



# Personnel Policy Manual

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# Personnel Policy Manual

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## **INTRODUCTION**

### **010 Employee Welcome Message**

Effective Date: 4/1/2010

Revised: 1/1/2011

Welcome to Renoir Staffing LLC (Renoir).

We believe that each employee contributes directly to Renoir's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible for it will answer many questions about employment with Renoir.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Renoir Staffing LLC Management Team

## 020 Organization Description

Effective Date: 4/1/2010

Revised: 8/15/2011

### I. Goods Produced and/or Services Provided

Renoir provides temporary staffing and career search services for the Real Estate Property Management industry for both residential and commercial customers.

### II. Facilities and Locations

The corporate office is located in Oakland, California with branch offices located throughout California and Arizona

### III. The History of Renoir

Renoir was started in 1985 by Founder Carol Kotewicz Dencker after concluding a successful career for several years working as a property supervisor for several firms in the San Francisco Bay Area.

Renoir serviced only the residential market until 1995 when placement services for the commercial market were first offered.

In 1995 Renoir also opened its first branch office the Sacramento area.

In 2010, Renoir was purchased by Blue Lake Rancheria Economic Development Corp (BLREDCO). With a focus on expansion, Renoir opened branches in Southern California and Phoenix, AZ.

### IV. Organizational Structure

See organizational chart

Renoir is a corporation and functions with a President, Manager of Staffing Services and Director of Corporate Affairs. All accounting functions are handled in the corporate office.

### V. Management Philosophy

#### Vision Statement

"To Be the Jewel Box of Real Estate Management staffing with all the delights that come with opening the lid and gazing into a chest of great purpose and value."

#### Mission Statement

Renoir Staffing LLC is committed to providing the most qualified staff for temporary and direct hire positions within the real estate market. With the goal to serve as consultants to our clients, we facilitate the success of businesses to operate at an optimum level of productivity and efficiency. Renoir Staffing is the source for providing Property Management Professionals employment opportunities that stimulate the growth of their careers. Since 1985, Renoir Staffing has enhanced our area of expertise and geographical presence to meet the challenges of the ever evolving Real Estate and Property Management industry.

### **030 Introductory Statement**

Effective Date: 4/1/2010

This handbook is designed to acquaint employees with Renoir and provide information about working conditions, employee benefits, and some of the policies affecting your employment. Please read, understand, and comply with all provisions of the handbook. It describes many of the responsibilities as an employee and outlines the programs developed by Renoir to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As Renoir continues to grow, the need may arise and Renoir reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time, as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting an employee or Renoir to end the relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

This handbook is the property of Renoir and no part of it may be used, changed, altered, published or copied without specific written permission from the Director of Corporate Affairs. Upon completion of employment at Renoir this book is to be returned to Renoir.

## **040 Customer Relations**

Effective Date: 4/1/2010

Customers are among our organization's most valuable assets. Every employee represents Renoir to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention given to customers.

Renoir will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to the employee's immediate supervisor, Manager of Staffing Services, or Director of Corporate Affairs for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of Renoir. Positive customer relations not only enhance the public's perception or image of Renoir, but also pay off in greater customer loyalty and increased sales and profit.

## **EMPLOYMENT**

### **100 Nature of Employment**

Effective Date: 4/1/2010

Employment with Renoir is voluntarily entered into, and the employee is free to resign at will, at any time, with or without cause. Similarly, Renoir may terminate the employment relationship at will, at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Renoir and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Renoir.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the President or Director of Corporate Affairs of Renoir.

## **105 Equal Employment Opportunity**

Effective Date: 4/1/2010

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Renoir will be based on merit, qualifications, and abilities. Renoir does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Renoir will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Director of Corporate Affairs. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## 110 Immigration Law Compliance

Effective Date: 4/1/2010

Renoir is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, 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. Former employees who are rehired must also complete the form if they have not completed an I-9 with Renoir within the past 6 months, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Director of Corporate Affairs. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## **115 Non-Disclosure**

Effective Date: 4/1/2010

The protection of confidential business information and trade secrets is vital to the interests and the success of Renoir. Such confidential information includes, but is not limited to, the following examples:

- Tier lists
- Candidate Lists
- Client lists
- Compensation data
- Computer processes
- Computer programs and codes
- Customer lists
- Customer preferences
- Financial information of any kind or in any form
- Labor relations strategies
- Marketing strategies
- New materials research
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies
- Technological data

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if the employee does not actually benefit from the disclosed information.

## 120 Disability Accommodations

Revise Date: 12/23/2014

Renoir is committed to complying fully with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008, and to ensure equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the essential duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to the same pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists as employees without disabilities. Leave of all types will be available to all employees on an equal basis.

Renoir is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Renoir will follow any federal, state, or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. Renoir is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA, ADAAA and all other applicable federal, state, and local laws.

## **125 Attendance and Punctuality**

Effective Date: 4/1/2010

To maintain a safe and productive work environment, Renoir expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Renoir. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

The employee's supervisor has final authority on these matters but there should be documentation of any infractions of this policy. Documentation of infractions of this policy should be done by the people most immediately affected by the behavior.

## **130 Work Schedules**

Effective Date: 4/1/2010

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as, variations in the total hours that may be scheduled each day and week.

All Renoir offices will be open for business from 8 am until 5pm Monday through Friday of each week.

The employee's immediate supervisor will supervise, adjust and control hours of employment for all employees under their direct supervision.

## **135 Meal Periods**

Effective Date: 4/1/2010

All full-time employees are provided with one meal period of at least 30 and no more than 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.

## **140 Overtime**

Effective Date: 4/1/2010

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. 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 applicable federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on PTO leave, 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.

## **145 Employee Relations**

Effective Date: 4/1/2010

Renoir believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Renoir amply demonstrates its commitment to employees by responding effectively to employee concerns.

## **150 Business Ethics and Conduct**

Effective Date: 4/1/2010

The successful business operation and reputation of Renoir is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Renoir is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Renoir, its customers, and shareholders, to act in a way that will merit the continued trust and confidence of the public.

Renoir will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide employees with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the immediate supervisor and, if necessary, with another member of the Management Team for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Renoir employee. 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.

## 155 Conflicts of Interest

Effective Date: 4/1/2010

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Renoir wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact a supervisor or a member of the Management Team for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of Renoir. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Renoir's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Renoir as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Renoir does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Renoir.

## 160 Outside Employment

Effective Date: 4/1/2010

Employees may hold outside jobs as long as they meet the performance standards of their job with Renoir. All employees will be judged by the same performance standards and will be subject to Renoir's scheduling demands, regardless of any existing outside work requirements.

If Renoir determines that an employee's outside work interferes with performance or the ability to meet the requirements of Renoir as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Renoir.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside Renoir for materials produced or services rendered while performing their jobs.

## 165 Personal Relationships in the Workplace

Effective Date: 4/1/2010

The employment of relatives or individuals involved in a dating relationship or household relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that is or may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. A household relationship is any person residing with an employee regardless if the relationship is "romantic" or "platonic". This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. Renoir also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship, dating relationship, or household relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility of the employee to notify his or her supervisor (or the person next in line of command if the supervisor is the other party in the dating relationship) and it is the obligation of the supervisor to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment. During this period management will closely monitor all actions and decisions of the supervisor to ensure there is no adverse impact on the supervised unit.

In other cases where a conflict or the potential for conflict arises because of the 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. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

## **170 Resignation**

Effective Date: 4/1/2010

Resignation is a voluntary act initiated by the employee to terminate employment with Renoir. Although advance notice is not required, Renoir requests at least 2 weeks written notice of resignation from nonexempt employees and 2 weeks' notice from exempt employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

## 175 Job Posting and Employee Referrals

Effective Date: 4/1/2010

Renoir provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Renoir reserves its discretionary right to not post a particular opening.

Job openings will be communicated via email. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 180 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the employee's direct supervisor listing job-related skills and accomplishments. It should also describe how their current experience with Renoir and prior work experience and/or education qualifies them for the position.

Renoir recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advancement within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

Renoir also encourages employees to identify friends or acquaintance who are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the employee's supervisor for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

It should be noted that in general referral fees are not paid for any staff that is classified as in-house and works in either the main office or a satellite office.

## EMPLOYMENT STATUS & RECORDS

### 200 Employment Categories

Effective Date: 4/1/2010

Revised: 1/1/2011

It is the intent of Renoir to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Renoir.

Each employee is classified as either **Non-Exempt** or **Exempt** under federal and state wage and hour laws.

**Non-Exempt** employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

**Exempt** employees are generally managers, professional, administrative, or technical staff who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs which meet the standards and criteria established under the FLSA by the US Department of Labor.

An employee's Exempt or Non-Exempt classification may be changed only upon written notification by Renoir management.

In addition to the above categories, each employee will belong to one other employment category:

**Regular Full Time Internal Employees** are those who are not in a temporary status and who are regularly scheduled to work Renoir's full-time schedule. Generally, they are eligible for Renoir's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**Part-Time Internal Employees** are those who are not assigned to a temporary status and who are regularly scheduled to work less than 30 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of Renoir's other benefit programs.

**Temporary Employees** are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of Renoir's other benefit programs.

## **205 Employment Applications**

Effective Date: 4/1/2010

Renoir relies upon the accuracy of information contained in the employment application, as well as, the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Please look at the actual application which can be obtained through the employee's supervisor.

## **210 Introductory Period**

Effective Date: 4/1/2010

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Renoir uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Renoir may end the employment relationship, at will, at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within Renoir must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If Renoir determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within Renoir, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and Renoir's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other Renoir-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements. Additionally, an employee may not attend any education seminar, at Renoir's expense, before his/her introductory period has been completed and without his/her supervisor's permission.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within Renoir.

## **215 Personnel Data Changes**

Effective Date: 4/1/2010

It is the responsibility of each employee to promptly notify Renoir of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Accounting Department and Director of Corporate Affairs.

## **220 Performance Evaluation**

Effective Date: 4/1/2010

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.

A new employee performance evaluation is conducted at the end of an employee's initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position.

Thereafter, formal performance evaluations are conducted on an annual basis, generally during the first quarter of the calendar year, to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

## **225 Job Descriptions**

Effective Date: 4/1/2010

Renoir makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

Renoir maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Director of Corporate Affairs will prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Director of Corporate Affairs if there are any questions or concerns about the job description.

## **230 Salary Administration**

Effective Date: 4/1/2010

The salary administration program at Renoir was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, Renoir is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Renoir periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentive bonuses may be awarded depending on the overall profitability of Renoir and based on each employee's individual contributions to the organization.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisor, who is responsible for the fair administration of departmental pay practices. The Director of Corporate Affairs is also available to answer specific questions about the salary administration program.

## **235 Neutral Referral and Verification of Employment Policy**

Effective Date: 4/1/2010

All employment references and verifications of employment are handled by the Human Resources Department ONLY. At Renoir Staffing Services, we have a “neutral” referral policy.

For verifications received from future employers, our neutral referral policy for the HR Department is to:

- Verify Name of Employee
- Verify Employment Dates
- Verify Position

In order to complete a verification of employment the following must occur:

- Requests must be in writing
- We must have the social security number for the employee and
- The employee must sign a release form

The only exceptions to this policy is when the verification is from a Federal, State, or Local Government agency or when the verification is from a lending institution.

## **240 Access to Personnel Files**

Effective Date: 4/1/2010

Renoir maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Renoir, and access to the information they contain is restricted. Generally, only supervisors and management personnel of Renoir who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Director of Corporate Affairs. With reasonable advance notice, employees may review their own personnel files in Renoir's offices and in the presence of an individual appointed by Renoir to maintain the files.

## **245 Rehire**

Effective Date: 4/1/2010

At Renoir's discretion, a former employee, who has left the company on good terms, may be eligible for a one time consideration for rehire. Any employee that has not been active on the Renoir payroll for the immediate past 6 months must fill out a new application form and I-9 and W-2, as well as, submit for a new background search in order to be considered eligible for work.

Rehired employees will be eligible for PTO leave, and health benefits once they have completed 60 days of employment and based upon the same proration a new employee would receive.

## **250 Return-To-Work**

Effective Date: 4/1/2010

Renoir Staffing LLC is committed to providing a safe and healthy workplace for our employees. Preventing injuries and illnesses is our primary objective.

If an employee is injured, we will use our return-to-work process to provide assistance. We will get immediate, appropriate medical attention for the employees who are injured on the job, and we will attempt to create opportunities for them to return to safe, productive work as soon as medically reasonable.

Our ultimate goal is to return injured employees to their original jobs. If an injured employee is unable to perform all tasks of the original job, we will make every effort to provide alternative work that meets the injured employee's capabilities based on his/her physical restrictions

The alternative work is based on 90 day maximum time period. This should provide enough time for the injured employee to transition back into his/her original job. Should the injured employee not be able to return to his/her original job at the end of the 90 day transition period, the injured employee will be placed back on temporary disability by the insurance company and temporary disability payments will commence, if appropriate, immediately. These payments will continue until such time as the injured employee is released by the primary treating physician to return to full unrestricted work in their original job, or until the injured employee is declared to be medically permanent and stationary.

The support and participation of management and all employees are essential for the success of our return-to-work process.

## BENEFIT PROGRAMS

### 300 Employee Benefits

Effective Date: 12/30/2014

Eligible employees at Renoir are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Director of Corporate Affairs or supervisor can identify the programs for which an employee is eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees, all benefits except, Medical, 401(k) Savings Plan are available for enrollment 1<sup>st</sup> of the month following 60 days of employment: please refer to section 200 for employment categories; not all programs are available to all employees.

- Medical Insurance – 1<sup>st</sup> of the month following 60 days
- Dental Insurance – 1<sup>st</sup> of the month following 60 days
- Vision Care Insurance – 1<sup>st</sup> of the month following 60 days
- Life Insurance – 1<sup>st</sup> of the month following 60 days
- Long-Term Disability – 1<sup>st</sup> of the month following 60 days
- Long Term Care – 1<sup>st</sup> of the month following 60 days
- Short Term Disability – 1<sup>st</sup> of the month following 60 days
- Section 125 coverage; Flex plan and Dependent Care.
- 401(k) Savings Plan – eligible after 12 months of employment, complete at least 1000 hours of service in a calendar year and be at least 21 years of age.
- Holidays – 1<sup>st</sup> of the month following 60 days
- Bereavement Leave – 1<sup>st</sup> of the month following 60 days.

Some benefit programs require contributions from employees; however, the majority are fully paid by Renoir. The benefit package for regular full-time employees represents an additional cost to Renoir of approximately 50 percent of wages.

## **305 Health Insurance**

Effective Date: 4/1/2010

Renoir's health insurance plan provides employees access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees
- Extended stay employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Renoir and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Details of the health insurance plan are described in the enrollment package. An SPD Information on cost of coverage will be provided in advance of enrollment to eligible employees by the Director of Corporate Affairs.

## **310 Life Insurance**

Effective Date: 4/1/2010

Life insurance offers the employee and his/her family important financial protection. Renoir provides a basic life insurance plan for eligible employees.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- Regular full-time employees
- Extended stay employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between Renoir and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Director of Corporate Affairs for more information about life insurance benefits.

## **315 Short-Term and Long-Term Disability**

Effective Date: 4/1/2010

Renoir provides short-term disability (STD) and long-term disability (LTD) benefit plans to eligible employees who are unable to work because of a qualifying disability due to an injury or illness. Employees in the following employment classifications are eligible to participate in the STD and LTD plans:

- Regular full-time employees
- Extended stay employees

Eligible employees may participate in the STD and LTD plans subject to all terms and conditions of the agreement between Renoir and the insurance carrier.

Disabilities arising from pregnancy or pregnancy-related illness are treated the same as any other illness that prevents an employee from working. Disabilities covered by workers' compensation are excluded from STD and LTD coverage.

Details of the STD and LTD benefit plans including benefit amounts, when they are payable, and limitations, restrictions, and other exclusions are described in the Summary Plan Description provided to eligible employees by the Director of Corporate Affairs.

## 320 401(k) Savings Plan

Effective Date: 4/1/2010

Renoir has established a 401(k) savings plan to provide employees the potential for future financial security for retirement.

To be eligible to join the 401(k) savings plan an employee must complete 12 months of employment, complete at least 1000 hours of service in a calendar year, and be 21 years of age or older. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows the employee to elect how much salary to contribute so the employee can tailor his or her own retirement package to meet the individual's needs.

Because the contribution to a 401(k) plan is automatically deducted from the pay before federal and state tax withholdings are calculated, the employee can save tax dollars now by having the current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible employees through the Director of Corporate Affairs.

## 325 Holidays

Effective Date: 01/01/2015

Revised: 12/23/2014

Renoir will grant paid holiday time off to all eligible full time exempt employees, and eligible full time non-exempt employees who have completed 60 calendar days of service in an eligible employment classification on the holidays listed below:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas
- Floating Birthday Holiday – Must have supervisor approval and schedule within a week of actual birthday.

Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

Note: Holidays falling on a Saturday will be observed on Friday and Holidays falling on a Sunday will be observed on Monday.

To be eligible for holiday pay, employee's regular schedule must include the day immediately preceding and the first scheduled day immediately following the holiday.

If eligible in-house full time nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at their straight-time rate for the hours worked on the holiday.

To be eligible, employees must complete 90 calendar days of service in an eligible employment classification.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

### **330 Benefits Continuation (COBRA)**

Effective Date: 4/1/2010

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

Under COBRA, the employee or beneficiary pays the full cost of coverage at Renoir's group rates plus an administration fee. Renoir provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Renoir's health insurance plan. The notice contains important information about the employee's rights and obligations.

### **335 Workers' Compensation Insurance**

Effective Date: 4/1/2010

Renoir provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Renoir nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Renoir.

Please see the Director of Corporate Affairs or supervisor for necessary forms and protocols for filing a claim.

### **340 Relocation Benefits**

Effective Date: 4/1/2010

When Renoir asks employees to relocate to a new area, certain relocation benefits may be provided to facilitate the transition. Relocation may be available for an eligible transferred or newly hired employee who is required to relocate because he or she is being permanently transferred (for no less than 12 months) at Renoir's request to a location with Renoir that is at least fifty (50) miles farther from their residence than their former job location. Those employees eligible for relocation benefits are:

- Full-time exempt executive employees

For specific information regarding the terms and extent of relocation benefits, please contact the President or Director of Corporate Affairs.

Employees must request relocation assistance for specific items in advance of the date the expenses are incurred. Renoir will reimburse expenses only if the employee has received advance approval, incurs reasonable expenses, and submits satisfactory proof of the expense within 30 calendar days of the date the expense was incurred.

Renoir extends these relocation benefits in an effort to contribute to the success of every employee relocation. However, if an employee separates from Renoir's service within one year of the relocation, the amount of the relocation reimbursement will be considered only a loan. Accordingly, the employee will be asked to reimburse up to 50 percent of the original relocation expense.

## EMPLOYEE LEAVES

Effective Date: 01/01/2012; Revised Date: 06/25/2015

### 400 Paid Time Off

Paid Time Off (PTO) is a combined time-off benefits program and hours accrued can be used for any reason, including PTO, illness, doctor's appointments or personal business.

A full-time employee is eligible for PTO benefits. A full-time employee is an employee working 30+ hours per week. PTO accrual begins on the first day of full time employment. PTO is accrued according to the schedule in this policy. PTO can be used after the employee has completed 60 days of employment and the PTO time is earned. PTO leave will not be earned during an unpaid leave of absence.

Employees are entitled to paid time off based upon their years of active service. Active service commences with an employee's first day of work and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of employment. Temporary and part-time employees do not accrue paid time off.

Employees classified as benefits eligible (and who are so notified by the Company) are eligible to accrue PTO hours. Seasonal and part-time employees do not accrue PTO hours.

- PTO is accrued each pay period based on length of service and pursuant to the Accrual Schedule (see below).
- PTO accrual is based on the number of eligible hours paid per pay period, up to 2080 hours worked.
- There is no PTO accrual on overtime hours.
- PTO will be paid at the base salary rate at the time the PTO is taken.
- Employees whose classification has changed to full-time status will begin to accrue PTO on the first pay period of their new status at the accrual rate based on their length of service

PTO hours can be used for any reason, including PTO, illness, doctor's appointments or personal business.

- Employees must obtain approval from their manager prior to taking PTO.
- Employees are responsible for reporting PTO hours as soon as possible, either before or after it is taken.
- Managers are responsible for ensuring that employees have accurately reported PTO hours taken.

- PTO taken may be reported in 4-hour increments. (Note: Non-Exempt employees may report PTO taken in half-hour increments).

**Accrual Schedule**

Years of Service	Accrual rate per pay period	Total Amount accrued per year	PTO Cap per year
0- 2 years	2.31 hours	120 hours (15 days)	180 hours (22.5 days)
3-5 years	3.08 hours	160 hours (20 days)	240 hours (30 days)
6+	3.85 hours	200 hours (25 days)	300 hours (37.5 days)

An employee may not use paid time off before its accrual.

**MAXIMUM BALANCE**

If an employee’s balance reaches the cap for their years of service, the employee will not accrue any additional days. Days will not be retroactively accrued and credited to the employee’s Paid Time Off balance.

An employee may not receive pay in lieu of PTO while actively employed. Accrued PTO balances will be paid upon separation of employment only. If employment is terminated, accrued unused PTO leave that has been earned through the last day of active employment will be paid at the base rate of pay at termination. If employment is terminated and the PTO balance is in the negative, the employee agrees to reimburse the company for the cost of the PTO advance.

## 410 Medical and Family Leave

Effective Date: 4/1/2010

### A. General Provisions

It is the policy of Renoir Staffing LLC (Renoir) to grant up to 12 weeks of family and medical leave during any 12-month period to eligible employees, in accordance with the Family and Medical Leave Act of 1993 (FMLA) and up to 26 weeks of leave in any 12-month period in compliance with the expansion of FMLA under The Support for Injured Service members Act of 2007. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

### B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the employer for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of the week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

### C. Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition.
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition, which, if left untreated, would result in a period of incapacity of more than three days, would be considered a serious health condition.

Employees with questions about what illnesses are covered under this FMLA policy or under Renoir's sick leave policy are encouraged to consult with the HR department.

Renoir may require an employee to provide a doctor's certification of the serious health condition. The certification process is outlined in section H of this policy.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, Renoir may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

5) A covered family member's active duty or call to active duty in the Armed Forces.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. Reasons related to the call-up or service include helping the family member prepare for the departure or caring for children of the service member. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave, except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

Employees requesting this type of FMLA leave must provide proof of the qualifying family member's call-up or active military service before leave is granted.

6) To care for an injured or ill service member.

This leave may extend to up to 26 weeks in a 12-month period for an employee whose spouse, son, daughter, parent or next-of-kin is injured or recovering from an injury suffered while on active military duty and who is unable to perform the duties of the service member's office, grade, rank or rating. Next-of-kin is defined as the closest blood relative of the injured or recovering service member. An employee is also eligible for this type of leave when the family service member is receiving medical treatment, recuperation or therapy, even if the service member is on temporary disability retired list.

Employees requesting this type of FMLA leave must provide certification of the family member or next-of-kin's injury, recovery or need for care. This certification is not tied to a serious health condition as for other types of FMLA leave. This is the only type of FMLA leave that may extend an employee's leave entitlement beyond 12 weeks to 26 weeks. Other types of FMLA leave are included with this type of leave totaling the 26 weeks.

An eligible employee can take up to 12 weeks (or up to 26 weeks of leave to care for an injured or ill service member) under this policy during any 12-month period. Renoir will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, Renoir will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks (or 26 weeks for the care of an injured or ill service member) of available leave, with the balance remaining being the amount the employee is entitled to take at that time.

If a husband and wife both work for Renoir and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent in-law) with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for Renoir and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

D. Employee Status and Benefits During Leave

While an employee is on leave, Renoir will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, Renoir will require the employee to reimburse Renoir the amount it paid for the employee's health insurance premium during the leave period.

Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Accounting department by the 20th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

#### E. Employee Status after Leave

An employee who takes leave under this policy will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or virtually identical in terms of pay, benefits and working conditions.

Renoir may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

#### F. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid (PTO) Paid Time Off prior to being eligible for unpaid leave. PTO leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established PTO leave policy.

An employee who is taking leave for the adoption or foster care of a child must use all paid PTO leave prior to being eligible for unpaid leave.

#### G. Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the work week or work day, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 work weeks (or 26 work weeks to care for an injured or ill service member over a 12-month period).

Renoir may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, Renoir and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with Renoir before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary. Renoir may require certification of the medical necessity as discussed in Sections H and J.

#### H. Certification of the Serious Health Condition of the Employee or the Spouse, Child or Parent of the Employee

Renoir may ask for certification of the serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification may be provided by using the Medical Certification Form. Request for a medical certificate must be made in writing as part of the employer response to employee request for leave.

Certification of the serious health condition shall include the date when the condition began, its expected duration and a brief statement of treatment. For medical leave for the employee's own medical condition, the certification must also include a statement that the employee is unable to perform work of any kind or a statement that the employee is unable to perform the essential functions of the employee's position. For a family member who is seriously ill, the certification must include a statement that the patient, the family member, requires assistance and that the employee's presence would be beneficial or desirable.

If the employee plans to take intermittent leave or work a reduced schedule, the certification must also include dates and the duration of treatment as well as a statement of medical necessity for taking intermittent leave or working a reduced schedule.

Renoir has the right to ask for a second opinion if it has reason to doubt the certification. Renoir will pay for the employee to get a certification from a second doctor, which Renoir will select. If necessary to resolve a conflict between the original certification and the second opinion, Renoir will require the opinion of a third doctor. Renoir and the employee will mutually select the third doctor, and Renoir will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

#### I. Documentation of the Covered Family Member's Active Duty or Call to Active Duty in the Armed Forces

Employees requesting this type of service member FMLA leave must provide proof of the qualifying family member's call-up or active military service. This documentation may be a copy of the military orders or other official Armed Forces communication.

#### J. Documentation of the Need for Service member FMLA Leave to Care for an Injured or Ill Service member

Employees requesting this type of Service member FMLA leave must provide documentation of the family member's or next-of-kin's injury, recovery or need for care. This documentation may be a copy of the military medical information, orders for treatment, or other official Armed Forces communication pertaining to the service member's injury or illness incurred on active military duty that renders the member medically unfit to perform his or her military duties.

#### K. Procedure for Requesting Leave for 1) the birth of a child or in order to care for that child; 2) the placement of a child for adoption or foster care and to care for the newly placed child; 3) to care for a spouse, child or parent with a serious health condition; or 4) the serious health condition of the employee

All employees requesting this type of FMLA leave must provide verbal notice with an explanation of the reason(s) for the needed leave to their immediate supervisor, who will advise the HR department. If the leave is

foreseeable, the immediate supervisor may require the employee to provide a written request for leave and reasons(s) with a copy to the HR department. Failure of the employee to provide a written request for leave cannot be grounds to deny or delay the taking of FMLA leave.

Renoir will provide individual notice of rights and obligations to each employee requesting leave within two business days or as soon as practicable. For employees on intermittent or recurring leave for the same incident, this notice will be provided every six months.

When an employee plans to take leave under this policy, the employee must give Renoir 30 days' notice. If it is not possible to give 30 days' notice, the employee must give as much notice as is practicable. An employee who is to undergo planned medical treatment is required to make a reasonable effort to schedule the treatment in order to minimize disruptions to Renoir's operations.

If an employee fails to provide 30 days' notice for foreseeable leave with no reasonable excuse for the delay, the leave request may be denied until at least 30 days from the date the employer receives notice. While on leave, employees are requested to report periodically to Renoir regarding the status of the medical condition and their intent to return to work.

L. Procedure for Requesting Leave for 1) a covered family member's active duty or call to active duty in the Armed Forces or 2) to care for an injured or ill service member

All employees requesting this type of FMLA leave must provide verbal notice with an explanation of the reason(s) for the needed leave to their immediate supervisor, who will advise the HR department. Leave may commence as soon as the individual receives the call-up notice. If the leave is foreseeable, the immediate supervisor may require the employee to provide a written request for leave and reasons(s) with a copy to the HR department.

Renoir will provide individual notice of rights and obligations to each employee requesting leave within two business days or as soon as practicable.

## **415 Pregnancy-Related Absences**

Effective Date: 4/1/2010

Renoir will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

## 425 Bereavement Leave

Effective Date: 4/1/2010

Revision Date: 12/31/2010

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 3 days of paid bereavement leave will be provided to eligible employees in the following classification(s):

- Regular full-time employees, eligible 1<sup>st</sup> of the month following 60 days.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

Renoir defines "immediate family" as the employee's spouse or recognized Domestic Partner, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson or stepdaughter. In addition to "immediate family," Renoir will extend bereavement leave in the event of the death of the employee's brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, niece, nephew, grandparent, grandchild or spouse's grandparent. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

### **430 Jury and Witness Duty**

Effective Date: 4/1/2010

Renoir encourages employees to fulfill their civic responsibilities by serving jury duty when required or by appearing in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by Renoir, they will receive paid time off for the entire period of witness duty.

Non exempt employees may request unpaid jury or witness duty leave for the length of absence. If desired, employees may use any available paid time off (for example, PTO benefits).

Employees must show the jury duty summons or subpoena to appear as a witness to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either Renoir or the employee may request an excuse from jury duty if, in Renoir's judgment, the employee's absence would create serious operational difficulties or financial difficulties.

Renoir will continue to provide health insurance benefits while an employee serves on jury duty.

Benefit accruals such as PTO leave, or holiday benefits will be suspended during unpaid jury duty leave and will resume upon return to active employment.

### **435 Military Leave**

Effective Date: 4/1/2010

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Re-employment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Benefit accrual, such as PTO leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Director of Corporate Affairs for more information or questions about military leave.

## **440 Parental Leave for School Visits**

Effective Date: 4/1/2010

Renoir recognizes the value of parental involvement in children's education. For this reason, Renoir provides employees who are parents, guardians, or custodian of children in licensed day care facilities or kindergarten through grade 12, unpaid time off for the purpose of school visits. Parental leave for school visits allows employees to participate in activities sponsored, approved, or supervised by the school or daycare such as parent/teacher conferences or field trips.

Employees may request up to 8 hours of parental leave for school visits within any calendar year. Employees must provide their immediate supervisors reasonable advance notice of the need for parental leave for school visits. Upon return from the leave, employees must provide documentation to their supervisor or the Director of Corporate Affairs from the school verifying the date and time of the visit. Contact the Director of Corporate Affairs for more information or questions about and requests for parental leave for school visits.

## **445 Time Off to Vote**

Effective Date: 4/1/2010

Renoir encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, Renoir will grant up to 2 hours of paid time off to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the election day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

Employees must submit a voter's receipt on the first working day following the election to qualify for paid time off.

## **TIMEKEEPING & PAYROLL**

### **500 Timekeeping**

Effective Date: 4/1/2010

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require Renoir to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than 10 minutes prior to their scheduled starting time nor stay more than 10 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then sign the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by signing the time record.

## **505 Paydays**

Effective Date: 4/1/2010

All employees are paid weekly on Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

## **510 Timecards**

Effective Date: 4/1/2010

Exempt and non-exempt employee timecards must be faxed or emailed to the accounting department no later than 9:00 AM Monday morning.

## **515 Pay Deductions and Setoffs**

Effective Date: 4/1/2010

The law requires that Renoir make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Renoir also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." Renoir matches the amount of Social Security taxes paid by each employee.

Pay setoffs are pay deductions taken by Renoir, usually to help pay off a debt or obligation to Renoir or others.

Any questions concerning why deductions were made from your paycheck or how they were calculated can be directed to a member of the Accounting Department.

## **520 Administrative Pay Corrections**

Effective Date: 4/1/2010

Renoir takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Accounting Department so that corrections can be made as quickly as possible.

## **525 Stop Payment Check Policy**

Effective Date: 10/15/2013

There may be a situation where an employee requires a stop-payment of his/her paycheck due to inaccurate data in our database, problems with mail service or if the paycheck is lost or damaged.

If an employee would like to request a stop-payment of a paycheck the employee must complete a "Payroll Check Stop Payment Request" form and return it to the Accounting Department. A new check will be issued within 48 hours of receipt of the completed request form.

## **530 Employment Terminations**

Effective Date: 4/1/2010

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Renoir will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to Renoir, or return of Renoir-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with Renoir is based on mutual consent, both the employee and Renoir have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner: All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

## SAFETY

### 600 Safety

Effective Date: 4/1/2010

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

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

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

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 one, in order to 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 supervisor or the Director of Corporate Affairs. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

## 605 Emergency Closing

Effective Date: 4/1/2010

At times, emergencies such as severe weather, fires, power failures, 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 leave time, such as unused PTO benefits.

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.

## 610 Workplace Violence Prevention

Effective Date: 4/1/2010

Renoir is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Renoir 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 Renoir 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 the immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, or other members of the public. When reporting a threat of violence, please be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. An employee should not place him/herself in peril. If an employee sees or hear a commotion or disturbance near his/her workstation, do not try to intercede or see what is happening.

Renoir 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, Renoir 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.

Renoir encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Director of Corporate Affairs before the situation escalates into potential violence. Renoir is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

## ACCOUNTING

### 700 Collections Protocol for Client Invoices

Effective Date: 4/1/2010

Recruiters are responsible for the collection of monies owed by Renoir' client for services rendered. If the recruiter is unable to collect monies owned, a "Demand Letter" will be sent upon request. If the client is non-compliant with payment request, the Credit Manager will file the necessary paperwork with the Small Claims Court in the client's city or town.

## **705 Authorization to Change Pay / Bill Rate for Temps**

Effective Date: 4/1/2010

The Recruiter may choose to raise or lower his/her bill rate (within Renoir' guidelines) however if the bill rate is misquoted or if there is a clerical error a recruiter may request a change of pay/bill rate. The Recruiter must complete a Payroll/Invoice Adjustment Request Form, which must be signed by the Recruiter's supervisor. If an invoice change has been requested, the adjustment will be made within five (5) business days. If a payroll change has been requested, the adjustment will be paid on the next payroll cycle.

## 710 Business Travel Expenses

Effective Date: 4/1/2010

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

Employees whose travel plans have been approved are responsible for making their own travel arrangements.

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

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense to a maximum of \$50.00 a day which will include tip, not including cost for alcoholic beverages.
  - Breakfast: \$10.00 Lunch: \$15.00 Dinner: \$25.00
- Tips not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
- Charges for telephone calls, fax, and similar services required for business purposes.
- Charges for one personal telephone call each day if the employee does not have a business cellular phone.
- Charges for personal cellular phone calls are limited to roaming charges of thirty (30) minutes a day.
- Charges for laundry and valet services, only on trips of five or more days. (Personal entertainment and personal care items are not reimbursed.)

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 Renoir may not be used for personal use without prior approval.

When travel is completed, employees should submit completed travel expense reports within 7 days. Reports should be accompanied by receipts for all individual expenses. No expense shall be reimbursed without proper documentation.

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.

## **EMPLOYEE & WORKPLACE CONDUCT**

### **800 Employee Conduct and Work Rules**

Effective Date: 4/1/2010

To ensure orderly operations and provide the best possible work environment, Renoir expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with Renoir is at the mutual consent of Renoir and the employee, and either party may terminate that relationship at will, with or without cause, and with or without advance notice.

## **805 Sexual and Other Unlawful Harassment**

Effective Date: 4/1/2010

Renoir is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Renoir provides ongoing sexual harassment training to ensure employees the opportunity to work in an environment free of sexual and other unlawful harassment.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If an employee experiences or witness sexual or other unlawful harassment in the workplace, report it immediately to the supervisor or the Director of Corporate Affairs. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the Director of Corporate Affairs or any other member of management should immediately be contacted. An employee can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, the employee's confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the employee will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Director of Corporate Affairs or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment. All allegations and instances of sexual harassment must be investigated and documented.

## 810 Anti-Harassment Policy

Effective Date: 08/01/2013

Renoir is committed to providing a work environment free of harassment, disrespectful or other unprofessional conduct. Company policy prohibits conduct that is disrespectful, unprofessional as well as harassment based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. **All such conduct violates company policy.** The Company's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits harassment, disrespectful or unprofessional conduct by any employee of the Company, including supervisors and managers, as well as vendors, customers, independent contractors and any other persons. It also prohibits harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

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

If you believe that you have been the subject of harassment or other prohibited conduct, bring your complaint to your own or any other Company supervisor, the president or the personnel administrator of the Company as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory. Supervisors will refer all complaints involving harassment or other prohibited conduct to the personnel administrator, investigative officer or the president of the Company. The Company will immediately undertake an effective, thorough and objective investigation of the allegations.

If the Company determines that harassment or other prohibited conduct has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to be responsible for harassment or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. A Company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

The Company encourages all employees to report any incidents of harassment or other prohibited conduct forbidden by this policy **immediately** so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

## **815 Drug and Alcohol Use**

Effective Date: 4/1/2010

It is the purpose of Renoir to 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.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Alcohol may be used during sponsored events only if approved by the CEO and / or COO and if it does not impair an employee's ability to perform the essential function of their job effectively or impair an employee's ability to drive after the event.

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.
Post-Job Accident	Renoir will require a drug screen test whenever an on the job accident or injury is reported.

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.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify Renoir of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Director of Corporate Affairs without fear of reprisal.

## **820 Use of Phone and Mail Systems**

Effective Date: 4/1/2010

Employees are reminded that personal conversations with friends, family and acquaintances, including former colleagues, are discouraged during work time. While management recognized that in case of emergency such calls may be necessary, those instances should be rare. Personal calls should occur before or after work hours or on meal or break time. Personal use of the telephone for long-distance and toll calls is not permitted and the employee may be required to reimburse Renoir for any charges resulting from their personal use of the telephone.

Former employees who call for references, employment verification or to request other information should be directed to Human Resources. Please remember that Renoir Staffing policy provides that only Human Resources may provide employment verifications or respond to employee reference requests.

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.

Mail shall also include email and each employee is reminded that Renoir owns all email located on all Renoir computers.

## **825 Computer and Email Usage**

Effective Date: 4/1/2010

Computers, computer files, the email system, and software furnished to employees are Renoir 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 email usage may be monitored.

Renoir strives to maintain a workplace free of harassment which is sensitive to the diversity of its employees. Therefore, Renoir prohibits the use of computers and the email 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.

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

Renoir purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Renoir does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. Renoir prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor 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.

Employees must only use the company approved screen saver and appearance theme for all computers owned by Renoir. Every computer must have a working copy of an anti virus program installed and the employee is responsible for updating the program on a weekly schedule.

Renoir employees may not install any software or program on their assigned computer without specific written approval from the Manager of Operations.

## **830 Internet Usage**

Effective Date: 4/1/2010

Internet access to global electronic information resources on the World Wide Web is provided by Renoir 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, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Renoir 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 email 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 Renoir. As such, Renoir 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 employee did not create material, does not own the rights to it, or has not obtained 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 Renoir in violation of law or Renoir 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 email messages
- Engaging in any other illegal activities

Each Renoir employee is responsible for maintaining a Virus protection program and subscription on their computer.

No passwords may be installed without prior written permission from the Manager of Operations.

## **835 Cell Phone Usage**

Effective Date: 4/1/2010

Renoir provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is intended for business-related calls only and personal calls are not permitted. Cell phone invoices may be regularly monitored.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

As a representative of Renoir, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

The Manager of Operations shall establish certain base usage minutes that Renoir shall pay for and then all time and charges over that base amount must be paid by the user when charges are presented. The user is responsible for all personal charges for personal calls whether they are local or long distance.

## **840 Use of Equipment and Vehicles**

Effective Date: 4/1/2010

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

Please notify the 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.

## **845 Company Correspondence**

Effective Date: 4/1/2010

All company correspondence intended for external use, should have the full company name (Renoir Staffing LLC.) included the first time the company is referred to and the name may be abbreviated to Renoir on subsequent mentions.

When using the company logo on something that is printed in color, it should be reproduced in our orange, PMS 1665 ink.

Our official Tag Line is “The Fine Art of Real Estate Staffing” and should be used in any company correspondence where appropriate.

Employees may not add any additional slogans or quotes to any correspondence as a representation of Renoir.

## **850 Smoking**

Effective Date: 4/1/2010

In keeping with Renoir's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. 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.

All assigned smoking areas are out doors. Smoking inside any Renoir facility is prohibited

## **855 Telecommuting**

Effective Date: 4/1/2010

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 not a common or ordinary practice for Renoir to engage in. In a situation where it is beneficial to both the organization and the employee, Executive Management may make special arrangements to conduct Renoir business at sites other than Renoir Offices.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their manager proposing how it will benefit Renoir 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 a young child, elderly adult, other family member or person during at-home working hours. If another person who requires care will be home during the employee's at-home working hours, some other individual should be present to provide primary care. However, if a young child is ill, the employee may, on a temporary basis, provide primary care for that child subject to approval of the employee's supervisor.

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

In all cases, telecommuting must be approved in writing by the employee's supervisor for each instance of telecommuting.

## **860 Personal Appearance**

Effective Date: 4/1/2010

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Renoir presents to customers and visitors.

During business hours or when representing Renoir, employees are expected to present a clean, neat, and tasteful appearance. Employees should dress and groom according to the requirements of the position and accepted social standards. This is particularly true if the job involves dealing with customers or visitors in person.

The employee's supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If the supervisor feels the employee's personal appearance is inappropriate, the employee may be asked to leave the workplace until he/she is properly dressed or groomed. Under such circumstance, the employee will not be compensated for the time away from work. Consult the supervisor if there are questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards.
- Canvas or athletic type shoes are not appropriate professional attire.
- Tube or halter tops, or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and after shave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

Renoir allows employees to dress "casual" on Fridays if the employee will not be participating in any function that would require professional attire (i.e. sales calls, client meeting, networking event). Casual dress is defined by Renoir as clean and neat jeans or khakis with no rips or holes, and collared (polo or similar) or fashionable top which is not to revealing or tattered.

## **865 Workplace Monitoring**

Effective Date: 4/1/2010

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

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

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

Renoir 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 Renoir 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.

### 870 Workplace Etiquette

Effective Date: 4/1/2010

Renoir strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Renoir encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact a member of the management team if there are comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.
- No headphones or loud music at work station.

## **875 Visitors in the Workplace**

Effective Date: 4/1/2010

To provide for the safety and security of employees and the facilities at Renoir, 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. In cases of an emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter Renoir at the lobby. 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 Renoir's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the lobby.

## **880 Return of Property**

Effective Date: 4/1/2010

Employees are responsible for all Renoir property, materials, or written information issued to them or in their possession or control.

Employees must return all Renoir property immediately upon request or upon termination of employment. Where permitted by applicable laws, Renoir may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Renoir may also take all action deemed appropriate to recover or protect its property.

## **885 Recycling**

Effective Date: 4/1/2010

Renoir supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set up to promote the separation and collection of the following recyclable materials at Renoir :

- computer paper
- white high grade or bond paper
- ledger paper
- mixed or colored paper
- newspaper
- corrugated cardboard
- brown paper bags
- aluminum
- brass
- copper
- iron
- steel
- tin
- transformers
- wire
- glass
- plastics
- printer cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. Employees are encouraged to make a commitment to recycle and be a part of this solution.

Renoir encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- communication through computer networks with email
- posting memos for all employees
- two-sided photocopying
- computerized business forms
- routing slips for reports
- minimum packaging
- eliminating fax cover sheets
- reusing paper clips, folders, and binders
- reusing packaging material

- turning off lights when not in use

Whenever possible, employees of Renoir are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, Renoir is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the Manager of Operations.