



The Fine Art of Real Estate Staffing

## Welcome!

Welcome to Renoir Staffing LLC (Renoir Staffing)! For over 30 years, Renoir Staffing has been the leader in property management and real estate staffing. Headquartered in Folsom, 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 benefits 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 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 will thrive.

Renoir Staffing is committed to matching your talents with 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.



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Locations:

East Bay Sales & Recruiting Office

1301 Marina Village Parkway, Ste. 350  
Alameda, California 94501  
(510) 903-2500 | (510) 836-0352 Fax

Corporate Headquarters Sacramento/Folsom Sales & Recruiting Office

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Folsom, CA 95630  
(916) 290-6590 | (916) 290-6597 Fax

Orange County/LA County Sales & Recruiting Office

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Garden Grove, CA 92840  
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## THE APPLICATION PROCESS AND EMPLOYMENT INFORMATION

### EEOC Policy

This is to advise all candidates and employees of Renoir that 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 questions about this, or believe you have been treated unfairly, please speak immediately to the human resources manager or president of Renoir.

### Resume

It is recommended that all candidates should 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. An account manager can assist you to create an effective resume.

### 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 and state income tax from your pay.

### I-9 Proof of Citizenship or Legal Resident Alien Status and participation in E-Verify

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 can 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.)



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In order to confirm your authorization to work in the U.S. Renoir participates in E-Verify and will provide the federal government with your Form I-9 information.

If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment.

**Please note:** Employers can only use E-Verify once you have accepted a job offer and completed Form I-9.

## 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

As a condition of employment, Renoir conducts a background search in accordance with state and federal laws. All candidates must sign and date a consent form, either in writing or electronically, giving Renoir permission to conduct a background search upon hire, and prior to assignment to a client worksite. 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's Substance Abuse Policy. In addition, some Renoir clients require that all candidates be administered and pass a drug test before being placed at their jobsite. See Appendix A for Renoir's complete 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 the professional reference's contact information, including his or her name, address, zip code and phone number. A candidate's application will not be processed until valid references have been provided and verified.

## Skills Assessment

Renoir provides each candidate with a skills checklist to better assess your ability to perform designated jobs. In addition, Renoir requires each candidate to test for stated skills. All skill tests are computerized. 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 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 work on air conditioning units or HVAC systems located on a roof.
- May not work on or in electrical panels or boxes, 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 handle or work with dangerous or toxic chemicals; household chemicals are acceptable for use.
- May not remove, work, touch or handle any asbestos issue on a complex, including but not limited to, insulation, floor coverings, ceiling coverings, etc.
- May not work on pool equipment.
- May not repair overhead doors that automatically open.



- May not clean or repair gutters or downspouts that are not ground level.
- May not work on top of carports.
- May never move appliances or large/heavy furniture upstairs or downstairs. The moving of appliances or large/heavy furniture within an apartment is only acceptable if provided with appropriate equipment and proper safety wear OR lifting with a partner. The moving of appliances or furniture may only be to perform needed work within an apartment.
- May not use power tools beyond those that are operated solely by battery power.
- May not climb a ladder past the second rung.

If any Renoir employee is unclear or has questions about a job, they are directed to call their account manager or the Folsom office (916.290.6590) before proceeding.

## Staff Interview of Candidate

All candidates are required to complete an in-person or video interview with a Renoir representative to be placed by Renoir on assignment.

## 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.
- Length of assignment.
- Availability within our labor pool to fill a given position.
- The ability to be competitive within the marketplace for our services.
- Evaluation forms submitted by our clients on an employee's past performance.

## Harassment, Discrimination and Retaliation Prevention Policy

California employers with at least five employees—including temporary and seasonal workers—must provide two hours of sexual harassment prevention training for supervisors and one hour for all other employees every two years (or within 6 months for a new hire or a worker who is promoted to a supervisory position). The initial training must be completed by January 1, 2020. This is a requirement to be employed by Renoir Staffing LLC.

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 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 coworkers. 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:

- 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.
- 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

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. Furthermore, 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

Pay discrimination between employees of the opposite sex or between employees of another race or ethnicity performing substantially similar work, as defined by the applicable 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.

### 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 coworkers.

### Your Right to Reasonable Accommodation:

You have the right to ask your employer for help or changes in your workplace to make sure you are safe at work. Your employer must collaborate with you to see what changes can be made. Changes in the workplace may include changing your shift or phone number, transferring, or reassigning you, or helping to keep a record of what happened to you.

Your employer can ask you for a signed statement certifying that your request is for a proper purpose and may also request proof showing your need for accommodation. Your employer cannot tell your coworkers or anyone else about your request.

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 who is an applicant or an employee, unless undue hardship would result.

Any job applicant or employee who requires accommodation to perform the essential functions of the job should contact a Renoir representative with day-to-day personnel responsibilities and discuss the need for accommodation. Renoir will engage in an interactive process with the employee to identify possible accommodation, if any, which 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



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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 reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees, or coworkers.

### Your Right to Be Free from Retaliation and Discrimination:

Your employer cannot treat you differently or fire you because:

- You are a victim of domestic violence, sexual assault, or stalking.
- You asked for leave time to get help.
- You asked for help or changes in the workplace to make sure you are safe at work.

### 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. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact Anne Sparks, Director of Corporate Affairs, at 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 resolved quickly. 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:

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- 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. Renoir employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.



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## Employment of Relatives of Employees Policy

EFFECTIVE: June 1, 2019

It is the policy of Renoir to avoid the hiring, transfer, or promotion of relatives of employees into situations where the possibility of favoritism or conflicts of interest might exist. Therefore, applicants will not be hired, nor employees promoted or transferred into the same department at a location where a relative is already employed. In addition, applicants will not be hired, nor employees promoted or transferred into a position where a relative occupies a position in the supervisory chain of command under which the individual applicant or employee would work (no matter how far removed geographically). Also, employment will not be offered anywhere in Renoir to relatives of Renoir officers or employees who have access to confidential information (such as wages and salaries, employee benefits, personnel records, etc.) or employees who are in a position to influence or appear to influence employment or personnel decisions that might be made on behalf of the related applicant.

For purposes of this policy, relatives are defined as:

Father	Wife	Uncle
Mother	Father-in-Law	Aunt
Son	Mother-in-Law	Nephew
Daughter	Son-in-Law	Niece
Brother	Daughter-in-Law	Grandfather
Sister	Brother-in-Law	Grandmother
Husband	Sister-in-Law	Grandchild

## IMPORTANT EMPLOYEE INFORMATION

### Employee Payroll Policies

To qualify to work with Renoir, employees must have the following completed and in their respective employee files:

- Application for work
- W-4
- DE-4
- I-9
- Resume
- Two (2) professional references
- Employee Background Search Release Form

### Methods of Payment

Renoir utilizes two methods of wage payment: The first option is direct deposit to your bank account. The second option is the rapid! PayCard. All employees are required to complete the Employee Direct Deposit Authorization Form, with your choice of either direct deposit or the pay card. If you choose direct deposit, you must attach a voided check or bank courtesy letter. You may only have a direct deposit to one account.

### Expense Reimbursements

Reimbursements are processed by our Accounting Department, not Payroll. All reimbursements are due on Friday. You cannot pick up any form of wages directly from the office. All payroll processing is performed at our Folsom office.

### Timesheet Instructions

It is your responsibility to submit an accurately completed timesheet via the NOVAtime Web or NOVAtime mobile app, Renoir's online timesheet system:

- Timesheets must be submitted electronically through the NOVAtime Web or NOVAtime mobile app by ***midnight on Friday***, but no later than Sunday.
- 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 paystubs on the Compass Portal by clicking on pay history. If you need help accessing the Compass Portal, please reach out to your Renoir contact for assistance, or you can request a printed paystub to be sent to you.



- See Appendix A1: Employee Payroll Policies for additional information about the web NOVAtime instructions and the NOVAtime mobile app phone instructions.
- Failure to complete your timecard on time may result in termination.
- Forged or altered time sheets will not be accepted. All NOVAtime punches must be done at the property you are assigned to work. Any punches found being done outside of the property may result in corrective action up to and including termination.

## Overtime

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 overtime.

## Meal and 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](#). California state law requires a 10-minute paid rest break for every four hours worked. Rest breaks should be taken in the middle of the work period.

## Payday Schedule

Employee wages are paid weekly. Work weeks are Saturday to Friday and employees are paid on the following Friday of each work week.

## 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, make sure you 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.

## Lost Pay Card or Returned Direct Deposit

If you are due your wages and have lost your pay card, please contact payroll immediately and a new pay card will be mailed to you. As soon as you receive your new pay card, please call the number on the back of the card, and make sure you speak to a live operator and notify them it is a replacement card. Renoir will not send overnight a replacement card to you, but it will be sent regular mail, or you may pick one up from one of our offices.

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.

## Paid Sick Leave: Effective July 1, 2015- Revised January 1, 2024

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 5 days or 40 hours of accrued paid sick leave per year, after they meet the eligibility requirements. You must be on an active assignment to use your accrued sick leave. 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 Payroll Department at 510.903.2516.

## Bereavement Leave: Effective September 29, 2022

An eligible employee shall be entitled to up to five (5) days of unpaid bereavement leave for a family member. An employee may use accrued and available sick leave, or compensatory time off that is otherwise available to the employee. "Eligible employees" are those who have at least thirty (30) days service. "Family member" means a spouse or a child, parent, sibling, grandparent, grandchild, domestic partner, or parent-in-law as defined in Section 12945.2.

The days of bereavement leave need not be consecutive. The bereavement leave shall be completed within three months of the date of death of the family member. Renoir may request, and the employee shall provide if requested, within 30 days of the first day of the leave documentation of the death of the family member.

"Documentation" includes, but is not limited to, a death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or governmental agency.

## 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 with an excused absence to perform this service and will receive time off for the length of jury service. Employees will receive no compensation by Renoir other than compensation provided 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.

## Health Benefits

### Eligible Employees:

Renoir utilizes the look-back measurement method. We use this measurement period of 6 months to determine if an employee averaged at least 30 hours per week. Once enrolled you will remain enrolled for 6 months, at the end of 6 months, we will again utilize the look-back measurement to be sure you have averaged 30 hours per week. More detailed information is available if requested.

### Eligible Dependents:

If you are eligible for our benefits, then your dependents are too. In general, eligible dependents include your spouse, domestic partner (proof of a domestic partnership is required) and children up to age 26. If your child is mentally or physically disabled, coverage may continue beyond age 26 once proof of the ongoing disability is provided. Children may include natural, adopted, stepchildren and/or children obtained through court-appointed legal guardianship, as well as children of same sex state-registered domestic parents.

### Coverage Begins:

Newly hired employees and dependents will be effective in Renoir's base plan first of the month following eligibility based on the measurement period.

### Costs:

There is no cost to the eligible employee, but there are costs for enrolling your eligible dependents.

### Notification:

When you are eligible a Renoir representative will notify you via email and US mail with detailed benefit information and forms that are required to be completed to enroll you in Renoir's group health plan.



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## Unemployment Insurance

You may be eligible for unemployment while you work for a temporary agency if 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.

## BEFORE BEGINNING AN ASSIGNMENT

### 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. To go to work, all paperwork mentioned in the application and orientation process must be completed.

**Please note:** That if you have not been on an assignment for more than thirty (30) days, you will be in a 'separated' status. If this occurs, you simply need to contact your Account Manager to determine what forms may need to be updated to change you to an 'active' status.

### Orientation

Renoir provides an orientation video for all new employees to view, which includes details about general safety rules and general policies and procedures. See Appendix E - General Safety Rules.

### 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.

### Directions

Renoir employees will be provided with 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.

### 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.

## Assignment/Worksite Arrival

If you arrive and the office is closed or there is no supervisor to direct you, you **MUST** try to call your account manager immediately while you are still at the property. They will contact the property for proper instruction and notify you immediately. If you cannot reach your account manager or anyone at Renoir, you must wait on site for at least 30 minutes. If you fail to follow these instructions, it can be considered **No Show/No Call** and a notation will be entered on your record.

If the property wants to make changes with your schedule/job duties/ job location, please contact your account manager immediately. If the property notifies you that your assignment has ended, please notify your account manager immediately.

## Attendance and Punctuality

To maintain a safe and productive work environment, Renoir expects employees to be dependable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Renoir. If you are going to be absent or going to be tardy for your shift/assignment, you must contact your Renoir account manager and the client immediately either by phone or email. Excessive and repeated absences/tardiness are grounds for possible termination from the assignment and/or Renoir. Failure to notify your supervisor of an absence is considered a **No Show/No Call** and may lead to disciplinary action up to and including termination of employment.

## ONSITE POLICIES

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

If you are injured while on a Renoir jobsite, contact your account manager immediately by emailing, calling or 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 if necessary. Renoir will require a drug screen test whenever an on-the-job accident or injury occurs, according to Renoir's Substance Abuse Policy.

Failure to immediately report any worksite injury and/or illness to a Renoir representative may lead to disciplinary action up to including termination.

### 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 Predesignation of Personal Physician form at the time of hire, or it is an emergency.

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

### 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 valuable use of their talents. It also helps control workers' compensation costs.

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 managing work-related injuries in a way that is best for our employees and for this organization.

## Substance Abuse Policy

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

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

***Pre-Employment:*** As may be required by client.

***Randomly:*** A random selection of employees for testing will be done unannounced.

***For Cause:*** 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.

## 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 qualified person. This person may pose as a prospective customer and may rate you on your appearance, knowledge of the property, sales ability, way 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 gain experience of how you were perceived on the job. Questions concerning this report should be directed to your assigned account manager. Please see Appendix B for an example of such a report.

## Telephone Protocol and Dialogue Sheet

Once you arrive at a jobsite, 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 in Appendix C.

## 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 in your job assignments so you become knowledgeable quickly and efficiently. This form can be found in Appendix D. 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 their 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. 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, and sling-back shoes are not permissible for any employee while on assignment. Maintenance and janitorial staff should expect to wear coveralls or workpants, work shirts, and be neat and clean in appearance.

## Chemical Sensitivity and Drug & Alcohol Policies Reminder

We appreciate the hard work Renoir's employees put in at the various worksites daily. We do our best to ensure our employees have safe, healthy, and positive work environments. In keeping with that goal, recent incidents have caused us to feel it necessary to remind employees of Renoir's Drug and Alcohol Use Policy and its policy regarding offensive odors at the workplace.

Among other things, Renoir's policy 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." As a further reminder, while recreational and medical use of marijuana is legal under California law, marijuana remains an illegal drug under federal law. In addition, coming to work under the influence of marijuana or consuming marijuana during the workday (including on breaks or lunch) is against Renoir's policy. Violating this policy may result in appropriate corrective action up to and including termination of employment.

Renoir's policy also sets forth guidelines regarding odors. These may include, but are not limited to, the odor of marijuana and tobacco products, body odors, perfumes or other strongly scented personal care products. Please keep in mind that these may be offensive to

others, as well as trigger reactions in individuals in the workplace with chemical sensitivities. Therefore, coming to work or returning to work from break or lunch with these odors may violate the policy guidelines and may result in appropriate corrective action up to and including termination of employment.

## Safety Plan Issues

When you arrive at the jobsite, 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. Your account manager will send you Renoir's Unsafe Condition-Unsafe Practices form. Please complete it and send back to your Account Manager. This form is used to be sure your work environment is safe. Review Renoir's General Safety Rules in Appendix G.

## 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 Worksite

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 Worksite

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.



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## 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 clients 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 to repair or replace 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), as well as all applicable state laws, 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 in which case 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.



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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 laws that provide 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.



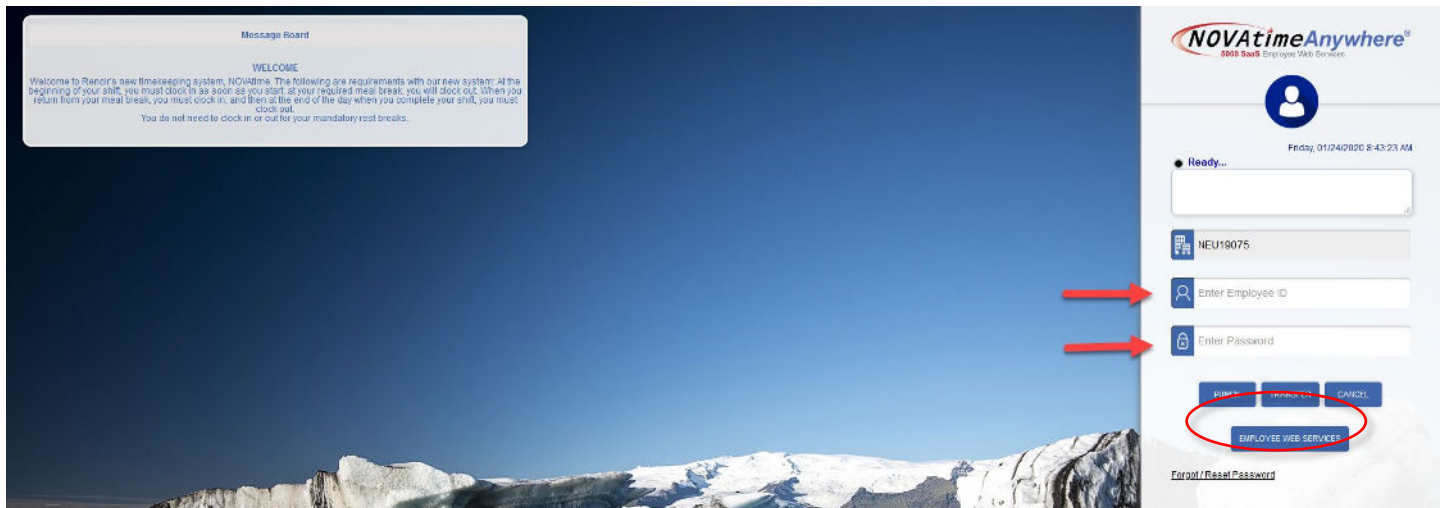
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## APPENDIXES

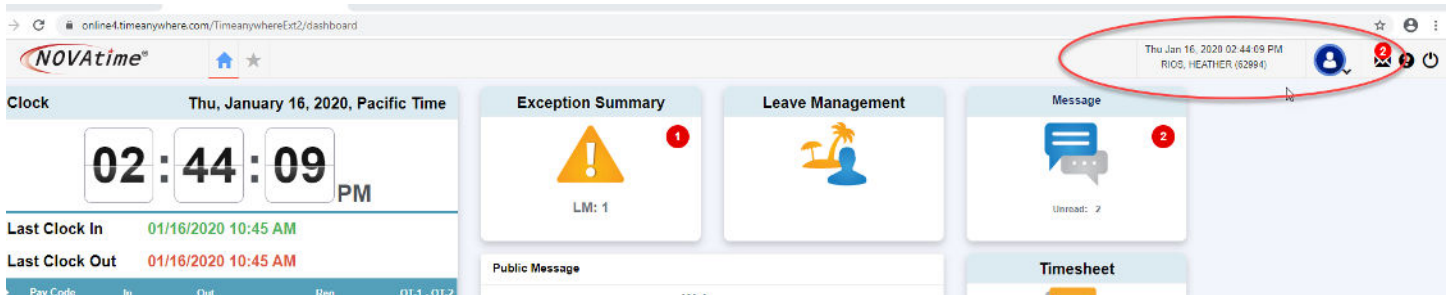
## Appendix A: EMPLOYEE PAYROLL POLICES

### NOVAtime WEB INSTRUCTIONS

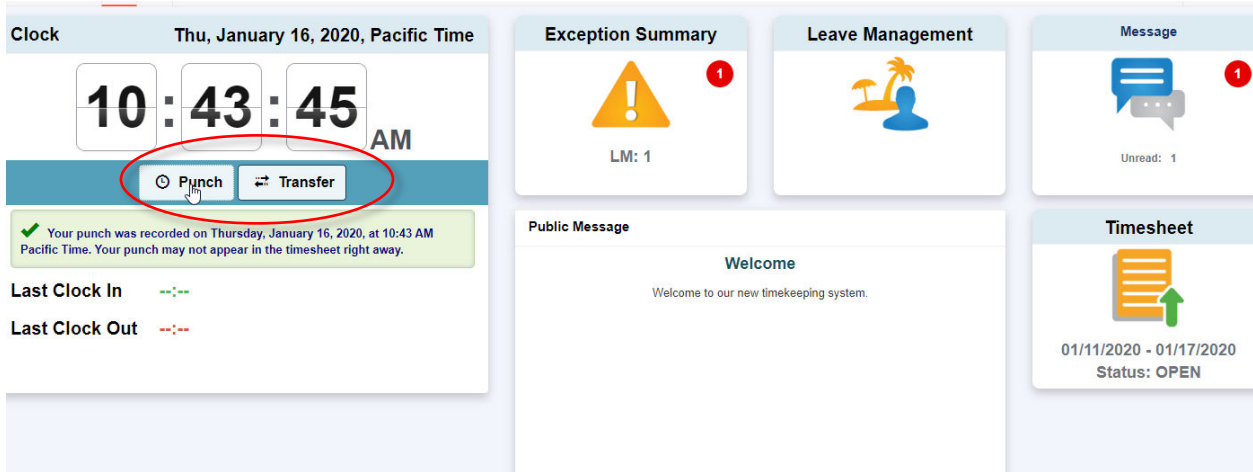
1. To access NOVAtime, please [click here](#). **Before you log in, be sure you bookmark the page.** Enter your Employee ID (Renoir will provide to you) and default password (pass1234), then click on **EMPLOYEE WEB SERVICES**.



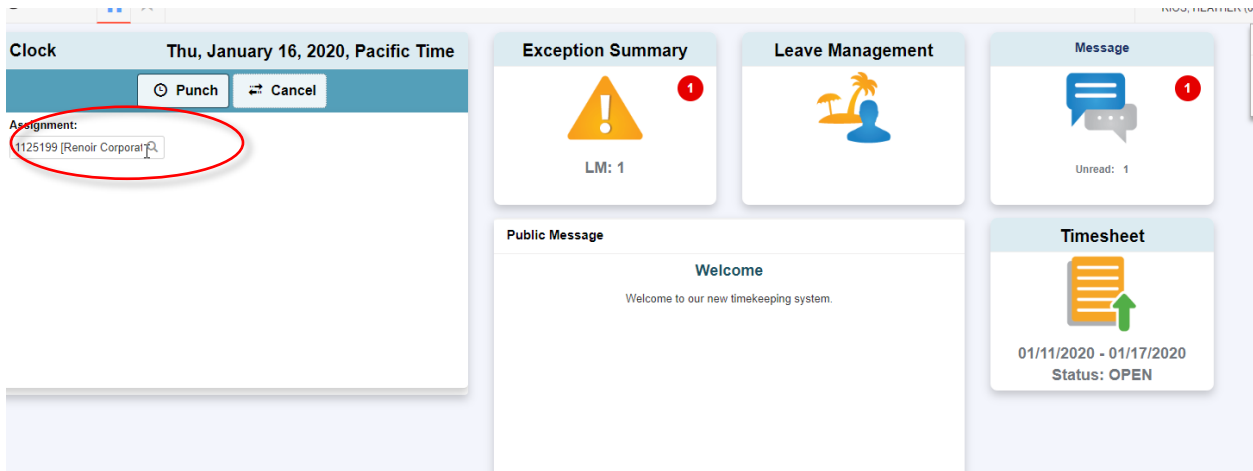
2. You will be prompted to change your password—do so and save. Also, check your name in the top right corner.



3. You will punch in when you start your shift, punch out for lunch, punch back in when you return from lunch, and punch out when you leave for the day. **Please note: Lunches must be taken before the 5th hour of work (and must be at least 30 minutes).** Only hit the Punch button once and it will notify you that it was recorded.



4. If you work on more than one assignment, hit the Transfer button (next to Punch). Find the correct assignment number and name and click on that to punch in/out.

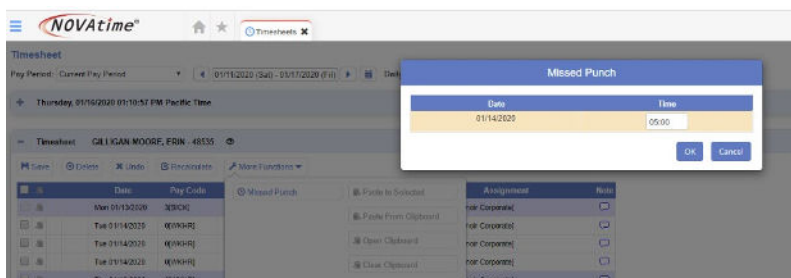
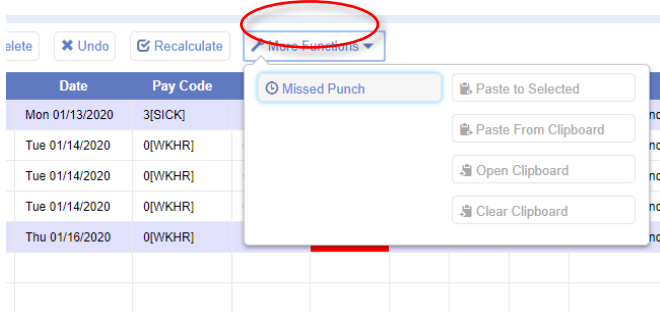




- If you miss a punch, please continue to punch in and out for the remainder of your shift. The next day you will see a missed punch. To fix this, click on the red box, go to the More Functions dropdown box above and select Missed Punch. Put in the date and time for the missed punch and save. **Please note: You must use the hh:mm format (example 02:25 am or pm).**\*

	Date	Pay Code	In	Out	Reg	OT-1	OT-2	
<input type="checkbox"/>	Mon 01/13/2020	0[WKHR]	01:02 PM	01:02 PM	0.00	0.00	0.00	11
<input type="checkbox"/>	Mon 01/13/2020	0[WKHR]	01:21 PM	02:14 PM	8.00	0.00	0.00	11
<input type="checkbox"/>	Tue 01/14/2020	0[WKHR]	07:30 AM	08:22 AM	0.87	0.00	0.00	11
<input type="checkbox"/>	Tue 01/14/2020	0[WKHR]	09:15 AM	11:58 AM	7.13	0.00	0.00	11
<input type="checkbox"/>	Wed 01/15/2020	0[WKHR]	08:16 AM	03:28 PM	8.00	0.00	0.00	11
<input type="checkbox"/>	Thu 01/16/2020	3[SICK]			8.00	0.00	0.00	11
<input type="checkbox"/>	Thu 01/16/2020	0[WKHR]	10:43 AM		0.00	0.00	0.00	11
<input type="checkbox"/>	Thu 01/16/2020	0[WKHR]	10:45 AM	10:45 AM		0.00	0.00	11
<input type="checkbox"/>	Fri 01/17/2020	7[SALW]			8.00	0.00	0.00	11

*\*After you enter the missed time and click Ok, please add a note as to why the punch was missed. This should be done for all missed punches. Click Ok again when done.*



- If you want to request to use sick pay, click on Leave Management located on the home screen. In the next screen, click on Add Request.

The screenshot shows the iOVAtime home interface. At the top, there are navigation tabs for 'Requests' and 'Timesheets'. The main dashboard includes a clock showing 01:24:25 PM, clock in/out times for 01/16/2020, and a table of time entries. A 'Leave Management' widget is circled in red. Below the dashboard, a 'Requests' section shows '1 All Requested' and '0 Pending'. A 'Schedule Templates' section lists 'Ca Sick[0.00 Hours]'. At the bottom, a table shows a request for 'HEATHER RIOS' on 'Jan 16, 2020' for '8.00' hours, with a status of 'Approved'.

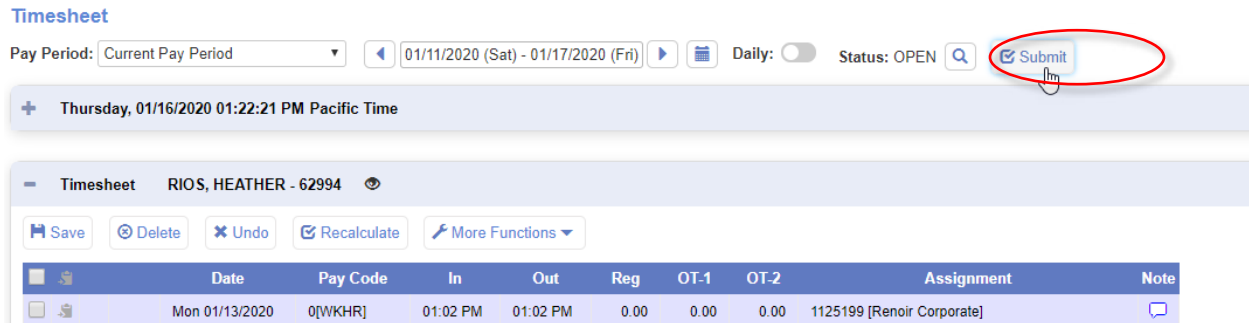
Add all the requested information, then hit Submit; it will go to the payroll department for approval. If you do not have the available hours, the system will notify you and you will not be able to submit the request.

The 'Add Request' form contains the following fields:

- Template: Ca Sick[0.00 Hours]
- Multi-Day:
- Date: 01/15/2020
- Total: 8.00 hours (per day)
- Message to Supervisor: Out sick

Buttons: Submit, Cancel

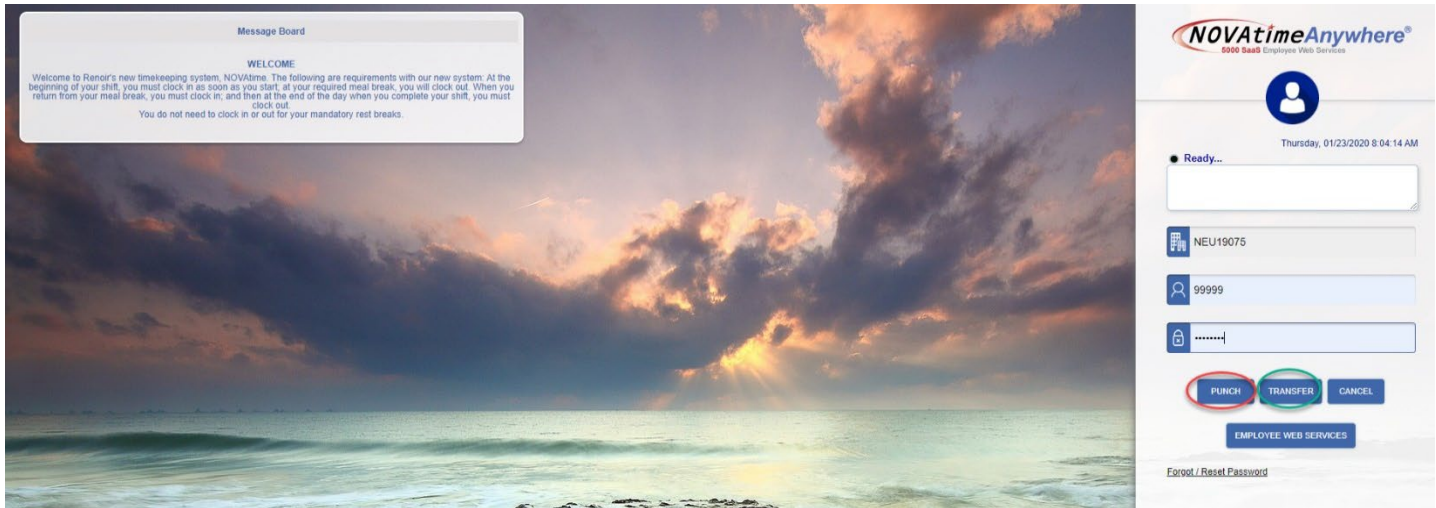
7. After your last punch for the current pay period, you will need to submit your timecard. The status will change from OPEN to SUBMIT. You will not be able to make any changes after that.



**KEEP READING FOR A SIMPLER WAY TO USE NOVAtime!**



## NOVAtime SIMPLIFIED



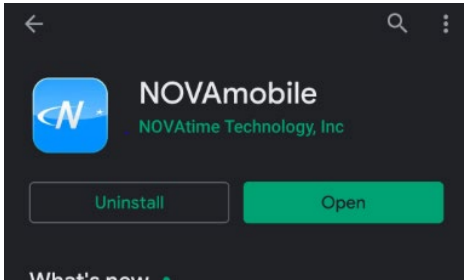
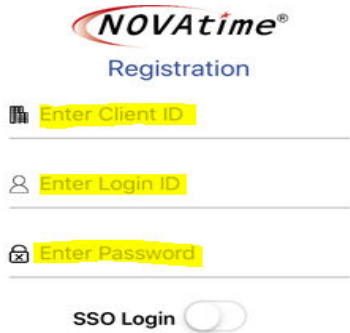
- ✓ Now that you are familiar with NOVAtime, you can start using the simplified method of punching in! When you access the web page, you will only need to type your ID and password, then click on your button of choice. **DO NOT HIT ENTER** unless you are ready to PUNCH. Otherwise use your mouse to select the action you would like.
  - PUNCH: After entering your ID and password, simply click on PUNCH each time you are punching in to start your day, punching out for your lunch break, punching in upon returning from your lunch break, and punching out at the end of your shift.
  - TRANSFER: This is for employees working at multiple properties. After entering your ID and password, click TRANSFER to be able to select the correct assignment number from a dropdown box. From there you will click CONFIRM and that will count as a punch. Do this for each property you are assigned to.
  - CANCEL: Clicking CANCEL after you enter your ID and password will cause the fields to clear and no action will have been recorded.
  - EMPLOYEE WEB SERVICES: After you enter your ID and password, click on EMPLOYEE WEB SERVICES to fully access NOVAtime. You will be able to perform all the actions discussed in the previous sections and adjust your timesheet if needed.

***If you have any questions or if you need additional assistance, please reach out to your Account Manager, Staffing Associate, or the payroll department.***

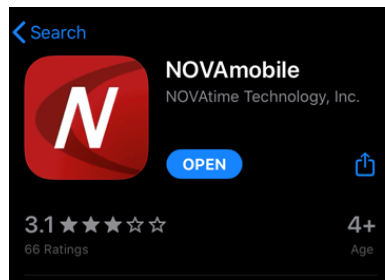
## NOVAtime MOBILE INSTRUCTIONS

1. Download the NOVAmobile app on your phone. (You must initially log in via the web before you can use the app.) Enter the Client ID = NEU19075, your EE ID and password and press **Next**.

### Android Version


### iOS Version



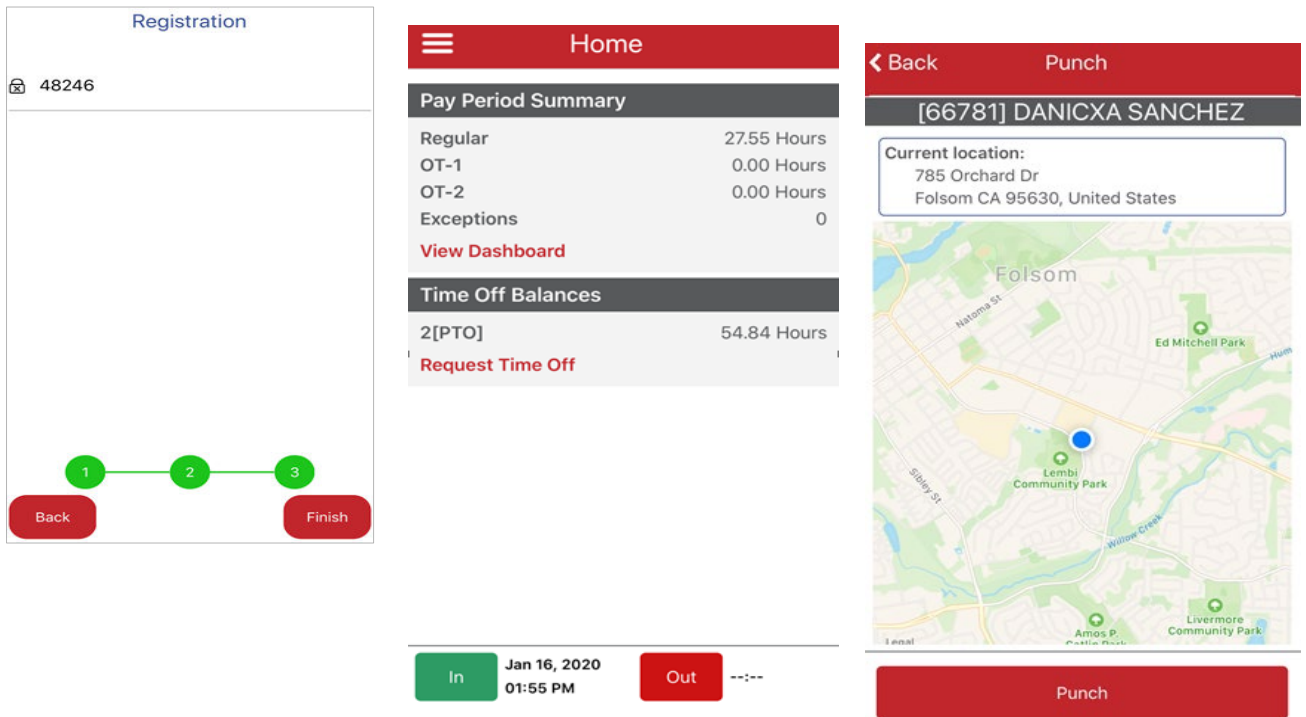
**Registration**

Before you can register this device, you need to verify your identity with a security code. How would you like to receive your code?

- Email dsanchez@renoirstaffing.com
- Text [REDACTED]
- Text [REDACTED]

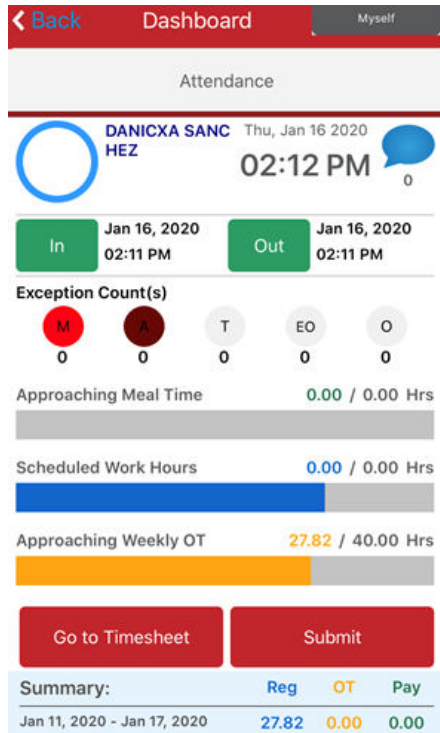


- You will receive a text or email with a security code. Enter that code and press **Finish**.



- You will punch in when you start your shift, punch out for lunch, punch back in when you return from lunch, and punch out when you leave for the day. **Please note: Lunches must be taken before the 5th hour of work (and must be at least 30 minutes).** The **In** button will be for punching in and the **Out** button for punching out. When either button is pressed, you will be taken to a map screen. Be sure to hit **PUNCH** at the bottom every time you punch in and out.

- From the **Home** screen you can click **View Dashboard** to see your timesheet and/or submit it. Also, under the **Home** screen you can click **Request Time Off** to request sick time.



**Dashboard** Myself

Attendance

DANICXA SANCHEZ Thu, Jan 16 2020 02:12 PM

In Jan 16, 2020 02:11 PM Out Jan 16, 2020 02:11 PM

Exception Count(s)

M	A	T	EO	O
0	0	0	0	0

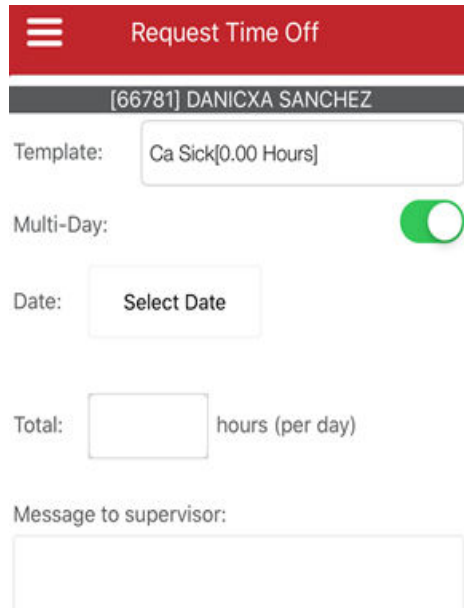
Approaching Meal Time 0.00 / 0.00 Hrs

Scheduled Work Hours 0.00 / 0.00 Hrs

Approaching Weekly OT 27.82 / 40.00 Hrs

Go to Timesheet Submit

Summary:	Reg	OT	Pay
Jan 11, 2020 - Jan 17, 2020	27.82	0.00	0.00



**Request Time Off**

[66781] DANICXA SANCHEZ

Template: Ca Sick[0.00 Hours]

Multi-Day:

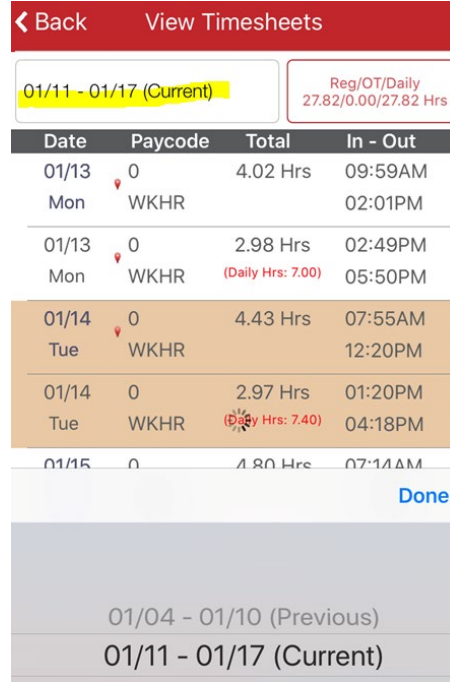
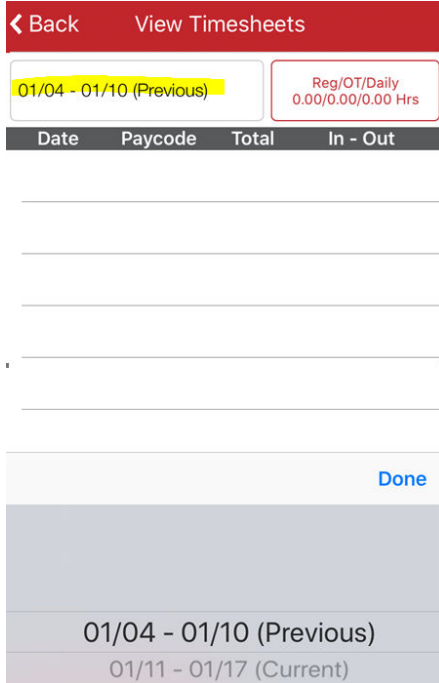
Date: Select Date


Total:  hours (per day)

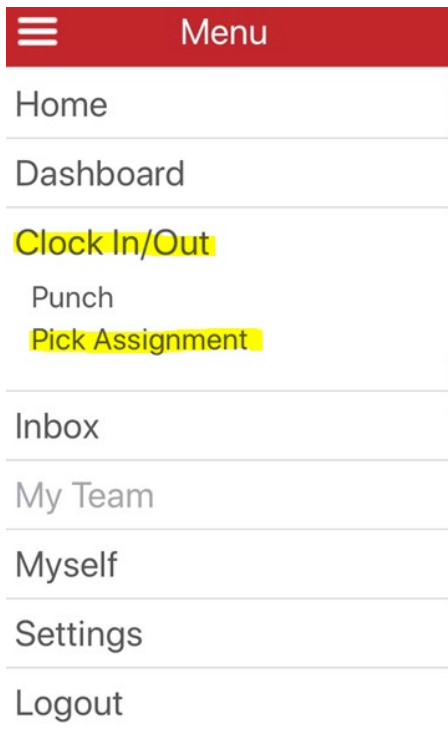
Message to supervisor:



- Be sure you change the pay period dates to be able to see your current timesheet. Under **View Timesheets**, click the dropdown box in the upper left corner to select the correct week ending. \*



\*If you work multiple assignments and have multiple timecards, click , select **Clock In/Out**, and then select **Pick Assignment** as shown below.







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### APPENDIX B: 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: \_\_\_\_\_

**YES**   **NO**

**PROFILE OF THE CALL**

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



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## APPENDIX C: Sample Telephone Protocol (For Residential Employees)

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



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## APPENDIX D: Residential Leasing/Management Checklist (For Property Managers)

When a Renoir employee 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) Manager: \_\_\_\_\_
- Basis for the rent (upstairs vs. downstairs, or amenities)
- Application fee (singles or couples) Assistant: \_\_\_\_\_
- Security deposit
- Pet policy and deposit Maintenance Supervisor: \_\_\_\_\_
- Specials being offered currently.
- Amenities of apartments Leasing Agent: \_\_\_\_\_
- Age of complex
- Corporate apartment programs Phone: \_\_\_\_\_
- Rental policy (leases, month-to-month, how long?)
- Location of models Fax: \_\_\_\_\_
- Policy for showing vacant apartments.
- Locations for apartments ready to rent (map?)
- Is initial walk-through, OK?
- Traffic log
- Guest cards
- Keys
- Radios



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## APPENDIX D: Residential Leasing/Management Checklist (For Property Managers) CONTINUED:

### 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 inspection reports

### MAINTENANCE

\_\_\_ Maintenance requests.

- \_\_\_ Schedule repairs from outside.
- \_\_\_ Forms/procedures
- \_\_\_ Vendors

## APPENDIX E: General Safety Rules

Renoir has developed these safety rules patterned after Federal OSHA requirements. Read and become familiar with these rules, as well as any 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 always prohibited.
4. Drinking 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 always worn on the job.
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 always prohibited.
12. Never remove or bypass 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. Always maintain a general condition of good housekeeping in all work areas.
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 alerted 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.

## APPENDIX F: Rights of Victims of Domestic Violence, Sexual Assault and Stalking

### Your Right to Take Time Off:

- You have the right to take time off from work to get help to protect you and your children's health, safety, or welfare. You can take time off to get a restraining order or other court order.
- If your company has 25 or more workers, you can take time off from work to get medical attention or services from a domestic violence shelter, program or rape crisis center, psychological counseling, or receive safety planning related to domestic violence, sexual assault, or stalking.
- You may use available vacation, personal leave, accrued paid sick leave or compensatory time off for your leave unless you are covered by a union agreement that says something different. Even if you do not have paid leave, you still have the right to time off.
- In general, you do not have to give your employer proof to use leave for these reasons.
- If you can, you should tell your employer before you take time off. Even if you cannot tell your employer before, your employer cannot discipline you if you give proof explaining the reason for your absence within a reasonable time. Proof can be a police report, court order or doctor's or counselor's note or similar document.



The Fine Art of Real Estate Staffing

## 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 of Renoir's 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, workers' 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, regarding 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.

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