

## **Welcome!**

Welcome to Renoir Staffing LLC (Renoir Staffing)! For over 25 years, Renoir Staffing has been the leader in property management and real estate staffing. Headquartered in Alameda, Renoir Staffing was founded to serve you in your pursuit in the property management and commercial real estate fields. Expect to be treated with respect by a company that adheres to its values and benefit from Renoir Staffing's reputation for having the most qualified property management and real estate professionals since 1985.

Professional growth amongst our employees is important to Renoir Staffing. We have hired and trained seasoned Account Managers who have strong connections with property management companies and real estate professionals so that a career can with flourish and grow at Renoir Staffing. You can rely on Renoir Staffing's Account Managers, resources and industry knowledge to:

Maximize your earning potential

Identify positions that will further your expertise

Find satisfying work environments where you'll thrive

Renoir Staffing is committed to matching your talents to career opportunities. The advantage of working with Renoir Staffing is that your Account Manager can offer advice to increase your success, find out if an employer is interested in converting a temporary position to a direct hire, negotiate salary and provide support in assuring your long-term success. We hope your time at Renoir Staffing will provide you with longevity and a career path in the real estate and property management industry.



The Fine Art of Real Estate Staffing

1301 Marina Village Parkway, Ste. 350  
Alameda, CA 94501  
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[www.renoirstaffing.com](http://www.renoirstaffing.com) [sales@renoirstaffing.com](mailto:sales@renoirstaffing.com)

Locations: ALAMEDA, FOLSOM, SAN JOSE, GARDEN GROVE, CULVER CITY

### **Renoir Staffing LLC Locations**

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1301 Marina Village Parkway, Ste. 350

Alameda, California 94501

(510) 903-2500 \* (510) 836-0352 Fax

Sacramento/Folsom Sales & Recruiting Office

785 Orchard Drive, Ste. 135

Folsom, Ca 95630

(916) 290-6590 \* (916) 290-6597 Fax

San Jose Sales & Recruiting Office

2025 Gateway Place, Suite 255

San Jose, California 95110

(408) 625-6896 \* (408) 625-8320 Fax

Orange County Sales & Recruiting Office

12397 S. Lewis St. Suite 204

Garden Grove, CA 92840

(714) 363-5657 \* (510) 903-2550 Fax

Los Angeles County Sales & Recruiting Office

5841 A Uplander Way

Culver City, CA 90230

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## **THE APPLICATION PROCESS AND EMPLOYMENT INFORMATION**

### **Resume**

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

### **Employee Application**

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

### **W-4 Form and State Tax Form**

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

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

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

### **Social Security Number (SSN) Trace**

The SSN Trace will compare your SSN information against aliases, utility records and additional sources. This is an added level of identity verification.

### **Consent for Background Search Form**

All candidates must sign and date a consent form, either in writing or electronically, giving Renoir permission to conduct a background search prior to employment. Renoir is free to hire a service of our choosing to conduct this search. The candidate will not be charged for this service. Criminal convictions are not an automatic bar to employment. Each situation will be handled on a case-by-case basis.

### **Drug Testing**

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

## Reference Forms

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

## Wage Notification Form

Candidates will receive a copy of the Wage Notification Form (Notice to Employee, Labor Code Section 2810.5) in their assignment confirmation email at the beginning of every new assignment. The Account Manager or Staffing Associate will send out this email before any assignment begins. The information listed in the assignment confirmation email will provide details about your employer, wage information, worker's compensation and paid sick leave.

## How Are Wages Calculated?

There are many factors that influence how a wage is calculated for a specific job. These factors include, but are not limited to:

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

## Skills Assessment

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

## Job Duty Exclusion List

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

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

Employees of Renoir:

- May not perform any roofing work or inspect or repair any roof.
- May not use his or her own vehicle for the client's purposes.
- May not drive during the course of employment.
- May not work on air conditioning unit or HVAC systems.
- May not work on or in electrical panels, boxes, and breaker boxes, sub panels or junction boxes.
- May not repair elevators or any of their equipment.
- May not repair or work on fire extinguishers, fire alarm systems or burglar systems.
- May not work on large plate glass window repairs.
- May not handle or work with dangerous or toxic chemicals.

- May not remove, work, touch or handle any asbestos issue on a complex including, but not limited to, insulation, floor covering, ceiling covering and so on.
- May not work on pool equipment.
- May not repair overhead doors or doors that automatically open.

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

### **Staff Interview of Candidate**

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

### **Jury Duty**

Renoir encourages employees to fulfill their civic obligations by performing jury service when called. This jury service policy applies to temporary employees. An employee called for jury duty will be provided an excused absence to perform this service and will receive time off for the length of jury service. Employee will receive no compensation other than compensation by the Courts for jury duty.

If an employee does not have to attend court, s/he is expected to report to work. If an employee who works evenings is required to attend court during the day, individual arrangements with your Renoir representative can be made to facilitate the situation.

### **Harassment, Discrimination and Retaliation Prevention Policy**

Renoir is an equal opportunity employer. Renoir is committed to providing a work environment free of harassment, discrimination, retaliation and disrespectful or other unprofessional conduct based on:

- Race
- Religion (including religious dress and grooming practices)
- Color
- Sex/gender (including pregnancy, childbirth, breastfeeding or related medical conditions), sex stereotype, gender identity/gender expression/transgender (including whether or not you are transitioning or have transitioned) and sexual orientation
- National origin (including language use restrictions and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law [Vehicle Code section 12801.9])
- Ancestry
- Physical or mental disability
- Medical condition
- Genetic information/characteristics
- Marital status/registered domestic partner status
- Age (40 and above)
- Sexual orientation
- Military or veteran status
- Any other basis protected by federal, state or local law or ordinance or regulation.



Renoir also prohibits discrimination, 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.

In addition, Renoir prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations. All such conduct violates Renoir policy.

### **Harassment Prevention**

Renoir's policy prohibiting harassment applies to all persons involved in the operation of Renoir. Renoir prohibits harassment, disrespectful or unprofessional conduct by any employee of Renoir, including supervisors, managers, and co-workers. Renoir's anti-harassment policy also applies to vendors, customers, independent contractors, unpaid interns, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

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, comments, posts or messages;

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 or sexual advances 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 conduct that is prohibited by state and/or federal law or by company policy.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire.

Prohibited harassment is not just sexual harassment but harassment based on any protected category.

### **Non-Discrimination**

Renoir is committed to compliance with all applicable laws providing equal employment opportunities.

This commitment applies to all persons involved in Renoir's operations. Renoir prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of Renoir, including supervisors and coworkers.

Pay discrimination between employees of the opposite sex or between employees of another race or ethnicity performing substantially similar work, as defined by the California Fair Pay Act and federal law, is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, Renoir is not obligated to disclose the wages of other employees.

### **Anti-Retaliation**

Renoir will not retaliate against you for filing a complaint or participating in any workplace investigation or complaint process and will not tolerate or permit retaliation by management, employees or co-workers.

### **Reason Accommodation**

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Renoir will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact a Renoir representative with day-to-day personnel responsibilities and discuss the need for an accommodation. Renoir will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. An applicant, employee or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact a Renoir representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, Renoir will make the accommodation.

Renoir will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees or co-workers.

### **Complaint Process**

If you believe that you have been the subject of harassment, discrimination, retaliation or other prohibited conduct, bring your complaint to your supervisor or to any Renoir Representative as soon as possible after the incident. You can bring your complaint to any of these individuals. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact Anne Sparks, Director of Corporate Affairs 916.290.6588. Please provide all known 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.

Renoir encourages all individuals to report any incidents of harassment, discrimination, retaliation, or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

Supervisors must refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to the Director of Corporate Affairs for Renoir, so that Renoir can try to resolve the complaint.

When Renoir receives allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirements. Renoir will reach reasonable conclusions based on the evidence collected.

Complaints will be:

- Responded to in a timely manner
- Kept confidential to the extent possible
- Investigated impartially by qualified personnel in a timely manner
- Documented and tracked for reasonable progress
- Given appropriate options for remedial action and resolution
- Closed in a timely manner

If Renoir determines that harassment, discrimination, retaliation or other prohibited conduct has occurred, appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. Renoir also will take appropriate action to deter future misconduct.

Any employee determined by Renoir to be responsible for harassment, discrimination, retaliation or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

## TIPS FOR TEMPS

### Payroll

#### Timesheet Instructions

It is your responsibility to submit an accurately completed time sheet via the Web Portal, Renoir's online timesheet system

- Timesheets must be submitted electronically through the Web Portal by **end of business on Friday**.
- Timesheets **must** be approved by an authorized employee of the client firm; incorrect timesheets will be rejected, and the employee will be responsible for promptly submitting a corrected timesheet.
- You can access your paystub on the Web Portal or can request a printed paystub to be sent to you.
- See Appendix B for additional Employee Payroll Policies and Instructions for accessing the Web Portal.
- Falsified or altered timesheets will not be accepted and could result in appropriate legal proceedings, including termination.

### Overtime Issues

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

### Meal & Rest Breaks

**California** State law requires that an employer may not employ an employee for a work period of more than five hours per day without providing the employee with a meal period of not less than thirty minutes, except that if the total work period per day of the employee is no more than six hours, the meal period may be waived by mutual consent of both the employer and employee. A second meal period of not less than thirty minutes is required if an employee works more than ten hours per day, except that if

the total hours worked is no more than 12 hours, the second meal period may be waived by mutual consent of the employer and employee only if the first meal period was not waived. [Labor Code Section 512](#).

### **Payday Schedule**

Your workweek is Saturdays to Friday with your payday the following Friday. We offer 2 forms of weekly pay; Direct Deposit or Pay Card, this will be deposited into your account each Friday for the prior workweek.

### **Holiday Pay**

Due to client demand, your Account Manager may request that you work on a federally recognized holiday. In the event you are asked to work on a holiday, discuss pay rates and schedules with your Account Manager directly. There is no legal requirement to pay premium pay for Federal holidays. Renoir does not offer Holiday pay.

### **Benefits**

Health Insurance Coverage Options and Your Health Coverage, see Appendix C

### **Paid Sick Leave- Effective July 1, 2015**

Under the Healthy Workplaces, Healthy Families Act of 2014, eligible non-exempt employees may accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year, after they meet the eligibility requirements. If you leave Renoir's employment, but return within a year, the previous sick balance will be restored. However, if you have been absent from Renoir for 3 months or longer, there is a waiting period of 30 days before you can use your sick leave. For more information, you can contact our Operation Department at 916.290.6588.

### **Absences / Tardiness**

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

### **Unemployment Insurance**

You may be eligible for unemployment while you work for a temporary agency as long as you follow the relevant state guidelines. When your assignment ends you may register for benefits. You may not receive these, however, if you voluntarily quit, refuse an assignment offered by Renoir, or for any of the other reasons set forth in the Unemployment Insurance code.

### **Lost Pay Card or Returned Direct Deposit**

If you are due your wages and have lost your Pay Card please contact payroll immediately and another one will be sent by overnight mail to you.

As soon as you receive your new Pay Card, please call the number on the back of the card and make sure when activating the replacement Pay Card, you speak to a live operator and notify them it's a replacement card. Renoir will only overnight a replacement Pay Card twice annually. It is your responsibility to care for it appropriately.

If your direct deposit is rejected and returned to Renoir, Renoir will notify you immediately and a replacement check will be sent by overnight mail to the address we have on file. Your Direct Deposit account will be deactivated, and a Pay Card will be issued until a new direct deposit account is set up.

## **Before Beginning an Assignment**

### **Directions**

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

### **Orientation**

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

### **Job Cancellations**

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

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

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

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

### **Availability Notification**

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

## **Onsite Policies**

### **Injury While on Jobsite/Workers Compensation Insurance**

If you are injured while on a Renoir jobsite, contact your Account Manager immediately by calling **1-866-672-3709** so that Renoir can ensure your safety and manage any necessary medical care efficiently. All temporary employees on active assignments with Renoir are covered by Workers Compensation Insurance. Your Account Manager will arrange for you to be taken to a designated Occupational Medical Facility for treatment. Renoir will require a drug screen test whenever an on the job accident or injury occurs, according to Renoir Substance Abuse policy. See Appendix B.

## **Return to Work Program**

Renoir supports the practice of bringing injured employees back to work, as soon as they are medically able, to a position in our organization compatible with any physical restrictions they may have. We believe this practice serves the best interests of our employees and the organization.

The prompt return of injured employees to positions within their medical restrictions will minimize the impact of work-related injuries. Coming back to work early helps employees remain functional as they recover while providing our organization with the valuable use of employees' talents. It also helps control workers' compensation costs.

If you are injured at work, report the injury to your Renoir Staffing Representative immediately — no matter how minor the injury is. Your Renoir Staffing Representative will help arrange for medical treatment following an injury.

Current positions may be modified to fit the medical limitations of injured employees by modifying workstations, altering specific tasks or working reduced hours. If this is not possible, temporary transitional jobs may be made available either with your department or through a temporary assignment with another department.

This return-to-work program is an important part of our organization's commitment to manage work-related injuries in a way that's best for our employees and for this organization.

## **Shopping Reports**

Renoir does not conduct shopping reports on its employees. However, while you are assigned to a given property, the management company that oversees that property may have arranged for a scheduled shopping report to be done by a licensed and qualified person. This person may pose as a prospective customer and may rate you on your appearance, knowledge of the property, sales ability, manner in which you conducted your tour or how helpful you appeared during a telephone request for information about the property. The management company will forward reports on Renoir employees to Renoir, and your Account Manager will review such reports with you. Renoir views these reports as an opportunity to learn how you were perceived on the job. Questions concerning this report should be directed to your assigned Account Manager. Please see Appendix G for an example of such a report.

## **Telephone Protocol and Dialogue Sheet**

Once you arrive at a job site, ask your site supervisor about their specific telephone protocol for the property. Each property uses a different scripted form for answering the phone. It is your responsibility to learn and apply the property's required script. An example of standard telephone protocol can be found Appendix I of this handbook.

## **Leasing Agent Checklist**

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

## Client Property

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

### Handling of Cash and Money Orders

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

## Computer And Email Usage

Computers, computer files, the email system, and software furnished to employees at a client location are the property of the client and are intended for business use only. Employees should not access personal files, access the internet, check email, install programs, or download files at any time on a client's computer. Additionally, employees will be responsible for the cost of repair to any equipment on which the employee has downloaded files.

## Dress Code

Renoir employees should discuss appropriate attire for each assignment with their Account Manager. Generally, our customers appreciate a more corporate appearance for leasing agents and office personnel. For safety and professional reasons, Renoir strongly recommends Property Managers, Leasing Agents, and other Administrative Staff wear flat comfortable shoes. For your safety high heels, open toe, or sling back shoes are not permissible for any employee while on assignment. Maintenance and Janitorial Staff should expect to wear coveralls or workpants and work shirt and be neat and clean in appearance.

## Safety Plan Issues

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

## Phone Numbers

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

## Personal Phone Calls from Work Site

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

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

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

The mail system at a client location is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace. Employees will be responsible for the cost of any postage charges incurred.

## **Personal Emergencies**

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

## **Professionalism**

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

## **Business Ethics and Conduct**

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

In addition, Renoir maintains a policy of confidentiality and non-disclosure. Confidential information concerning Renoir's business, or that of our client's or employees may not be disclosed to third parties or used by you for purposes unrelated to your assignment.

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

## **Disability Accommodations**

Renoir is committed to complying fully with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA) and the applicable state laws, 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.





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[www.renoirstaffing.com](http://www.renoirstaffing.com) [sales@renoirstaffing.com](mailto:sales@renoirstaffing.com)

Locations: ALAMEDA, FOLSOM, SAN JOSE, GARDEN GROVE, CULVER CITY

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, ADAAG and all other applicable federal, state, and local laws.

## **APPENDIX**

### **APPENDIX A**

#### **Substance Abuse Policy**

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

Renoir explicitly prohibits:

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

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

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

- |                               |   |
|-------------------------------|---|
| <b><i>Pre-Employment:</i></b> | As may be required by client.   |
| <b><i>Randomly:</i></b>       | A random selection of some employees for testing will be done unannounced.                                  |
| <b><i>For Cause:</i></b>      | Such as failure of a post-accident drug test, or reasonable suspicion of being under the influence at work. |

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

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

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

## **APPENDIX B**

### **Employee Payroll Policies**

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

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

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

Timesheets must be submitted electronically through the Web Portal by **end of business on Friday**. Timesheets **must** be approved by an authorized employee of the client firm; incorrect timesheets will be rejected, and the employee will be responsible for promptly submitting a corrected timesheet.

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

Repeated unauthorized overtime may result in corrective action up to and including termination.

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



### Login

User Name:   
Password:

[Forgot your password? >>](#)

**Login**

[Register Now >>](#)

### Look for Jobs

Keyword Search:

[Advanced Job Search >>](#)

**Search**

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Go to: <http://renoirwsc.bondadapt-us.com/Renoir>

Log in with your user name and password.

Click 'Login.'




The screenshot shows the 'Candidate Profile' page for Akita Hill. The page features the RENOIR Staffing, LLC logo at the top left and the user's name 'Akita Hill' at the top right. A sidebar on the left contains navigation links: My Profile, My Resume, Shared Documents, Enter Time, Amend Time, Time History, Check History, Job Search, Job Progress, My Availability, Security, and Log Out. The main content area displays the following information: First Name: Akita, Middle Name: (blank), Last Name: Hill, Address: 9788 Sum, City: Elk Grove, State: California, Zip Code: 95757, Phone (Home): (916) 968-, Phone (Work): (916) 968-, Phone (Mobile): (916) 968-, Email(1): akitahill@, and Email(2): (blank). An 'Edit' button is located at the bottom right of the profile information. The footer of the page reads 'Powered by Bond International Software, all rights reserved.'

The homepage is the employee's profile.

The left side shows links for the employee. The main links are:

- My profile: Employee information.
- My Resume: Employees can see their resume we have on file.
- Enter Time: Employees can enter a new timecard.
- Amend Time: Employees can update saved timecards
- Time History: Show previous time cards.
- Check History: Show paystubs from 2018 and on.
- Job Search: Employees can look up open job orders and apply for them.
- Security: Employees can change their password.



Akita H

**Enter Time**

Select from the list below which active assignments for which you would like to enter a timecard. You must provide a **Friday** week ending date.

Week ending:

Assign#	Job Title	Reports To	Dates
<input checked="" type="radio"/> 1179794	Desk Clerk - Security	Vivette Webb	10/13/15 - 2/28/17

Log Out

**Create**

Powered by Bond International Software, all rights reserved.

Choose a weekending date.  
Choose which assignment to create a timecard for.  
Click 'Create.'

**RENOIR**  
Staffing, LLC

Akita H

**Enter Time**

My Profile  
My Resume  
Shared Documents  
Enter Time  
Amend Time  
Time History  
Check History  
Job Search  
Job Progress  
My Availability  
Security

Job Order: 70282  
Assignment: 1179794

Day	In	Out	Break	Hrs Reg	Hrs OT	Hrs DT	Notes
Saturday	<input type="text"/> AM	<input type="text"/> PM	<input type="text"/>	0.00	0.00	0.00	<input type="text"/>
Sunday	<input type="text"/> AM	<input type="text"/> PM	<input type="text"/>	0.00	0.00	0.00	<input type="text"/>
Monday	9:00 AM	2:00 PM	<input type="text"/>	5.00	0.00	0.00	<input type="text"/>
Tuesday	9:00 AM	2:00 PM	<input type="text"/>	5.00	0.00	0.00	<input type="text"/>
Wednesday	9:00 AM	2:00 PM	<input type="text"/>	5.00	0.00	0.00	<input type="text"/>
Thursday	<input type="text"/> AM	<input type="text"/> PM	<input type="text"/>	0.00	0.00	0.00	<input type="text"/>
Friday	<input type="text"/> AM	<input type="text"/> PM	<input type="text"/>	0.00	0.00	0.00	<input type="text"/>
<b>Total</b>				15.00	0.00	0.00	

**Expenses**

Type	Quantity	Amount	Total
--select--	0	0	0.00
--select--	0	0	0.00
--select--	0	0	0.00
--select--	0	0	0.00
--select--	0	0	0.00
--select--	0	0	0.00

Log Out

**Submit** **Save for Later** **Cancel** **Reset**

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Input your hours for each day that you have worked.  
If you will be using sick leave, check the box for sick leave and write a note requesting the number of hours they'd like to use.

When finished, click 'Submit,' signifying you are finished with your timecard.  
You can choose 'Save for Later,' if you choose to edit throughout the week.


**Breaks:**

1.0 = 1 hour break.

.30 = 30 minute break.

.45 = 45 minute break.

.15 = 15 minute break (which should NEVER be added to a timecard).



Akita

**Enter Time**

- My Profile
- My Resume
- Shared Documents
- Enter Time
- Amend Time
- Time History
- Check History
- Job Search
- Job Progress
- My Availability
- Security

Your time card has been sent for approval.  
The time card reference number is **38838**.  
[Click here for printable TimeCard.](#)

Log Out

**Return to List**

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Please note: You may no longer submit timecards early!



## **APPENDIX C**

### **Health Insurance Coverage Options and Your Health Coverage**

#### PART A: General Information

The Affordable Care Act took effect in 2014 and has now been fully implemented. To assist you as you evaluate options for you and your family, this section provides some basic information and addresses some frequently asked questions about the employment-based health coverage offered by your employer.

#### What is the Health Insurance Marketplace?

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a tax credit that lowers your monthly premium right away.

#### Can I Save Money on my Health Insurance Premiums in the Marketplace?

You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn't meet certain standards. The savings on your premium that you're eligible for depends on your household income.

#### Does Employer Health Coverage Affect Eligibility for Premium savings through the Marketplace?

Yes. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer's health plan. However, you may be eligible for a tax credit that lowers your monthly premium or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the coverage your employer provides does not meet the "minimum value" standard set by the Affordable Care Act, you may be eligible for a tax credit.<sup>1</sup>

Note: If you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution (if any) to the employer-offered coverage. Also, this employer contribution -as well as your employee contribution to employer-offered coverage- is often excluded from income for Federal and State income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis.

You should be aware that if you select a plan where you have to pay a portion of the premium for coverage, you will be responsible for paying your portion. If you do not, the plan may cancel your coverage and you will cease to be covered.

How Can I Get More Information? For more information about your coverage offered by your employer, you can contact Helaina Wilkinson at [hwilkinson@renoirstaffing.com](mailto:hwilkinson@renoirstaffing.com); 916.290.6593 or Anne Sparks at [asparks@renoirstaffing.com](mailto:asparks@renoirstaffing.com); 916.290.6588.

The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit [HealthCare.gov](http://HealthCare.gov) for more information, including an online application for health insurance coverage and contact information for a Health Insurance Marketplace in your area.

An employer-sponsored health plan meets the "minimum value standard" if the plan's share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs.

#### PART B: Information about Health Coverage Offered by Your Employer

This section contains information about any health coverage offered by your employer. If you decide to complete an application for coverage in the Marketplace, you will be asked to provide this information. This information is numbered to correspond to the Marketplace application.

Renoir Staffing, LLC Tax ID-27-2220556  
1301 Marina Village Parkway, Ste. 350 (510) 903-2500  
Alameda CA 94510

You are not eligible for health insurance through Renoir Staffing, LLC. You and your family may be able to obtain health coverage through the Marketplace, with a new kind of tax credit that lowers your monthly premiums and with assistance for out-of-pocket costs.

#### PART C: Renoir's ACA-Compliant Plan

Renoir has implemented an employer-based, ACA-compliant plan for its eligible temporary employees. Eligible employee is defined as averaging at least 30 hours per week during a 6 month look-back period. We do offer coverage to dependents at a cost to the employee. When temporary employees become eligible for coverage, Renoir will advise them of their eligibility and provide information on the plan.

**APPENDIX D**

**Sample Shopping Report (For Residential employees)**

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

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

Personnel Contacted: \_\_\_\_\_ Shopped by: \_\_\_\_\_

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

## **APPENDIX E**

### **Sample Telephone Protocol (For Residential Employees)**

---

**Greeting** Good Morning/afternoon!  
Thank you for calling (name of property).  
This is (your name) may I help you?

**Assess Needs** I will be happy to provide you with that information, and your name is (prospect's name)?  
Hi, (prospect's name), what type of home/apartment are you interested in?  
How soon will you need your new home/apartment?  
Do you have a price range in mind?  
Will it be for yourself or are others included?

**First Close** We have an apartment unit that meets your requirements available at the time you mentioned and I would like to invite you to come by to see the unit; when would be a convenient time for you?  
(prospect's name), could I get your phone number in case we need to get in contact with each other?

**Second Close** (prospect's name), once again, my name is (your name) and I am looking forward to meeting you on (date and time agreed upon). Are there any questions I can answer for you at this time?

Thank you for calling

## **APPENDIX F**

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

---

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

#### APARTMENT INFORMATION

- Rent (specific or a range)
- Basis for the rent (upstairs vs. downstairs, or amenities)
- Application fee (singles or couples)
- Security deposit
- Pet policy and deposit
- Specials being offered currently
- Amenities of apartments
- Age of complex
- Corporate apartment programs
- Rental policy – leases, month-to-month, how long is the lease?
- Location of models
- Policy for showing vacant apartments
- Locations for apartments ready to rent (map?)
- Is initial walk-through OK?
- Traffic log
- Guest cards
- Keys
- Radios

Manager: \_\_\_\_\_

Assistant: \_\_\_\_\_

Maint. Supervisor: \_\_\_\_\_

Leasing Agent: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

#### PROCEDURES

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

#### MAINTENANCE

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

## **APPENDIX G** **General Safety Rules**

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

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



The Fine Art of Real Estate Staffing

1301 Marina Village Parkway, Ste. 350

Alameda, CA 94501

Toll Free 866.672.3709 Direct 510.903.2500 Fax 510.903.2567

[www.renoirstaffing.com](http://www.renoirstaffing.com) [sales@renoirstaffing.com](mailto:sales@renoirstaffing.com)

Locations: ALAMEDA, FOLSOM, SAN JOSE, GARDEN GROVE, CULVER CITY

## **APPENDIX H**

### **EEOC Policy**

This is to advise all candidates and employees of Renoir that law and our industry's Standards of Ethical Practices absolutely prohibit discrimination against job applicants based upon any protected personal characteristic or trait as set forth in applicable state and federal laws (i.e. race, color, disability, religion, national origin, sex, sexual preference, age, etc.).

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



The Fine Art of Real Estate Staffing

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Locations: ALAMEDA, FOLSOM, SAN JOSE, GARDEN GROVE, CULVER CITY

## **APPENDIX I**

### **Occupational Medical Facilities**

When injured on the worksite you must contact a Renoir staff member immediately. Renoir is part of a Medical Provider Network (MPN). Any injured employee is required to go to one of these facilities, unless they completed a Physician Designation Form at time of hire or it's an emergency.

All employees that experience work related injury or illnesses, must have a post-injury/illness drug screen.



**APPENDIX I**

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

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

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

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

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

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

.....  
An electronic copy is provided on the Web Portal or you can request a printed copy for your records