, domestic partner or parent of the employee is on active duty or has been notified of an impending call or order of active duty.

Paid Family Leave cannot be used for one's own disability or qualifying military event. It may only be taken to care for your:

- Spouse
- Domestic partner
- Child
- Parent of the Employee

## **Employee Notice Requirements**

### **Birth Requirements**

The Birth Mother will need the following documentation:

- Birth Certificate or,
- Documentation of pregnancy or birth from a health care provider that includes the mother's name and due/birth dates.

A second parent will need the following documentation:

- Birth Certificate or Documentation of pregnancy or birth from a health care provider (includes mother's name and due/birth dates). If the 2<sup>nd</sup> parent is not named on the birth certificate, the 2<sup>nd</sup> parent must provide an acknowledgement of paternity, order of filiation or other evidence of relationship with parent named by medical provider or birth certificate.
- Voluntary acknowledgement of Paternity or
- Court Order of Filiation or
- Copy of documentation for birth mother (above) plus second document verifying relationship to the mother.

**For Foster Care:**

- Letter of placement issued by county or city department of social services or local voluntary agency
- If second parent is not named in documentation, a copy of that document plus a second document verifying relationship to the parent named in the foster care placement.

### **For Adoption:**

- Legal evidence of adoption process. If the 2<sup>nd</sup> parent is not named on the birth certificate, the 2<sup>nd</sup> parent must provide:
  - Voluntary acknowledgement of Paternity or
  - Court order Filiation or
  - Second document verifying relationship to the mother or the child

### **Serious Medical Condition Requirements**

If the employee is taking care of a family member with a serious health condition, he or she must provide a medial certification from a health care provider setting forth:

- The health care providers name, address, phone number, email address (if available), license number, state of licensure and specialization
- The date on which the serious health condition commenced and its probable duration
- Certification regarding the serious health condition sufficient to support the need for leave
- Estimation of the frequency and duration of the leave required to care for the family member, including whether the need for care is continuing or an intermittent basis

### **For the Military:**

- US Department of Labor Military Family Leave Certification (Federal Military Leave Form)
- Copy of Military Duty papers
- Other documentation supporting the reason for the leave (copy of meeting notice, ceremony details, rest and recuperation orders, etc.)

### **Employer Responsibilities**

To the extent required by law, the company will inform employees whether they are eligible under the NYS PFL. Should an employee be eligible for NYS PFL, the company



will provide him or her with a notice that specifies any additional information required as well as the employee's rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility. The Company will also inform employees if leave will be designated as PFL-protected and, to the extent possible, note the amount of leave counted against the employee's leave entitlement.

**Job and Benefits Protections**

Upon returning from PFL, eligible employees will typically be restored to their original job or to an equivalent job with equivalent pay, benefits and other employment terms and conditions.

**Timeline**

Paid Family Leave is designed to phase in over four years, per the following schedule:

Year	Weeks Available	Max % of Employee Average Weekly Wage	Cap % of State Average Weekly Wage
1/1/2018	8	50%	50%
1/1/2019	10	55%	55%
1/1/2020	10	60%	60%
1/1/2021	12	67%	67%

Employees may take the maximum benefit length in any given 52-week period. The maximum benefit is eight weeks during the first year, 10 weeks during the second and third years, and 12 weeks the fourth and subsequent years. The 52-week clock starts on the first day the employee takes Paid Family Leave.

**Benefits**

Year	Weeks Available	Max % of Employee Average Weekly Wage	Cap % of State Average Weekly Wage
1/1/2018	8	50%	50%
1/1/2019	10	55%	55%
1/1/2020	10	60%	60%



1/1/2021	12	67%	67%
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For example, in 2018, an employee who makes \$1,000 a week would receive a benefit of \$500 a week (50% of \$1,000). Another employee who makes \$2,000 a week would receive a benefit of approximately \$652.98, because this employee is capped at one-half of [New York State's Average Weekly Wage](#) (NYSAWW) —currently \$1,305.92. Half of that amount is the \$652.98 benefit.

The Average Weekly Wage (AWW) is set every year after a comprehensive analysis by the New York State Department of Labor.

### Workers' Compensation

Safety is the responsibility of every Sinatra & Company employee. Every precaution should be taken to provide a safe environment for all employees. Any necessary medical treatment should be sought immediately.

If you observe any unsafe condition, you must report it to your supervisor promptly. If you have any questions regarding safety or incident reporting please refer them to the President.

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your supervisor. Supervisors will be required to notify Human Resources and complete an incident report, and the injured employee will be required to complete a State WC form, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

Sinatra & Company will abide with all requirements set forth by the state's Workers' Compensation law and other applicable laws or regulations. We will not take any adverse action against an employee in retaliation for filing a Workers' Compensation claim.

The amount of benefits payable to you and the duration of payment depend upon the nature of your injury or illness. You will be taken to a nearby urgent care center or hospital if you cannot be treated on company premises.



## Reporting Work Related Injuries Requirements

Employees must immediately report any work-related injury or illness to their supervisor or manager. Employees at our company have the right to report work-related injuries and illnesses without fear of being discriminated against in any manner or fear of being discharged.

When injured on the job:

- Notify your manager or supervisor immediately or call the main office to report to HR if manager or supervisor is not available. 716-220-8468
- BUFFALO EMPLOYEES - Unless it is an emergency situation that requires you to get to the closest hospital, please go to any WNY Immediate Care facility for medical attention. The following is a list of WNY Immediate Care locations that can assist SCRE employees with job related injuries:
  - **Buffalo** - 2497 Delaware Ave., Buffalo, NY 14216 (716) 874-2273  
(North of Hertel near Franks Sunny Italy)
  - **Amherst** - 2099 Niagara Falls Blvd., Amherst, NY 14228 (716) 564-2273
  - **Cheektowaga** - 5014 Transit Rd., Cheektowaga, NY 14043 (716) 684-2273  
(Between Losson Rd., & Como Pk Blvd N. of Wegmans)
  - **Williamsville** - 7616 Transit Rd., Williamsville, NY 14221 (716) 817-9905  
(Across from the Eastern Hills Mall)
  - **Orchard Park** - 3050 Orchard Park Rd., Orchard Park, NY 14224  
(N. of Tops/Lowes Plaza, next door Leisure Rink/Duffs)
- All Employees involved in a work injury must advise all medical facilities, doctors and nurses that your employer has requested a drug and alcohol screening at the time of your evaluation. In Buffalo this will be automatically in the system at all WNY Immediate Care locations.
- Please advise HR immediately upon ability to do so, as to your condition and the details of your accident and injury.
- The proper state WC injury form should be completed as soon as possible.
  - a. A New York State Workers' Compensation Board Employee Claim Form C-3 should be completed and returned to HR by the Employee. This form can be provided by your manager or in the HR Office. HR will then submit a New York State Workers' Compensation Board Form C-2F to our WC insurance carrier.



- b. An Illinois Form 45, Employer's First Report of Injury Form should be completed and returned to HR. This form can be provided by your manager or from the HR Office.
  - c. An Employer's First Report of Injury or Illness (DWC Form-011 Rev. 10/05) should be completed and returned to HTR. This form can be provided by your manager or from the HR Office.
- HR will submit all forms to the WC Carrier.
  - At that time, the insurance carrier will issue a WC Claim # that will be given to the employee to use with regards to future doctor appointments, physical therapy, prescriptions etc.
  - If it is determined that you cannot return to work due to injuries, HR must receive a note from your doctor that provides clearance from the doctor that you are able to return to work and perform all of your duties.

### Bereavement Leave

All part-time and full-time employees are eligible for up to three paid (3) workdays of bereavement leave in the event of a death in the immediate family, defined as a parent, spouse, aunt, uncle, child, sibling, grandparent, grandchild whether related by blood, marriage or adoption (including foster and step-relatives). This policy also covers same sex partners in a financially and emotionally committed relationship and the same sex partner's relatives' equivalent to the employee's relatives as noted above.

Eligible employees must request leave by notifying their supervisor and Human Resources prior to taking leave. Requests for bereavement leave should be made to an employee's supervisor as soon as possible. Funeral leave pay will not be granted to employees attending a funeral during periods when, for other reasons, they are not at work, such as vacation, holidays, and illness.

### Jury Duty

It is your civic duty as a citizen to report for jury duty whenever called. Employees called for jury or witness duty will receive \$40 for the first three days of jury service. You must notify your supervisor within forty-eight (48) hours of receipt of the jury summons and bring in a copy of your summons in order to be compensated. Employees will only be paid the above amount for jury service if the service falls on one of their regularly scheduled work days. On any day or half-day you are not required to serve, you will be expected to return to work. If your job is considered essential, your supervisor reserves the right to request the court to have you excused.

Employees are also given the necessary time off *without* pay to attend or participate in a court proceeding as a witness, in accordance with state law. Notify your supervisor of the need for witness leave as soon as possible.

### Military Leave

In accordance with Uniform Services Employment and Reemployment Rights Act of 1994 (USERRA), Sinatra & Company employees who perform service in the uniformed services (as defined by USERRA) are entitled to a military leave of absence. Upon receiving an assignment for military service, employees should promptly provide notice to their supervisor prior to going on military duty, unless precluded from doing so by military necessity.

Eligible employees who perform service in the uniformed services will be placed on unpaid military leave status for all days that they are engaged in such military service. Affected employees are not required to use annual leave in lieu of paid or unpaid military leave; however, they may elect to use accrued annual leave at their discretion.

When you return from service, Sinatra & Company will make every effort to place you in the same or similar position you held prior to your leave.

### Military Family Leave

Employees who average at least twenty (20) hours per week whose spouse is deployed during a period of military conflict and is on leave during this military conflict may request up to ten (10) days of unpaid leave to spend time with his/her spouse. To request military family leave, contact Human Resources.

### Blood Donation Leave

Employees who work an average of at least twenty (20) hours per week will be given up to three (3) hours of leave in any 12-month period for donating blood. Employees must provide advance notice of their leave for donating blood to their supervisor. For nonexempt employees, time taken may be unpaid and not counted in overtime calculations.

### Nursing Mother's Break Time

Employees will be given break time to express milk during the three (3) years following the birth of a child. Employees will be allowed to express milk in the workplace and Sinatra & Company will provide private space for women to express milk. For nonexempt

employees, time taken to express milk may be unpaid and not counted in overtime calculations, unless taken during a paid break period.

### Voting Leave

Sinatra & Company believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee whose work schedule does not provide him/her four (4) consecutive hours to vote while polls are open will be granted up to two (2) paid hours off in order to vote. Voting leave shall be taken at the beginning or end of your shift unless otherwise mutually agreed upon by the employee and Sinatra & Company. Any additional time off will be without pay.

Exempt employees may be provided additional time off with pay when necessary to comply with state and federal wage and hour laws.

Notify your supervisor of the need for voting leave two (2) to ten (10) days before the election. When you return from voting leave, you must present a voter's receipt to your supervisor as soon as possible.



## **Receipt and Acknowledgement of Sinatra & Company's Employee Handbook**

I have this day received a copy of Sinatra & Company's Employee Handbook. I understand that this handbook replaces any and all prior handbooks, policies and practices of Sinatra & Company.

**I understand and agree that, other than the President, no manager, supervisor, or representative of Sinatra & Company has any authority to enter into any agreement for employment other than at-will; only the President of Sinatra & Company has the authority to make any such agreement and then only in writing.**

**I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by Sinatra & Company and Sinatra & Company reserves the right to change my hours, wages and working conditions at any time. I understand that revised information may supersede, modify, or eliminate existing policies. Only the President of Sinatra & Company has the ability to adopt any revisions to the policies in this handbook.**

**I understand and agree that nothing in the Employee Handbook creates, or is intended to create; a promise or representation of continued employment and that employment at Sinatra & Company is employment at-will, which may be terminated at the will of either Sinatra & Company or myself. Furthermore, I acknowledge that this handbook is not a contract of employment and is for informational purposes. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Sinatra & Company or myself.**

**I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.**

If I have any questions regarding the content or interpretation of this employee handbook, I will bring them to the attention of my supervisor.

NAME (printed) \_\_\_\_\_

EMPLOYEE SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_



SUPERVISOR SIGNATURE\_\_\_\_\_

DATE\_\_\_\_\_

The signed copy of this form should be given to your supervisor and will be kept in your personnel file.



## Attachments



