

# **TEMPORARY EMPLOYEE HANDBOOK**

**Renoir Staffing LLC**

*“The Fine Art of Real Estate Staffing”*



# Welcome!

Dear Candidate,

Welcome to Renoir Staffing LLC (Renoir) a staffing company that specializes in Real Estate Management Placements, with three offices to serve you in Oakland, Sacramento, and San Jose.

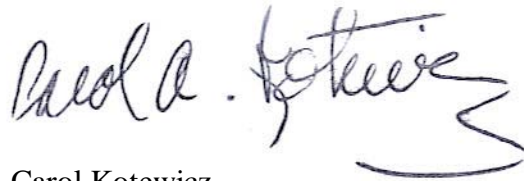
We are delighted you have taken the time to learn more about how Renoir can help you build your career. Once you have completed the hiring process with us, we consider you to be a part of the Renoir family because a candidate today is a customer tomorrow and then a candidate again in the future. Our goal here at Renoir is to achieve what we have used as our tag line:

*“The Fine Art of Real Estate Staffing”*

You will find that a partnership with Renoir, such as the one you have started today, will open up some exciting career opportunities for you in the future.

So stick with the process and stay close to us as your life unfolds and let's see if we can share in, and be proud of, the successes that come with working as a team for the enhancement of your career!!

Sincerely,

A handwritten signature in cursive script that reads "Carol A. Kotewicz". The signature is written in dark ink and has a stylized, flowing appearance with a long horizontal stroke at the end.

Carol Kotewicz  
Founder

## **Renoir Staffing LLC Locations**

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(510) 836-2220 \* (510) 836-0352 Fax

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# **THE APPLICATION PROCESS**

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## **Resume**

All candidates shall have on file with Renoir Staffing LLC (Renoir) a current resume that includes past employment history as well as duties, accomplishments, titles and areas of expertise. Every resume shall contain all certificates, licenses and professional designations held by the candidate. Professional looking resumes more effectively communicate your talents to a hiring authority.

## **Employee Application**

All candidates must fill out the standard Renoir application form. Completed applications are used to accurately document your employment and educational history.

## **W-4 Form**

All candidates for employment shall fill out a current W-4 form so that Renoir can withhold the correct federal income tax from your pay.

## **I-9 Proof of Citizenship or Legal Resident Alien Status**

Renoir complies with the Immigration Reform and Control Act, and accordingly requires all candidates to provide verification of authorization to work in the U.S. before Renoir is able to place you on an assignment. Examples of acceptable identification include: Driver's License, Government issued I.D. card, Social Security Card, birth certificate, U.S. Passport or Permanent Resident Card. (See I-9 form for complete list of acceptable forms of identification.)

## **Consent for Background Search Form**

All candidates must sign and date a consent form giving Renoir permission to conduct a background search prior to employment. Renoir is free to hire a service of our choosing to conduct this search. The candidate will not be charged for this service. The candidate and/or employee must have and maintain a background screening clear of any criminal convictions, including but not limited to felony and misdemeanor convictions, in order to be employed by Renoir.

## **Drug Testing**

Renoir is committed to providing a safe, efficient and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, candidates may be asked to provide body substance samples (such as urine and/or blood) to determine the presence of illicit or illegal drugs or alcohol. Renoir will require a drug screen test whenever an on the job accident or injury occurs, according to Renoir company Substance Abuse policy. In addition, some Renoir clients require that all candidates be administered and pass a drug test before being placed at their job site. See Appendix C for complete Renoir Substance Abuse Policy.

## **Reference Forms**

Renoir requires each candidate to provide two professional references from past employment supervisors. Candidates will be provided forms to complete with professional references contact information including their name, address, zip code and phone number. A candidate's application will not be processed until valid references have been provided and contacted.

## **Wage Notification Form**

Every candidate will sign a wage notification form listing a range of potential wages that may be earned on future jobs. There are many factors that influence how a wage is calculated for a specific job. These factors include, but are not limited to:

- Skill set required by client
- Number of years experience required by client for a specific job title
- Rates a given client is able or willing to pay
- Assignment length
- Availability within our labor pool to fill a given position
- The ability to be competitive within the market place for our services
- Evaluation forms submitted by our clients on an employee's past performance

## **Skills Assessment**

Renoir provides each candidate with a skills checklist in order to better assess your ability to perform designated jobs. In addition, Renoir requires each candidate to test for stated skills. Office skill tests are computerized; Maintenance and Property Management skills tests are hand written. All tests will be administered and scored prior to employment to ensure an appropriate job placement.

## **Job Duty Exclusion List**

All employees are required to sign the Job Duty Exclusion List which lists job duties temporary employees are restricted from performing while on assignment.

## **Staff Interview of Candidate**

All candidates are required to complete an in person interview with a Renoir recruiter in order to be placed by Renoir on assignment.

# TIPS FOR TEMPS

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## Payroll

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### Timesheet Instructions

It is your responsibility to submit an accurately completed time sheet via eConnect, Renoir online timesheet system

- Timesheets are due to your branch office by **end of business on Friday**.
- Check your paycheck envelope for important payroll schedule changes.
- See Appendix E for additional Employee Payroll Policies.
- See Appendix F for instructions on accessing eConnect.

### Overtime Issues

Your **recruiter** must approve all overtime requests **before** the overtime occurs. Overtime will not be paid unless your assigned recruiter and property supervisor have given you authorization to work.

### Meal & Rest Breaks

Federal law requires that an employee who works a six (6) hour work day take a minimum thirty (30) minute (maximum 1 hour) unpaid lunch within the first five hours of work. Note the time taken accurately on your timesheet. You may not waive your meal break if you work over six (6) hours in a day. A ten (10) minute paid rest break must be taken during every four (4) hours worked.

### Payday Schedule

All paychecks are mailed from our Administrative office in Oakland on Thursday evening. Renoir has a strict policy of not allowing any checks to be picked up in the office. Schedule is subject to change, due to holidays. Renoir provides direct deposit services and encourages its employees to sign up for this program for quick and efficient deposit of pay.

### Holiday Pay

Due to client demand, your recruiter may request that you work on a federally recognized holiday. In the event you are asked to work on a holiday, discuss pay rates and schedules with your recruiter directly.

### Absences / Tardiness

When an absence or tardy occurs, communicating with your recruiter and the supervisor at your property is of the utmost importance. An absence or tardy must be reported to your recruiter and supervisor as soon as possible. Excessive and repeated absences and tardiness are grounds for possible termination of assignment.

### Benefits

Employees are eligible for benefits after completing 1000 hours of consecutive work within a six (6) month period. An employee will need to work 38 to 40 hours each week to meet this eligibility. Please check with your assigned recruiter regarding your eligibility. Renoir currently offers the following benefits: medical, dental, vision, long term care, paid holidays, and vacation

accrual of 5 days per year. Once eligibility has been reached the employee must continue working at least 32 hours/ weekly to maintain eligibility.

### **Unemployment Insurance**

You may be eligible for unemployment while you work for a temporary agency as long as you follow the relevant California Employment Development Department (EDD) guideline. When your assignment ends you may register for benefits. You may not receive these, however, if you voluntarily quit or refuse an assignment offered by Renoir.

### **Stop-Payment of Paycheck**

There may be a situation where you require a stop-payment of your paycheck due to inaccurate data in our database or problems with mail service. Be advised that your FIRST request for a payroll check stop-payment is free of charge. Any subsequent requests will be charged \$25 per stop-payment request, which will be deducted from the replacement check. Stop-payment requests can not be made before your home mail delivery on the Tuesday following the payday. If you would like to request a stop-payment of a paycheck you must contact your Recruiter and ask for a "Payroll Check Stop Payment Request" form. The form must be completed and returned to Renoir. A new check will be issued within 48 hours of receipt of the completed request form.

## **Before Beginning An Assignment**

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### **Directions**

Renoir employees will be provided accurate directions of the property to which they are assigned by your recruiter. Check arrival times and other pertinent information contained in the job assignment with your recruiter.

### **Orientation**

Renoir provides an orientation video for all new employees to view, which includes details about general safety rules and general policies and procedures.

### **Job Cancellations**

As an employee of Renoir, you are expected to represent the company in a professional manner. If you are unable to complete an assignment, call your recruiter immediately so other arrangements can be made. When necessary, leave a voice message for your recruiter regarding your availability.

There are times when a client's need changes, and we may need to reassign you. Do not take this personally. This is the nature of temporary work. Your recruiter will promptly notify you whenever this occurs.

### **When Do I Get To Go To Work?**

We will send you to work as soon as we have completed your background and reference checks and we have obtained a job order that requires your skills. In order to go to work, all paper work mentioned in the application and orientation process must be completed.

### **Availability Notification**

Your Renoir Recruiter will do everything possible to find a suitable assignment for you. However, it is your responsibility to contact your recruiter when you are available to accept an assignment.

## Onsite Policies

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### Injury While on Jobsite/Workers Compensation Insurance

If you are injured while on a Renoir jobsite, contact your Recruiter immediately by calling **1-800-573-6647** so that Renoir can ensure your safety and manage any necessary medical care efficiently. All temporary employees on active assignments with Renoir are covered by Workers Compensation Insurance. Your Recruiter will arrange for you to be taken to a designated Occupational Medical Facility for treatment. Renoir will require a drug screen test whenever an on the job accident or injury occurs, according to Renoir Substance Abuse policy.

### Shopping Reports

Renoir never conducts shopping reports on its employees. However, while you are assigned to a given property, the management company that oversees that property may have arranged for a scheduled shopping report to be done by a licensed and qualified person. This person may pose as a prospective customer and may rate you on your appearance, knowledge of the property, sales ability, manner in which you conducted your tour or how helpful you appeared during a telephone request for information about the property. The management company will forward reports on Renoir employees to Renoir, and your Recruiter will review such reports with you. Renoir views these reports as an opportunity to learn how you were perceived on the job. Questions concerning this report should be directed to your assigned recruiter. Please see Appendix G for an example of such a report.

### Telephone Protocol and Dialogue Sheet

Once you arrive at a job site, ask your site supervisor about their specific telephone protocol for the property. Each property uses a different scripted form for answering the phone. An example of standard telephone protocol can be found Appendix I of this handbook.

### Leasing Agent Checklist

Renoir has created a standard residential leasing and management checklist to help you prepare your answers to prospective tenant questions. Please feel free to make a copy of this form and use it at several of your job assignments so you become knowledgeable quickly and efficiently. This form can be found in Appendix J. A leasing handbook is also available from your recruiter for your reference.

### Client Property

You may be asked to carry property that belongs to the client (keys, tools, walkie-talkie, cell phone, etc.) while you are on the job to facilitate your job duties. If an employee is asked to carry property for the assignment the employee must let the recruiter know. **All property must be returned to management at the end of the business day and no Renoir employee is permitted to remove property from the jobsite or take property home overnight.**

### Handling of Cash and Money Orders

**Renoir employees are not allowed to handle cash or money orders at a property under any circumstances.** Violation of this policy is grounds for immediate termination.

## **Computer And Email Usage**

Computers, computer files, the email system, and software furnished to employees at a client location are the property of the client and are intended for business use only. Employees should not access personal files, access the internet, check email, install programs, or download files at any time on a client's computer.

## **Dress Code**

Renoir employees should discuss appropriate attire for each assignment with their recruiter. Generally, our customers appreciate a more corporate appearance for leasing agents and office personnel. Maintenance and Janitorial Staff should expect to wear coveralls or workpants and work shirt and be neat and clean in appearance.

## **Safety Plan Issues**

When you arrive at the job site, please ask your site supervisor to see the site's safety rules or a safety policy or plan (as per SB 198) and review these so you will be prepared in case of an emergency. Review Renoir General Safety Rules in Appendix D.

## **Phone Numbers**

For privacy reasons, do not give your home phone number to the clients; the on-site supervisor or company representative must go through Renoir to make any changes in the work schedule.

## **Personal Phone Calls from Work Site**

Use of the telephone at a client location for personal calls, including long-distance and toll calls is not permitted. Employees may be required to reimburse Renoir or the client for any charges resulting from their personal use of the telephone at a client location.

Use of personal cell phones during work hours is prohibited. Personal calls should be restricted to breaks, meal periods, or in an emergency, with the supervisor's permission.

## **Use of Mail System on Work Site**

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

## **Personal Emergencies**

If a personal emergency arises, please call your local branch office as listed at the beginning of this handbook.

## **Gossip**

As a representative of Renoir, we discourage your involvement with employee politics when you are assigned to a job site. Establish a professional relationship with your supervisor, other site employees, tenants and vendors. If you find yourself in an uncomfortable situation while on assignment contact your recruiter.

## **Business Ethics and Conduct**

Renoir expects its employees to act in the most ethical of manner while representing the company to a client. Acts of fraud, vandalism or theft (physical or identity) to a client or a client's tenants will not be tolerated under any circumstances. Any suspicion of these will be acted upon immediately including possible termination of employment and criminal prosecution.

Employees who violate these policies will be subject to disciplinary action, up to and including termination of employment. Additionally, employees will be responsible for the cost of repair to or replacement of any equipment which is damaged or lost by the employee.

**View Orientation and Safety Videos**

**You will be required to view a  
general orientation and safety videos.**

**You may also be required to  
participate in site safety meetings.**

# APPENDIX

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# **Appendix A**

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## **EEOC Policy**

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This is to advise all candidates and employees of Renoir that law and our industry's Standards of Ethical Practices absolutely prohibit discrimination against job applicants based upon race, color, creed, religion, national origin, sex, sexual preference, age, income level or physical handicap.

This firm will not tolerate violations of anti-discrimination laws. If you have any questions about this, or believe you have been treated unfairly, please speak immediately to the Renoir Human Resources Manager or President of Renoir.

## **Appendix B**

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### **Company Policy Against Discrimination and Harassment**

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Renoir Staffing LLC (Renoir) maintains a strict policy prohibiting harassment, discrimination or sexual harassment in the workplace made unlawful by federal, state or local law, including discrimination or harassment of a sexual, racial, ethnic or religious nature. This policy applies to all persons involved in the operations of Renoir and prohibits unlawful discrimination or harassment by any employee, whether committed by supervisory or non-supervisory personnel.

Discrimination and unwanted or unwelcome harassment includes:

- (1) Degrading remarks, jokes, tricks, insults or gestures;
- (2) Displaying or passing around objects or pictures offensive, for example, to racial, ethnic or religious groups, and
- (3) Any conduct which has the purpose or effect of substantially interfering with a person's work performance or of creating an intimidating, hostile or offensive work environment.

It is a violation of our sexual harassment policy for a supervisor or manager to insinuate, threaten or imply in any way that an employee's submission to, or rejection of, sexual advances will in any way influence any personnel decision regarding that employee's employment, evaluation, wages, advancement, assigned duties, shifts or any other aspect of employment or career development.

Other sexually harassing conduct in the work place that may create an offensive work environment is also prohibited, whether it be in the form of physical or verbal harassment, and regardless of whether committed by supervisory or non-supervisory personnel. This includes, but is not limited to, repeated offensive or unwelcome sexual comments, flirtations, advances or propositions; continual or repeated verbal abuse or degrading remarks of a sexual nature; graphic verbal commentaries about an individual's body; touching, patting, pinching, hugging or repeated brush against another employee's body and the display or passing around the work place of sexually suggestive or offensive objects or pictures. Such conduct should be reported immediately to the Recruiter who has assigned the job or the Human Resources Director at the client location.

While it is not the purpose of this policy to regulate an employee's personal morality, discrimination or harassment in the work place by an employee is an act of misconduct and grounds for disciplinary actions, up to and including dismissal and may lead to personal, legal and financial liability.

We expect you to accomplish your work in a business like manner and to respect the dignity and well being of your fellow employees. Any discrimination against or harassment of our employees, whether by a manager, co-workers or third parties over whom we have control, will not be tolerated and will be dealt with severely. Any employee who has committed acts which are found to be harassment will be subject to disciplinary action, up to and including dismissal.

# Appendix C

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## Substance Abuse Policy

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It is the purpose of Renoir Staffing LLC (Renoir) to help provide a drug free environment for our clients and our employees. With this goal and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees of Renoir:

Renoir explicitly prohibits:

The use, possession, solicitation for or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on company or customer premises or while performing an assignment.

Being impaired or under the influence of legal or illegal drugs or alcohol off the company or customer premises that adversely affects the employee's work performance, his or her own or other's safety at the workplace, or the employer's reputation.

Renoir may drug test using Substance Abuse & Mental Health Services Administration (S.A.M.H.S.A.) ([www.samhsa.gov](http://www.samhsa.gov)) standards by three methods:

- Pre-Employment:* As may be required by client.
- Randomly:* A random selection of some employees for testing will be done unannounced.
- For Cause:* When it is the company's belief that a drug problem exists (such as evidence of drugs, accidents, injuries in the workplace fights or other behavioral symptoms of drug abuse, negative performance patterns, excessive absenteeism or tardiness) for-cause testing will be utilized.

**Employees of Renoir who refuse to submit to drug testing, test positive or admit to substance abuse will be subject to termination.**

Also employees of Renoir who test positive or admit to substance abuse will be referred to local public agencies that provide rehabilitation and counseling services.

The results of all drug testing will be treated confidentially, and for no purpose other than for Renoir to make employment related decisions.

# Appendix D

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## General Safety Rules

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Renoir Staffing LLC has developed these safety rules patterned after the Federal OSHA requirements. Read and become familiar with these rules, and other safety rules that apply to your job.

1. Report an injury to your employer/supervisor and your Renoir recruiter immediately.
2. Report any observed unsafe condition to your employer/supervisor.
3. Horseplay is prohibited at all times.
4. The drinking of alcoholic beverages is not permitted on the job. Any employee discovered under the influence of alcohol or drugs will not be permitted to work.
5. If you do not have current First Aid Training, do not move or treat an injured person unless there is an immediate peril, such as profuse bleeding or stoppage of breathing.
6. Appropriate clothing and footwear must be worn on the job at all times.
7. Where there exists the hazard of falling objects, an approved hard hat must be worn.
8. You should not perform any task unless you are trained to do so and are aware of the hazards associated with that task.
9. You may be assigned certain personal protective safety equipment. This equipment should be available for use on the job, be maintained in good condition, and worn when required.
10. Learn safe work practices. When in doubt about performing a task safely, contact your supervisor for instruction and training.
11. The riding of a hoist hook, or on other equipment not designed for such purposes, is prohibited at all times.
12. Never remove or by-pass safety devices.
13. Do not approach operating machinery from the blind side; let the operator see you.
14. Learn where fire extinguishers and first aid kits are located.
15. Maintain a general condition of good housekeeping in all work areas at all times.
16. Obey all traffic regulations when operating vehicles on public highways.
17. When operating or riding in company vehicles or using your personal vehicle for business purposes, the vehicle's seatbelt shall be worn.
18. Be alert to hazards that could affect you and your co-employees.
19. Obey safety signs and tags.
20. Always perform your assigned task in a safe and proper manner; do not take shortcuts. The taking of shortcuts and the ignoring of established safety rules is a leading cause of employee injury.

# Appendix E

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## Employee Payroll Policies

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Renoir Staffing LLC (Renoir) employees, in order to qualify to work with Renoir, must have the following completed and in their respective employee file:

- Application for work
- W-4
- I-9
- Resumes
- Two (2) professional references
- Employee Background Search Release form

Paydays occur as these intervals: once a week on Fridays. There are no advances against paychecks. No interim checks between paydays will be issued. Checks are mailed from the Administrative offices in Oakland; no one, under any circumstances, can pick up a check in person.

Timesheets must be submitted electronically through eConnect by **end of business on Friday**.

Timesheets **must** be approved by an authorized employee of the client firm; incorrect timesheets will be rejected and the employee will be responsible for promptly submitting a corrected timesheet.

Your recruiter must approve overtime **before** the overtime occurs. Overtime will not be paid unless your assigned recruiter **and** the property supervisor have given you authorization to work.

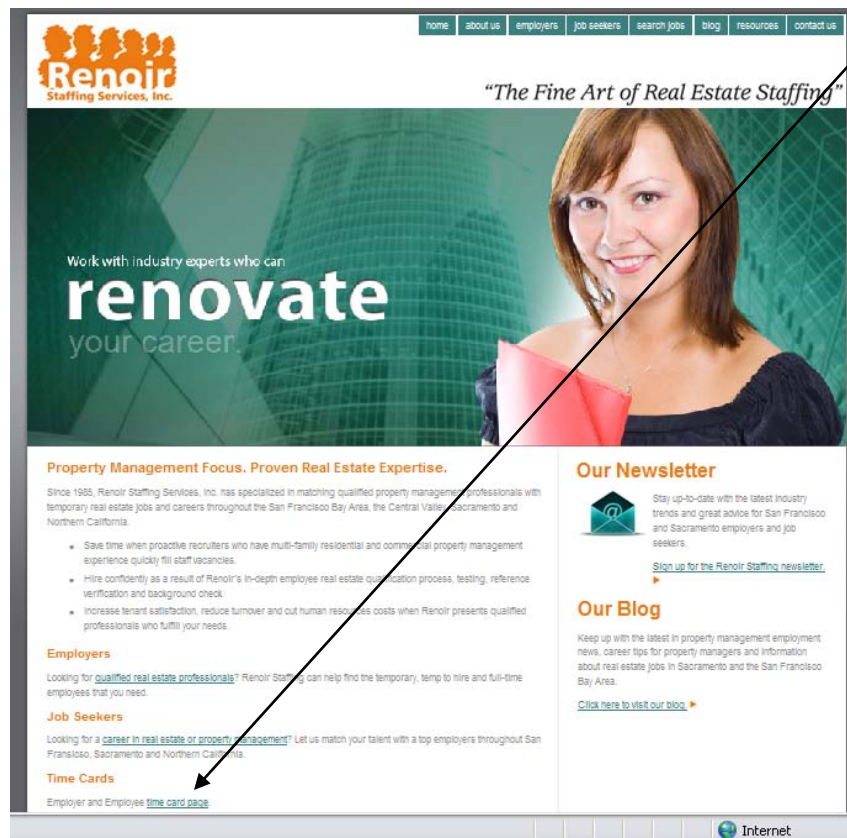
Forged or altered time sheets will not be accepted and could result in appropriate legal proceedings, including termination.

# Appendix F

## eConnect Timecard Employee's Guide

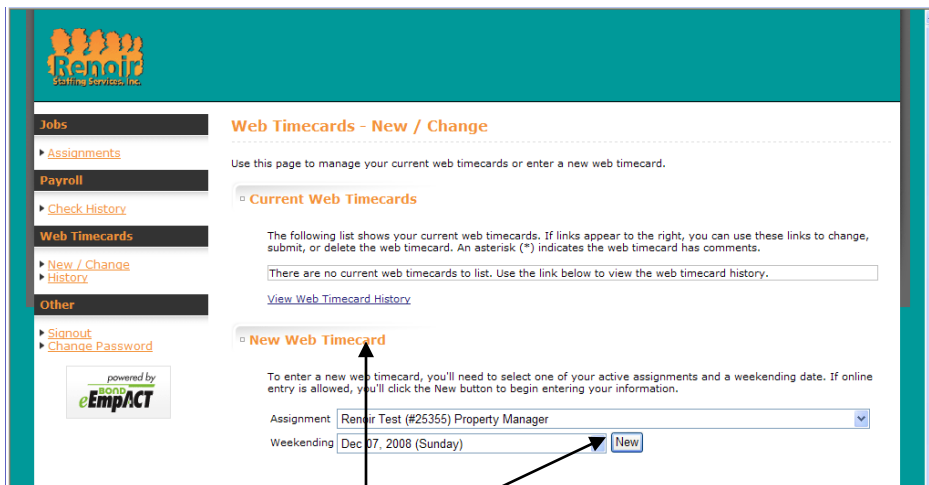
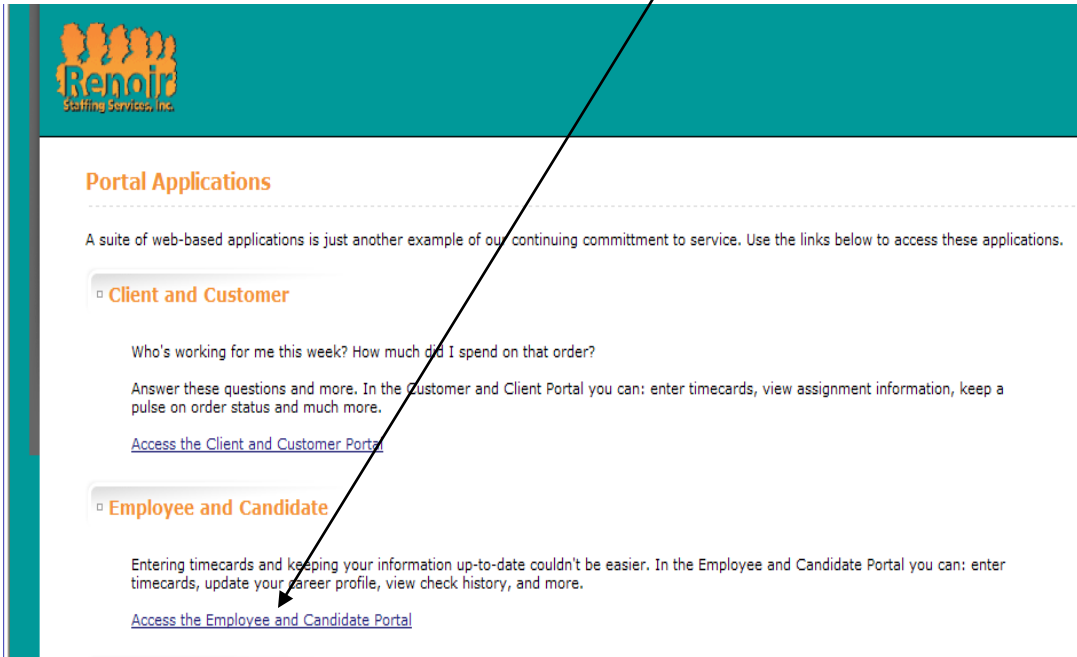
To register for the eConnect system, contact your Recruiter to receive a registration number via email.

To access the eConnect Timecard System, go to [www.renoirstaffing.com](http://www.renoirstaffing.com) and click on timecards.



In the Portal Applications page, click on Access the Employee and Candidate Portal

- Log into eConnect with your Login ID and password.
- After logging in, the following window will be displayed:



### Creating a new timecard

- Under the heading “New Web Timecard” are two drop down menus: “Assignment” and “Weekending.”
- Select the appropriate assignment and weekending date from the drop-down list and press “New.”

**Weekly Webtimecard**

**Customer Information**

Customer Name	Personnel
Customer Name	Personnel
Address	11111 Street Ave
City	Dallas, TX 75210
Business	Personnel
Assignment ID	12345

**Employee Information**

Employee Name	John Doe
Start Date	11/1/2008
Start Time	8:00 AM
End Time	5:00 PM
Meal Break	15 min
Rest Break	15 min
Meal Break Comment	
Rest Break Comment	

Repeat (Monday to Tuesday through Friday)

Monday, December 01, 2008  
 Tuesday, December 02, 2008  
 Wednesday, December 03, 2008  
 Thursday, December 04, 2008  
 Friday, December 05, 2008  
 Saturday, December 06, 2008  
 Sunday, December 07, 2008

Comment (Specific to this web timecard)

I CERTIFY THAT THE HOURS AND DAYS SHOWN ON THIS SHEET ARE CORRECT AND WERE WORKED BY ME. I CERTIFY THAT I HAVE RECEIVED ALL MY MEAL BREAKS AND REST BREAKS EVERY DAY I WORKED THIS WEEK, UNLESS NOTED OTHERWISE. I ALSO CERTIFY THAT I SUSTAINED NO ACCIDENT OR INJURY WHILE ON THE ASSIGNMENT UNLESS SO NOTED IN THE COMMENT SECTION.

[Save] [Save and Submit] [Cancel]

- Enter your daily begin time, the beginning and end of your meal break (if applicable), and the daily end time for each day worked.
- You can add a comment to your timecard. Doing so will send an email containing the comment to your Recruiter and will be displayed on the Timecard Details for your Assignment Supervisor and Recruiter when they access the timecard to approve or reject it.
- Review the certification below the comment section before submitting your timecard for approval.
- Once you have entered your time you will have the option to “Save and Submit” your timecard or “Save” your timecard without submitting it. If you

choose to save but not submit your timecard you may access it later under the “Recent Timecards” section of the “Web Timecards New/Change” page.

Comment (Specific to this web timecard)

I stayed late on Tuesday at the manager's request.

I CERTIFY THAT THE HOURS AND DAYS SHOWN ON THIS SHEET ARE CORRECT AND WERE WORKED BY ME. I CERTIFY THAT I HAVE RECEIVED ALL MY MEAL BREAKS AND REST BREAKS EVERY DAY I WORKED THIS WEEK, UNLESS NOTED OTHERWISE. I ALSO CERTIFY THAT I SUSTAINED NO ACCIDENT OR INJURY WHILE ON THE ASSIGNMENT UNLESS SO NOTED IN THE COMMENT SECTION.

[Save] [Save and Submit] [Cancel]

- Upon submitting your timecard you will receive an email from your Recruiter with the confirmation number as well as the timecard number.

*Talk to your Recruiter to find out what other valuable information can be accessed through eConnect!*

# Appendix G

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## Job Duty Exclusion List

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The following areas of work are excluded from Renoir Staffing LLC (Renoir) employees approved work list due to safety concerns.

Employees of Renoir:

1. May not perform any roofing work or inspect or repair any roof.
2. May not use his or her own vehicle for the client's purposes.
3. May not work on air conditioning unit or HVAC systems.
4. May not work on or in electrical panels, boxes, and breaker boxes, sub panels or junction boxes.
5. May not repair elevators or any of their equipment.
6. May not repair or work on fire extinguishers, fire alarm systems or burglar systems.
7. May not work on large plate glass window repairs.
8. May not handle or work with dangerous or toxic chemicals.
9. May not remove, work, touch or handle any asbestos issue on a complex including, but not limited to, insulation, floor covering, ceiling covering and so on.
10. May not work on pool equipment.
11. May not repair overhead doors or doors that automatically open.

If any Renoir employee is unclear or has questions about a particular job, they are directed to call their recruiter or the Oakland main office before proceeding.

# Appendix H

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## Sample Shopping Report (For Residential employees)

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This is an example of a “shopper” report. Pay close attention, your performance will be judged by the customer on these issues.

Property Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Personnel Contacted: \_\_\_\_\_ Shopped By: \_\_\_\_\_

**YES**

**NO**

**PROFILE OF THE CALL**

- |       |       |   |
|-------|-------|---|
| _____ | _____ | Was this your first attempt to make telephone contact with the property? If NO, how many previous attempts were made? |
| _____ | _____ | Was the call answered promptly and in a professional manner (i.e., state name of property and your name)?             |
| _____ | _____ | Did the staff member’s tone of voice sound friendly and enthusiastic?   |
| _____ | _____ | Did the staff member take control of the conversation immediately by asking one or more questions?                    |
| _____ | _____ | Were you asked what was most important to you in selecting your new home?   |
| _____ | _____ | Were you asked what price range you were looking for or if the prices quoted were within your price range?            |
| _____ | _____ | Were your questions answered clearly and concisely?   |
| _____ | _____ | Was any attempt made to benefit sell?   |
| _____ | _____ | Were any special discounts or other move-in concessions mentioned?  |
| _____ | _____ | Were you invited to visit the property?   |
| _____ | _____ | Was pertinent information offered to you such as directions to the property and office hours?                         |
| _____ | _____ | Were you asked for your name and/or telephone number?   |
| _____ | _____ | Were you asked how you heard about the property?  |
| _____ | _____ | Was courtesy and professionalism used throughout the call?  |

# Appendix I

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## Sample Telephone Protocol (For Residential Employees)

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<b>Greeting</b>	Good Morning/afternoon! Thank you for calling (name of building) _____. This is (your name) _____ may I help you?
<b>Assess Needs</b>	I will be happy to provide you with that information, and your name is (prospect's name) _____? Hi, (prospect's name) _____, what type of home/apartment are you interested in? How soon will you need your new home/apartment? Do you have a price range in mind? Will it be for yourself or are others included?
<b>First Close</b>	We have an apartment unit that meets your requirements available at the time you mentioned and I would like to invite you to come by to see the unit; when would be a convenient time for you? (prospect's name) _____, could I get your phone number in case we need to get in contact with each other?
<b>Second Close</b>	(prospect's name) _____, once again, my name is (your name) _____ and I am looking forward to meeting you on (date and time agreed upon) _____. Are there any questions I can answer for you at this time? Thank you for calling

# Appendix J

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## Residential Leasing/Management Checklist (For Property Managers)

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When a Renoir temporary arrives on site, you can help orient them with the property and the procedures they are to follow. Use this checklist to help provide as much information as possible to the candidate.

### APARTMENT INFORMATION

- |   |                          |
|---|--------------------------|
| <input type="checkbox"/> Rent (specific or a range)                                     | Manager: _____           |
| <input type="checkbox"/> Basis for the rent (upstairs vs. downstairs, or amenities)     | Assistant: _____         |
| <input type="checkbox"/> Application fee (singles or couples)                           | Maint. Supervisor: _____ |
| <input type="checkbox"/> Security deposit   | Leasing Agent: _____     |
| <input type="checkbox"/> Pet policy and deposit   | Phone: _____             |
| <input type="checkbox"/> Specials being offered currently                               | Fax: _____               |
| <input type="checkbox"/> Amenities of apartments  |                          |
| <input type="checkbox"/> Age of complex   |                          |
| <input type="checkbox"/> Corporate apartment programs                                   |                          |
| <input type="checkbox"/> Rental policy – leases, month-to-month, how long is the lease? |                          |
| <input type="checkbox"/> Location of models   |                          |
| <input type="checkbox"/> Policy for showing vacant apartments                           |                          |
| <input type="checkbox"/> Locations for apartments ready to rent (map?)                  |                          |
| <input type="checkbox"/> Is initial walk-through OK?                                    |                          |
| <input type="checkbox"/> Traffic log  |                          |
| <input type="checkbox"/> Guest cards  |                          |
| <input type="checkbox"/> Keys   |                          |
| <input type="checkbox"/> Radios   |                          |

### PROCEDURES

- Accepting deposit to hold
  - Check or money order
  - Payee only
  - Receipts
  - Prorates
  - Length of hold
- Scheduled move-ins for today
  - Papers to be completed
  - Keys
  - Money to be collected
  - Welcome package/procedures
- Scheduled move-outs for today
  - Papers to be completed
  - Keys expected
  - Disposition of deposit
  - Move-out inspections report

### MAINTENANCE

- Maintenance requests
- Schedule repairs from outside
  - Forms/procedures
  - Vendors

# Appendix K

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## Orientation Attendance

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I have attended a Renoir Staffing LLC Orientation and understand and agree to the policies and rules presented and discussed. These include, but are not limited, to:

- EEOC Policy
- Anti-Harassment Policies
- Timesheet/Payroll Policies
- Overtime Policies
- Safety Policies
- Site Key Policies
- Cash Handling Policies

**DATE:** \_\_\_\_\_

**OFFICE LOCATION:** \_\_\_\_\_

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

# Appendix L

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## Certificate of Acknowledgement of Receipt of the Employment Handbook and Review of Renoir Staffing LLC’s General Policies and Procedures

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This certificate acknowledges that I received a copy of the Temporary Employment Handbook, which supersedes all prior personnel handbooks or Renoir Staffing LLC’s (Renoir) employment policies. This certificate also acknowledges that I have reviewed the general policies and procedures required by Renoir with a Renoir employee. I understand that the employee handbook contains important information about Renoir’s general personnel policies, benefits and provisions that control my employment relationship with Renoir.

I hereby acknowledge that I have been advised that Renoir is a Tribally-owned staffing company, governed and managed according to applicable Tribal policies and procedures of the Blue Lake Rancheria Tribe, a federally recognized Native American Tribe. I further acknowledge that Renoir is my employer with overall responsibility for my employment relationship and terms of employment, including the sole right to direct my work activities by determining job assignment and employment termination. Renoir also has sole responsibility for all payroll, worker’s compensation coverage and unemployment compensation matters. Notwithstanding Renoir’s rights and responsibilities, I agree to follow the instructions of worksite supervisors regarding the performance of tasks for the worksite company.

As an employee of Renoir, I consent to the exclusive jurisdiction of the Tribe’s Dispute Resolution Process (DRP), these handbook rules and the Tribal Court for any and all disputes in connection with my employment with Renoir. I also consent to the application of the Tribe’s law, both substantive and procedural regard any and all proceedings, matters and things relating to my employment relationship with Renoir.

I understand that this handbook is not an expressed or implied contract for a specific period of employment and does not form continuing or long-term employment between Renoir and me. It is, however, the final and complete understanding between us regarding my “at-will” employment status. This means that I am free to end my employment at any time, for any reason, with or without cause, and Renoir retains the same right. I also understand that no amendment or exception to our at-will policy can be made at any time, for any reason, except in writing by the Human Resource Manager or President of Renoir.

I acknowledge that Renoir reserves the right to change any provision in this handbook at any time for any reason without advance notice. Though Renoir can make changes, I understand that nothing in this Handbook can be modified or deleted, nor can anything be added in any way by oral statements or practice. Only Renoir can change this Temporary Employment Handbook, and the change must be in writing. If Renoir makes any material changes, they will give me a copy of the changes.

.....

A copy of this form will be presented to you for your signature

# Appendix M

## Occupational Medical Facilities

<b>East Bay Locations:</b>			
US Health Works	2850 Seventh St. Ste. 100	Berkeley, CA 94710	510-845-5170
Muir Diablo Occupational Medicine	2231 Galaxy Court	Concord, CA 94520	925-685-7744
US Health Works	7817 Oakport St.	Oakland, CA 94621	510-638-0701
Concentra Medical Center	384 Embarcadero West	Oakland, CA 94607	510-465-9565
Northbay Healthcare	1101 B. Gale Wilson Blvd. Ste 203	Fairfield, CA 94533	707-429-7701
Concentra Medical Center	2970 Hilltop Mall Rd. Ste. 203	Richmond, CA 94806	510-222-8000
Northbay Healthcare	1010 Nut Tree Road Ste. 100	Vacaville, CA 95687	707-446-5735
US Health Works	15035 E.14th St.	San Leandro, CA 94578	510-614-3700
Concentra Medical Center	2587 Merced Street	San Leandro, CA 94577	510-351-3553
US Health Works	33560 Alvarado Niles Rd.	Union City, CA 94587	510-489-8700
Muir Diablo Occupational Medicine	1981 N. Broadway Ste. 190	Walnut Creek, CA 94596	925-932-7715
<b>Tri-Valley Locations</b>			
ValleyCare Medical Center	5565 W. Las Positas Blvd, Ste 150	Pleasanton, CA	925-416-3562
ValleyCare Medical Plaza at Livermore	1133 E. Stanley Blvd.	Livermore, CA	925-373-4162
ValleyCare Medical Plaza at Tracy	652 W. 11 <sup>th</sup> Street	Tracy, CA	209-832-6950
<b>North Bay Locations:</b>			
Occupational Medical Facility	1436 Professional Drive Ste. 302	Petaluma, CA 94952	707-765-1111
Concentra Medical Center	110 Sutter Street, 3rd Floor	San Francisco, CA 94104	415-781-7077
Concentra Medical Center	728 20th Street	San Francisco, CA 94107	415-648-9501
Concentra Medical Plaza	95 Montgomery Drive Ste 110	Santa Rosa, CA 95404	707-576-7300
<b>South Bay Locations:</b>			
Occupational Medical Facility	6800 Soquel Avenue	Aptos, CA 95003	831-662-3611
Occupational Medical Facility	453 Canyon Del Rey	Del Rey Oaks, CA 93940	831-392-1790
Occupational Medical Facility	634 Walnut Avenue	Greenfield, CA 93927	831-674-5066
Occupational Medical Facility	3130 Del Monte Boulevard	Marina, CA 93933	831-883-3330
US Health Works	1717 South Main Street	Milpitas, CA 95035	408-957-5700
Occupational Medical Facility	501 Lighthouse Avenue	Monterey, CA 93940	831-649-0770
Occupational Medical Facility	2260 North Fremont Street	Monterey, CA 93940	831-372-6700
Occupational Medical Facility	1212 South Main Street	Salinas, CA 93901	831-422-7777
Occupational Medical Facility	1137 North Main Street	Salinas, CA 93906	831-757-1110
US Health Works	1893 Monterey Rd. Ste. 200	San Jose, CA 95112	408-288-3800
US Health Works	988 Walsh Avenue	Santa Clara, CA 95050	408-988-6868
US Health Works	1195 East Arques Ave.	Sunnyvale, CA 94085	408-773-9000
Occupational Medical Facility	1505 Main Street	Watsonville, CA 95076	831-722-1444
<b>Central Valley Locations:</b>			
US Health Works	1524 McHenry Avenue Ste 500	Modesto, CA 95350	209-575-5801
US Health Works	2101 Tenaya Drive	Modesto, CA 95354	209-527-0080
US Health Works	3663 E. Arch Road Ste 400	Stockton, CA 95215	209-943-2202
<b>Sacramento Locations:</b>			
US Health Works	9261 Folsom Blvd. Ste. 200	Sacramento, CA 95826	916-364-1733
US Health Works	2305 Sunset Blvd.	Rocklin, CA 95765	916-451-4580
US Health Works	4700 Northgate Blvd. Ste. 100	Sacramento, CA 95834	916-929-6161
US Health Works	3680 Industrial Blvd. Ste. 550-H	West Sacramento, CA 95691	916-373-1555



