

Flynn Management Corporation

Employee Handbook

501 Safety

Effective Date: 9/1/1998

To assist in providing a safe and healthful work environment for employees, customers, and visitors, FMC has established a workplace safety program. This program is a top priority for FMC. The Safety Coordinator has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

FMC provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, email, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their immediate supervisor who in turn will notify Human Resources. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Schedules

Effective Date: 1/20/2006

Work schedules for employees vary throughout our organization. Work schedules will normally be set during the offer of employment. Any permanent changes to individual work schedules and hours of work must be pre-approved by the President.

Employees who wish to work any hours other than their scheduled hours, for whatever reason, must submit the request on a "Personnel Action Notice" (P-3) to their direct supervisor for approval. The P-3 must be submitted at least two days before the requested change. The supervisor will submit the P-3 to the Clearwater Office and the approval or denial will be sent back to the employee. No change in hours should occur prior to the employee receiving an approval.

503 After Hours/Emergency Calls

Effective Date: 02/02/2016

All site personnel are required to answer and respond to emergency calls after hours. Calls will first be made to the maintenance person on call. They are to answer the phone as soon as the call comes through and respond accordingly. If the maintenance person is unavailable, the manager will receive a call. If the manager does not receive the call the district manager will be called. In the event of a vacation or illness, it is the employee's responsibility to make sure the calls

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are being answered by another employee and that should be approved by your direct supervisor. Please make sure all site personnel recognize the number that will show on their caller id when the emergency service calls.

504 Use of Phone and Mail Systems

Effective Date: 9/1/1998

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse FMC for any charges resulting from their personal use of the telephone.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

505 Nicotine Use – Smoking & Vaping

Effective Date: 1/1/2020

As of 1/1/2007 FMC will hire only non-tobacco users for office positions. Current employees who use tobacco will be “grandfathered” in to the tobacco-free policy and will be encouraged to quit smoking.

In keeping with FMC's intent to provide a safe and healthful work environment, the use of nicotine in any form in the workplace is prohibited. Rental offices, manager's offices, general office and community rooms, and maintenance structures are clearly designated as no smoking/vaping areas and both smoking and vaping are expressly prohibited, and employees are required to respect these designations. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

This policy applies equally to all employees, customers, and visitors.

506 Meal Periods

Effective Date: 03/14/2012

All FMC employees working more than five hours per day are required to be scheduled for one meal period of 30 or 60 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

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Employees may not “make up time” by working through a lunch hour if they arrive late or leave early, that time would be unpaid.

507 Overtime

Effective Date: 10/1/2019

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked over 40 hours within a work week. Our work week begins at midnight in Sunday and ends at 11:59 PM on Saturday. Holiday time off, Paid Time Off (PTO) or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

508 Use of Equipment and Vehicles

Effective Date: 10/1/2019

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

All employees are required to have automobile insurance with at least the minimum limits required by their State law. Proof of current automobile insurance must be on file in the Corporate Office. Anyone using their own vehicle in the performance of company duties is required to adhere to our Safe Driving Policy, which strictly prohibits the use of

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any cellular device for the purposes of calling or texting while the vehicle is in operation, unless safely parked.

509 Intentionally Left Blank

510 Emergency Closings

Effective Date: 9/1/1998

At times, emergencies such as severe weather, fires, power failures, floods, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available Paid Time Off (PTO).

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

512 Business Travel Expenses

Effective Date: 2/28/2021

FMC will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All Requests for business travel must be approved in advance by the President.

Employees whose travel plans have been approved should make all travel arrangements through the most cost effective source that is reasonably available. Additionally travel must be performed in the most cost effective manner as possible for example; it may be more cost effective to pay for a car rental than to use a personal vehicle.

When approved, the actual costs of travel, meals, lodging, **mileage** and other expenses directly related to accomplishing business travel objectives will be reimbursed by FMC. Employees are expected to limit expenses to reasonable amounts.

Employees traveling on FMC business must not be accompanied by anyone other than another FMC employee also on company business. The only exception to this policy would be spouses or immediate family members traveling to an approved company function, such as the annual FMC meeting or other functions approved in writing by the President.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by FMC may not be used for personal use without prior approval.

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Expense reports are to be submitted no later than 2 weeks from the expense occurring. Reports are for a single week that begins on Sunday and ends on Saturday. All reports submitted beyond the 2-week cut off will require an additional approval from Kevin Flynn.

If expense reports are submitted via a Purchase Order in Voyager, the District Manager's approval of the Purchase Order is approval for the expense report. The DM does not need to sign the expense report.

Dated receipts are required for all purchases. No receipt, no reimbursement.

Company Functions;

Travel reimbursement is to/from the employee's home base property to the company venue. If the venue offers food (such as at a resort), once at the venue, all additional travel mileage is not reimbursable.

Meals are reimbursed at the maximum rate of \$20 per Breakfast, \$15 per Lunch and \$25 per Dinner. Each meal can include up to a 20% tip on the food purchase. All meal receipts must be submitted with the detail of the meal purchased. Alcohol is not a reimbursable expense. A credit card receipt with a grand total is not acceptable.

No personal items are to be combined with a purchase made for the company/property. Only items to be reimbursed are to be on a receipt.

Employee is to submit a request for mileage reimbursement for travel to an FMC training session, an FMC meeting or a USDA-RD meeting or if approved by the Clearwater Office no later than 2 weeks from the expense occurring.

Completing the Expense Report

Form NAA is used by employees that do not receive a company auto allowance.

Form WAA is used by employees that do receive a company auto allowance.

Complete your name and home address as all expense reimbursements are to be mailed to your home.

If you have elected direct deposit, be sure to type DIRECT DEPOSIT in the address section.

Week End Date; Enter the Saturday date of the week ending (mm/dd/yy). All corresponding dates will populate.

Mileage: Enter the number of miles traveled within the proper date of travel.

List all other items in the respective section as related to your receipt.

Reason: This is a REQUIRED field as you must identify the reason for your Expense Report

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Once the report has been completed, sign and date your report.

If your report is not to be processed via a Purchase Order in Voyager, submit your report and receipts via pdf to your Manager for approval and the Manager can email the signed report and receipts to accounting@flynnmanagement.com.

If you are a District Manager, submit your report and receipts via pdf to accounting@flynnmanagement.com and the accounting department will submit your reports for approval.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

514 Visitors in the Workplace

Effective Date: 10/25/2002

To provide for the safety and security of employees and the facilities at FMC, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting the workplace and are prohibited from accompanying the employee while performing his or her assigned duties. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter FMC at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on FMC's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

516 Computer and Email Usage

Effective Date: 9/1/1998

Computers, computer files, the e-mail system, and software furnished to employees are FMC property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

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FMC strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, FMC prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Employees should notify their immediate supervisor, the Director of Property Management, the President or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Effective Date: 9/1/1998

Internet access to global electronic information resources on the World Wide Web is provided by FMC to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of FMC and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of FMC. As such, FMC reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an

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employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by FMC in violation of law or FMC policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- * Sending or posting discriminatory, harassing, or threatening messages or images
- * Using the organization's time and resources for personal gain
- * Stealing, using, or disclosing someone else's code or password without authorization
- * Copying, pirating, or downloading software and electronic files without permission
- * Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- * Violating copyright law
- * Failing to observe licensing agreements
- * Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- * Sending or posting messages or material that could damage the organization's image or reputation
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Attempting to break into the computer system of another organization or person
- * Refusing to cooperate with a security investigation
- * Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Jeopardizing the security of the organization's electronic communications systems
- * Sending or posting messages that disparage another organization's products or services
- * Passing off personal views as representing those of the organization
- * Sending anonymous e-mail messages
- * Engaging in any other illegal activities

518 Workplace Monitoring

Effective Date: 9/1/1998

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

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Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of FMC as well as their satisfaction with our service.

Computers furnished to employees are the property of FMC. As such, computer usage and files may be monitored or accessed.

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

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

520 Telecommuting

Effective Date: 9/1/1998

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that FMC may offer to some employees when it would benefit both the organization and the employee.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit FMC and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the organization.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).

The employee's at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

The employee should not undertake to provide primary care for anyone during at-home working hours. If anyone requiring primary care will be home during the employee's at-home working hours, some other individual should be present to provide primary care. However, anyone is ill, the employee may, on a temporary basis, provide primary care for that individual subject to approval of the employee's supervisor.

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Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, FMC has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

522 Workplace Violence Prevention

Effective Date: 9/1/1998

FMC is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, FMC has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of FMC without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

FMC will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, FMC may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

FMC encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the DPM before the situation escalates into

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potential violence. FMC is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

582 Office Keys and Master Key

Effective Date 3/28/2003

The Site Manager is responsible for all property keys at all times, if keys are missing you must notify your district/area manager immediately.

The master keys are to be kept in a cabinet, which is locked at all times. The locked key cabinet is to be kept in a closet, which is locked at all times. The master key is never to be given to any vendor or unauthorized person. The master key is never to leave the property. When not in use, the master key is to be kept in the locked key cabinet.