

COLORADO MANAGEMENT & REALTY INC.



COMPANY POLICIES AND PROCEDURES

Welcome To Colorado Management & Realty Inc.

We have prepared these guidelines to provide you with information covering some aspects of your employment, and to answer many of the questions you might have about your job. These guidelines supersede all prior Colorado Management & Realty Inc. policies and procedures, and all statements or commitments, oral and written, concerning the terms and conditions of your employment.

These guidelines are not a contract and impose no legally enforceable obligation on the Company. Provisions of the Employee Manual are only guidelines that the Company may or may not follow, and which the Company may interpret, in their sole discretion. All Company employees are employed at will. Employees, or the Company, may terminate the employment relationship at any time, with or without prior notice, warning, procedure or formality, for any reason or no reason, with the Companies' only obligation being the payment of wages earned and benefits vested through the last day worked. The nature, terms or conditions of the Company's' employees' employment cannot be changed by any oral representation, custom, habit or practice, other than in a writing signed by the Company's' President. In the event of conflict between this disclaimer and any other statement, oral or written, present or future, concerning terms and conditions of employment, the at-will relationship confirmed by this disclaimer shall control. The Company reserves the right to change, replace, withdraw or deviate from any or all of the following guidelines without prior notice.

OPEN THE DOOR TO BETTER PROPERTY MANAGEMENT

Revised 04-01-10

General Information

Colorado Management and Realty, Inc.

8120 Sheridan Blvd. Suite A-200

Arvada, CO 80003

303-433-2325

303-433-5044 (fax)

Operation hours: 8:00 a.m. to 5:00 p.m.

Monday through Friday

Colorado Management and Realty, Inc. provides management services for owners of Homeowners Associations, apartments, and single-family homes. Included in this management service is: maintenance, accounting, on-site visitation, employment of managers, etc.

The company mission is:

Open the Door to Better Property Management

Teamwork is the way any company survives and expands, especially a service-oriented company like Colorado Management & Realty. Our Property Owners and Homeowners are our employers. The payment of rent and dues by Tenants and Homeowners pays the wages and overhead of the company. Professional, cheerful and respectful attitudes at all times are assets to any company's success.

EQUAL EMPLOYMENT OPPORTUNITY

The Company provides equal employment opportunities to all employees and applicants for employment in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.

CONFIDENTIALITY OF INFORMATION

It is the policy of the Company to ensure that the operations, activities, and business affairs of the Company and our clients are kept confidential to the greatest possible extent. If, during your employment, you acquire confidential or proprietary information about the Company and its clients, such information is to be handled in strict confidence and not to be discussed with outsiders. You are also responsible for the internal security of such information. Violations of confidentiality may result in disciplinary action, up to and including discharge.

IDENTITY THEFT POLICY

The risk to Colorado Management & Realty Inc, (CMR) its employees, customers and clients from data loss and identity theft is of significant concern to everyone. This risk can be reduced through the combined efforts of every employee and contractor by identity theft prevention. CMR adopts the following identity theft prevention policy to help protect employees, customers, contractors, clients and CMR from damages related to the loss or misuse of sensitive information.

SCOPE

This identity theft prevention policy applies to all employees, contractors, consultants, temporary workers, and other workers, including all personnel affiliated with third parties.

SENSITIVE INFORMATION

Sensitive information includes the following items whether stored in electronic or printed format:

Credit card information, including any of the following:

1. Credit card number (In part or whole)
2. Credit card expiration date
3. Cardholder name
4. Cardholder address Tax identification numbers, including:

Government ID Numbers

1. Social Security number
2. Business identification number
3. Employer identification numbers Payroll information, including:

Payroll Information

1. Pay stubs
2. Bank records
3. Garnishment information Medical information for any employee or customer, including but not limited to:

Other personal information belonging to any customer, employee or contractor, examples of which include:

1. Date of birth
2. Address
3. Phone numbers
4. Name including maiden name
5. Customer number

Company employees are encouraged to use common sense judgment in securing confidential information of customers and coworkers. If an employee is uncertain of the sensitivity of a particular piece of information, he/she should contact their supervisor.

Hard Copy Distribution

Each employee and contractor performing work for CMR must comply with the following policies:

1. File cabinets, desk drawers, overhead cabinets, and any other storage space containing documents with sensitive information must be closed and locked if possible when not in use.
2. Storage rooms, containing documents with sensitive information and record retention areas must be locked at the end of each workday or when unsupervised.
3. Desks, workstations, work areas, printers and fax machines, and common shared work areas must be cleared of all documents containing sensitive information when not in use.
4. Whiteboards, dry-erase boards, writing tablets, etc. in common shared work areas must be erased, removed or shredded when not in use.
5. When documents containing sensitive information are discarded they must be placed inside a locked shred bin or immediately shredded using a mechanical shredding device.
6. Office visitors must be accompanied by an employee if the visitor is not in a public area of the office

Electronic Distribution

Each employee and contractor performing work for CMR must comply with the following policies:

1. Internally sensitive information may only be transmitted using approved CMR email. All sensitive information must be encrypted when stored in an electronic format.
2. Employees must report any breach of virus protection and are strictly prohibited from turning off any virus protection software. Employees will be assigned a

- password for their computer station, password changes shall be done by the computer administrator. Never open files that are from an unknown source and do not share passwords with coworkers.
3. When providing copies of information to others, employees should make sure that nonessential information is removed and that personally identifiable information that has no relevance to the transaction is either removed or masked.
 4. Employees should never leave computer terminals unattended when personally identifiable information is on the screen, and password-activated screen-savers should be used.
 5. Any sensitive information sent externally must be encrypted and password protected and only to approved recipients. Additionally, a statement such as this should be included in the email:

“This message may contain confidential and/or proprietary information and is intended for the person/entity to which it was originally addressed. Any use by others is strictly prohibited.”

Covered Accounts

A covered account includes any account that involves or is designed to permit multiple payments or transactions. Every new and existing customer account that meets the following criteria is covered by this program:

1. Business, personal and household accounts for which there is a reasonably foreseeable risk of identity theft; or
2. Business, personal and household accounts for which there are a reasonable foreseeable risk to the safety or soundness of CMR from identity theft, including financial, operational, compliance, reputation or litigation risks.

Red Flags

The following red flags are potential indicators of fraud. Any time a red flag, or a situation closely resembling a red flag, is apparent, it should be investigated for verification.

1. Alerts, notifications or warnings from a consumer reporting agency;
2. A fraud or active duty alert included with a consumer report;
3. A notice of credit freeze from a consumer reporting agency in response to a request for a consumer report; or
4. A notice of address discrepancy from a consumer reporting agency as defined in 334.82(b) of the Fairness and Accuracy in Credit Transactions Act. Red flags

also included consumer reports that indicate of pattern of activity inconsistent with the history and usual pattern of activity of an applicant or customer, such as: A recent and significant increase in the volume of inquiries; An unusual number of recently established credit relationships; A material change in the use of credit, especially with respect to recently established credit relationships; or An account that was closed for cause or identified for abuse of account privileges by a financial institution or creditor.

Suspicious Documents

1. Documents provided for identification that appear to have been altered or forged.
2. The photograph or physical description on the identification is not consistent with appearance of the applicant or customer presenting the identification.
3. Other information on the identification is not consistent with information provided by the person opening a new covered account or customer presenting the identification.
4. Other information on the identification is not consistent with readily accessible information that is on file with the municipality, such as a signature card or a recent check.
5. An application appears to have been altered or forged, or gives the appearance of having been destroyed and reassembled.

Suspicious Personal Identifying Information

1. Personal identifying information provided is inconsistent when compared against external information sources used by the municipality, for example:
The address does not match any address in the consumer report.

The Social Security number has not been issued or is listed on the Social Security Administration's Death Master File. Or

Personal identifying information provided by the customer is not consistent with other personal identifying information provided by the customer. For example, there is a lack of correlation between the SSN range and date.

2. Personal identifying information provided is associated with known fraudulent activity as indicated by internal or third-party sources used by CMR. For example, the address on an application is the same as the address provided on a fraudulent application.

3. Personal identifying information provided is of a type commonly associated with fraudulent activity as indicated by internal or third-party sources used by CMR. For example:
 - The address on an application is fictitious, a mail drop, or a prison; or
 - The phone number is invalid or is associated with a pager or answering service.
4. The SSN provided is the same as that submitted by other persons opening an account or other customers.
5. The address or telephone number provided is the same as or similar to the address or telephone number submitted by an unusually large number of other customers or other persons opening accounts.
6. The customer or the person opening the covered account fails to provide all required personal identifying information on an application or in response to notification that the application is incomplete.
7. Personal identifying information provided is not consistent with personal identifying information that is on file with the municipality.
8. When using security questions (mother's maiden name, pet's name, etc.) the person opening the covered account or the customer cannot provide authenticating information beyond that which generally would be available from a wallet or consumer report.

Suspicious Activity Related to the Account

1. Shortly following the notice of a change of address for a covered account, CMR receives a request for new, additional, or replacement goods or services, or for the addition of authorized users on the account.
2. A new revolving credit account is used in a manner commonly associated with known patterns of fraud. For example, the customer fails to make the first payment or makes an initial payment but no subsequent payments.
3. A covered account is used in a manner that is not consistent with established patterns of activity on the account. There, for example? Non payment when there is no history of late or missed payments; A material change in purchasing or usage patters.
4. A covered account that has been inactive for a reasonably lengthy period of time is used (taking into consideration the type of account, the expected pattern of usage and other relevant factors).
5. Mail sent to the customer is returned repeatedly as undeliverable although transactions continue to be conducted in connection with the customer's covered account.
6. CMR is notified that the customer is not receiving paper account statements.

7. CMR is notified of unauthorized charges or transactions in connection with a customer's covered account.
8. CMR receives notice from customers, victims of identity theft, law enforcement authorities, or other persons regarding possible identity theft in connection with covered accounts held by CMR.
9. CMR is notified by a customer, a victim of identity theft, a law enforcement authority, or any other person that it has opened a fraudulent account for a person engaged in identity theft.

Responding to Red Flags

Once potentially fraudulent activity is detected, an employee must act quickly as a rapid appropriate response can protect customers and CMR from damages and loss.

Once potentially fraudulent activity is detected, gather all related documentation and write a description of the situation. Present this information to a manager or supervisor for determination.

The manager or supervisor will conduct additional authentication procedures to determine whether the attempted transaction was fraudulent or authentic.

If a transaction is determined to be fraudulent, appropriate actions must be taken immediately. Actions may include:

1. Canceling the transaction;
2. Notifying and cooperating with appropriate law enforcement.
3. Determining the extent of liability of CMR; and
4. Notifying the actual customer that fraud has been attempted

Periodic Updates to the Plan

At least once annually, the program will be re-evaluated to determine whether all aspects of the program are up to date and applicable in the current business environment. Periodic reviews will include an assessment of which accounts are covered by the program.

Periodic audits should be performed within each department to ensure that individuals who should not have access to such files are not accessing them.

As part of the review, red flags may be revised, replaced or eliminated. Defining new red flags may also be appropriate.

Employees will be notified of updates or changes to the program as they occur.

Program Administration

Management

The Identity Theft Prevention Program and its enforcement demands the highest level of attention. If you observe or become aware of a situation in which sensitive information is being compromised or employees are not taking steps outlined in this policy, it must be addressed immediately. Failure to respond to and oversee preventive measures of sensitive information will be viewed as a violation.

Enforcement of the plan must be appropriately documented and maintained.

Employee Training

1. Employee training shall be conducted for all employees, officials and contractors for whom it is reasonably foreseeable that they may come into contact with accounts of personally identifiable information that may constitute a risk to CMR or its customers.
2. Steve Smalley is responsible for ensuring identity theft training for all employees and contractors.
3. Employees must receive annual training in all elements of this policy. This training will ensure that employees are knowledgeable and will be able to take steps to detect, prevent and mitigate identity theft of CMR's customers to the extent reasonable possible.
4. To ensure maximum effectiveness, employees may continue to receive additional training as changes to the program are made.

Supervision of Third Party Affiliates

1. It is the responsibility of CMR to ensure that the activities of all third party affiliates are conducted in accordance with reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft.
2. A third party affiliate that maintains its own identity theft prevention program, consistent with the guidance of the red flag rules, and validated by appropriate due diligence, may be considered to be meeting these requirements.
3. Any specific requirements should be specifically addressed in the appropriate contract arrangements.

Non-Compliance/identity theft

Should anyone doing business with or for CMR violate this identity theft prevention policy, they will be subject to serious consequences, which may include termination.

OPEN DOOR POLICY

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents will resolve themselves naturally; however, if a situation persists that you believe is detrimental to you or to the Company, free discussion with your supervisor or the President of the company is encouraged.

PERSONNEL FILES

The Company maintains personnel files on each employee. These files contain documentation regarding all aspects of the employee's tenure with the Company, such as performance appraisals, beneficiary designation forms, disciplinary warning notices, and letters of commendation.

To ensure that your personnel file is up-to-date at all times, notify us of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, the individuals to notify in case of an emergency, and so forth.

WORKPLACE HARASSMENT

The Company has adopted a policy of "no-tolerance" with respect to unlawful employee harassment. In this connection, the Company expressly prohibits any form of unlawful employee harassment based on race, color, religion, sex, national origin, age, disability, or status in any group protected by state or local law. Improper interference with the ability of the Company employees to perform their expected job duties is not tolerated. **VIOLATION OF THIS POLICY WILL SUBJECT AN EMPLOYEE TO DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE DISCHARGE.**

It is not possible to describe or define all types of harassment. However, harassment includes verbal or physical conduct that belittles or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, national origin, age or disability, and that (i) has the purpose or effect of creating an intimidating, hostile, or offensive working environment, (ii) has the purpose or effect of unreasonably interfering with an individual's work performance, or (iii) otherwise adversely affects an individual's employment opportunities. Harassing conduct includes, but is not limited to, (i) epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts that relate to race, color, religion, sex, national origin, age or disability, (ii) written or graphic material that belittles or shows hostility or aversion toward an individual or group because of race, color, religion, sex, national origin, age, or disability and that is placed on walls, bulletin boards, or elsewhere on the Company's premises or circulated in the

workplace and (iii) sexual advances, requests for sexual favors, unwelcome or offensive touching, and other verbal, graphic or physical conduct of a sexual nature.

With respect to sexual harassment, the Company prohibits the following:

1. Unwelcome sexual advances; requests for sexual favors; and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:

Submission to such conduct is made either explicitly or implicitly a term or condition of employment;

Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

2. Offensive comments, jokes, innuendos, and other sexually-oriented statements.

Examples of the types of conduct expressly prohibited by this policy include, but are not limited to, the following:

Touching, such as rubbing or massaging someone's neck or shoulders, stroking someone's hair, or brushing against another's body.

Sexually-suggestive touching.

Grabbing, groping, kissing, fondling.

Violating someone's "personal space".

Lewd, off-color, sexually-oriented comments or jokes.

Foul or obscene language.

Leering, staring, stalking.

Suggestive or sexually-explicit posters, calendars, graffiti, cartoons.

Unwanted or offensive letters or poems.

Offensive E-mail or voice-mail messages.

Sexually-oriented or explicit remarks, including written or oral references to sexual conduct, gossip regarding one's sex life, body, sexual activities deficiencies, or prowess.

Questions about one's sex life or experiences.

Repeated requests for dates after being turned down.

Sexual favors in return for employment requests or threats if sexual favors are not

Permitted...

Sexual assault or rape. Any other conduct or behavior deemed inappropriate by the Company.

COMPLAINT PROCEDURE

All employees of the Company are responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, all employees of the Company are responsible for respecting the rights of their coworkers.

If you feel that you are being harassed in any way by another employee or by a customer, guest or vendor, it is your absolute right and obligation to promptly make your feelings known to your supervisor. If you are not satisfied with the way your complaint has been handled by your supervisor, if you do not feel comfortable discussing the matter with your supervisor or if your supervisor is the source of your problem, you should promptly report the problem to either of the Company's Presidents. The matter will be thoroughly investigated and, where appropriate, disciplinary action will be taken, up to and including termination. You will not be penalized in any way for reporting such conduct concerning yourself or another person. Reprisals against any employee reporting an allegation of harassment will not be tolerated. This policy applies to all incidents of alleged harassment, including those which occur off-premises, or off-hours, where the alleged offender is a supervisor, coworker, or even a non-employee with whom the employee is involved, directly or indirectly, in a business or potential business relationship. Harassment complaints shall be kept confidential to the extent possible.

Should the alleged harassment occur at a time other than your normal business hours, your complaint should be filed as early as practicable on the first business day following the alleged incident.

Please understand that the Company takes complaints of discrimination and harassment very seriously. The Company will undertake an investigation of any complaints.

If the Company determines that an employee is guilty of harassing another individual, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

The Company prohibits any form of retaliation against any employee for filing a (bona-fide) complaint under this policy or for assisting in a complaint investigation.

DO NOT ASSUME THAT THE COMPANY IS AWARE OF YOUR PROBLEM THEY ARE NOT. IT IS YOUR RESPONSIBILITY TO BRING INFORMATION, COMPLAINTS AND/OR CONCERNS TO OUR ATTENTION IN ORDER THAT WE MAY TAKE ACTION TO RESOLVE THE PROBLEM.

CODE OF ETHICS

General — All employees of the Company are endowed by our Property Owners and HOA Board Members with a special level of trust, and are responsible for establishing, preserving, and promoting integrity and ethical trust. High ethical standards must prevail in all interactions with the Company members. Employees shall be guided in their conduct of the Company business by this Code of Ethics and, where applicable, personnel policies and job descriptions.

Unauthorized Compensation — No employee or employee's spouse or children may accept any gratuity that would influence the scope of their employment. No type of compensation may be accepted by any employee from a title or settlement company.

Transacting Business with One's Agency — No employee, family member or close relations may directly or indirectly purchase, rent, or lease any realty, goods, or services without authorized consent from the property owner. Neither may the employee hold any employment or contract with any business entity or agency subject to the regulation of, or doing business with, his/her agency without the Companies' approval.

No employee may intentionally use, or attempt to use, his/her office position or any property or resource in his/her trust, or, perform his/her official duties to obtain special privilege, benefit, or exemption for himself/herself or others.

In addition to the above expectations in the conduct of the Company business, exemplary social conduct in the following areas is expected between staff, owners, vendors, homeowners, renters and the general public.

NON COMPETE/SOLICITATION

During the term of your employment and for a period of 2 years subsequent to your terminated employment with the Company, **you agree not**, without the prior consent of the company, directly, or indirectly, or through any other party, solicit business from or perform services to any current customers of the company. Employee agrees to reimburse the Company for any losses the company suffers, including reasonable attorney fees and court cost.

BROKERAGE RELASHIONSHIPS

Colorado Management provides Property Management services to rental properties, and homeowners associations. Colorado Management does not engage in real estate sales and will refer clients to other real estate professionals of the designated broker choice.

Colorado Management has appointed Steve Smalley as designated broker.

Colorado Management & Realty Inc. will only work for a property owners or homeowners association as their agent, by doing so Colorado Management & Realty Inc. and its employees owe to the client the following duties, loyalty, obedience, disclosure, confidentiality, reasonable care and diligence, and account for the funds and property. Each employees conduct is expected to conform to the above to protect the company's clients at all times.

LEAD BASE PAINT

All employees shall comply with all regulations set by the EPA and follow all procedures established by the EPA in regards to notification and renovation. Failure to follow EPA regulations will result in disciplinary action up to termination by the company.

WORKPLACE VIOLENCE

The Company is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at the Company. In this connection, it is the policy of the Company to expressly prohibit any acts or threats of violence by any Company employee or former employee against any other employee in or about the Company's facilities or elsewhere at any time. The Company also will not condone any acts or threats of violence against the Company's employees, clients, or visitors on the Company's premises at any time or while they are engaged in business with or on behalf of the Company, on or off the Company's premises.

In keeping with the spirit and intent of this policy, and to ensure the Company's objectives are attained in this regard, the Company is committed to the following:

1. To provide a safe and healthful work environment, in accordance with the Company's safety and health policy.
2. To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
3. To take appropriate action when dealing with clients, former employees, or visitors to the Company's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
4. To prohibit employees, former employees, clients, and visitors from bringing firearms or other weapons onto the Company's premises.
5. To establish viable security measures to ensure that the Company's facilities are safe and secure to the maximum extent possible and to properly handle access to Company facilities by the public, off-duty employees, and former employees.

In furtherance of this policy, employees have a "duty to warn" their supervisors, of any suspicious workplace activity or situations or incidents that they observe or that they are aware of and involve other employees, former employees, clients, or visitors that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. The Company will not condone any form of retaliation against any employee for making a report under this policy.

GUIDELINES FOR APPROPRIATE CONDUCT

As an integral member of the Company team, you are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times. This involves respect for the rights and feelings of others refraining from any behavior that might be harmful to you, your coworkers, and or the Company, or that might be viewed unfavorably by current or potential clients or by the public at large.

Whether you are on or off duty, your conduct reflects on the Company. You are, consequently, encouraged to observe the highest standards of professionalism at all times.

The Company expects all employees to perform their jobs to the highest professional and business standards at all times and will not tolerate inappropriate or insubordinate conduct. The Company therefore reserves the right, in all instances, to impose discipline, up to and including discharge, with or without prior warning, procedure or formality for inappropriate or insubordinate conduct. While common sense is the best guide for determining whether conduct is appropriate, if you have any questions concerning the permissibility of any action, you are responsible for contacting your supervisor, in advance, for clarification. Whether an employee's performance, conduct or behavior warrants disciplinary action is within the judgment and discretion of the Company, as is the appropriate type of discipline in a particular instance. The Company does not intend by these guidelines to create any expectation that any employees will be assured of any particular form of disciplinary action, such as warnings or notice, or progressive discipline, prior to discharge. Rather, discipline shall in all cases be imposed at the Company's discretion, in consideration of factors the Company deems appropriate

DRUG-FREE WORKPLACE

It is the policy of the Company to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances or alcohol beverages is inconsistent with the behavior expected of employees, and subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines the Company's ability to operate effectively and efficiently and is strictly prohibited and be subject to disciplinary action up to and including termination. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace or while engaged in the Company business off the Company's premises is strictly prohibited. Such conduct is also prohibited during nonworking time to the extent that in the opinion of the Company, it impairs an employee's ability to perform on the job or threatens the reputation or integrity of the Company.

Employees convicted of controlled-substance-related violations in the workplace, including pleas of non-contend ere (i.e., no contest), must inform the Company within five days of such conviction or plea. Employees who violate any aspect of this policy may be subject to disciplinary action up to and including termination. At its discretion, the Company may require employees who violate this policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment.

PERSONAL APPEARANCE AND DEMEANOR

Discretion in style of dress and behavior is essential to the efficient operation of the Company. Employees are, therefore, required to dress in appropriate business attire and to behave in a professional, businesslike manner. Please use good judgment in your choice of work clothes and remember to conduct yourself at all times in a way that best represents you and the Company.

Employees failing to adhere to proper Company standards with respect to appearance and demeanor are subject to disciplinary action. This includes refraining from wearing inappropriate attire, such as revealing or provocative clothing or wearing clothing with inappropriate language or pictures, at the Company's parties and other functions and events that are directly or indirectly related to the business or activities of the Company.

CLASSIFICATIONS OF EMPLOYMENT

For purposes of salary administration and eligibility for overtime payments and employee benefits, the Company classifies its employees and other workers as follows:

Full time regular employees. Employees hired to work the Company's normal, full time, forty (40) hour workweek on a regular basis. Such employees may be "exempt" or "nonexempt" as defined below.

Part-time regular employees. Employees hired to work fewer than forty (40) hours per week on a regular basis. Such employees may be "exempt" or "nonexempt" as defined below.

Temporary employees. Employees who are normally work for a set period of time, generally a season, and whose employment ends at the end of the season.

Nonexempt employees. Employees who are required to be paid overtime at the rate of time and one half (i.e., one-and-one-half times) their regular rate of pay for all hours worked beyond forty hours in a workweek, in accordance with applicable federal wage and law hours.

Exempt employees. Employees who are not required to be paid overtime, in accordance with applicable federal wage and hour laws, for work performed beyond forty hours in a workweek. Executives, professional employees, outside sales representatives, and certain employees in administrative positions are typically exempt. You will be informed of your initial employment classification as an exempt or nonexempt employee during your orientation session. If you change positions during your employment, as a result of a promotion, transfer, or otherwise, you will be informed of any change in your exemption status. Please direct any questions regarding your employment classification or exemption status to the Companies Manager.

RECORDING WORK HOURS

It is the policy of the Company to comply with applicable laws that require records to be maintained of the hours worked by our employees. To ensure that accurate records are kept of the hours you actually work (including overtime where applicable) and of the accrued leave time you have taken, and to ensure that you are paid in a timely manner, you will be required to record your time worked and your absences on the Company's official time card. After reviewing the form and resolving any discrepancies, the time card will be forwarded to payroll for processing.

Please ensure that your actual hours worked and leave time taken are recorded accurately. Falsification of a time record is a breach of Company policy and is grounds for disciplinary action, including the possibility of discharge.

ABSENTEEISM AND TARDINESS

The Company expects all employees to assume diligent responsibility for their attendance and promptness.

If you are unable to work for any reason or will be late for any reason and have not obtained pre-approval for such absence or tardiness, you must notify the Office at least one (1) hour prior to your scheduled start time on each day you will be late or absent. Failure to properly notify the Company may result in disciplinary action up to and including discharge.

If you leave prior to the end of your shift, for any reason, you must obtain prior permission from your supervisor.

If you are absent for more than three consecutive workdays, a statement from your physician may be required before you will be permitted to return to work. In such instances, the Company also reserves the right to require you to submit to an examination by a physician designated by the Company at its discretion.

Absenteeism or tardiness that is unexcused or excessive in the judgment of the Company is grounds for disciplinary action, up to and including dismissal.

OVERTIME PAY PROCEDURES

If you are classified as a nonexempt employee (see the classifications of employment policy section for the definition of nonexempt employee), you will receive compensation for pre approved overtime work as follows:

1. You will be paid at straight time (i.e., your regular hourly rate of pay) for all hours worked up to the fortieth hour in any given workweek.
2. You will be paid one-and-one-half times your regular hourly rate of pay for all hours worked beyond the fortieth hour in any given workweek.
3. You will be paid one-and-one-half times your regular hourly rate of pay for all hours actually worked over twelve on any given day, regardless of the number of hours worked during the regular workweek.

All overtime must be pre-approved by your supervisor.

Your supervisor will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible.

You will normally receive payment for overtime in the pay period following the period in which such overtime is worked, providing that your time record has been properly prepared, approved by your supervisor, and forwarded to payroll for processing in a timely manner.

PAY PERIODS/ PAY DAYS

The period starts on the 1st of each month and ends on the 15 of each month including the 15 day. The 2nd pay period starts on the 16 day of the month and ends on the last day of the month including the last day of the month. Each employee must have the completed paper work required and given to their supervisor, one day after the pay period ends. This would include time cards, work orders or other documentation the supervisor requires. Failure to submit the required paper work will result in those hours being added to the next pay period.

The first pay day is the 20 of each month and the second pay day is the 5 of each month at 5:00 p.m. If those dates fall on Saturday, Sunday or a Holiday that the office is closed, then the payday will be the next following business day at 5:00 p.m.

Resident managers and on-site employees are paid once a month on the 1st day of each month for the previous month. If those dates fall on Saturday, Sunday or a Holiday that the office is closed, then the payday will be the next following business day at 5:00 p.m.

VACATION PAY

After one year of service, each full time hourly employee will be given 40 hours of vacation; part-time employees will be given the average of their hours during the first year. Each employee will then accumulate hours according to the length of his or her employment.

Starting at year one, you will earn .019hr for each hour you work

Starting at year three you will earn .039hr for each hour you work.

Starting at year six you will earn .058hr for each hour you work.

Every January, between the 5 and the 20 employees are eligible to sign up for current year vacation times. If the company is not able to grant the same vacation time to more than one employee, the employee with the most seniority will be granted that vacation time.

Vacation time must be scheduled and approved with your supervisor and will be granted on a first come first serve basis, depending on workload, labor availability and time of the month. You must take your vacation in order to be paid for vacation time; you may not carry over more than 40 hours from a previous year. Once your vacation hours exceed the maximum you are allowed, you will no longer accumulate hours until such time as your accumulated hours are below your maximum hours.

HOLIDAY PAY

After 90 days of service each employee will be entitled to the following paid Holidays: New Years, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. Full time employees will receive 8 hours pay for each holiday. Part-time employees will receive the average of hours worked in the pay period, before holiday. Employees must work the scheduled day prior to the holiday and the scheduled day following the holiday. Employees that fail to work these days will lose the Holiday pay

PERFORMANCE EVALUATION

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Merit-based pay adjustments are awarded by the Company in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process, current economic conditions and company growth.

OFFICE CONDUCT

Due to the configuration of the office it has been deemed inappropriate to conduct conversations in such a manner that you are shouting information across the office. When in your office you have no idea who is in the lobby area, in another person's office or sitting at the conference table.

Office staff's personal business at no point in time is any information about an employee to be given to anyone outside the office. This means home phone numbers are not to be given to anyone unless their home phone number is for rental business. The pay of an employee, the employee's health conditions; any information pertaining an employee as an individual is not to be provided to anyone outside of the office.

Meetings

Open/Closed door

When anyone with a private office has another person in his or her office door open or not for the purpose of conducting CMR business it is not appropriate to interrupt. The only exception to this is in the event of an emergency, which consists of fire, flood or bodily injury, therefore other than the previously mentioned scenarios the situation can be handled when the meeting is over. (The only exception to this is if the participants in the meeting have previously notified you that they want to be interrupted).

TRAINING

The Company encourages further training, which employees wish to become involved with. Every effort will be made to accommodate employees that need time off for classes or seminars. The Company may also from time to time send its employees to seminars or other classes that the company feels would be beneficial for the employee and company.

STAFF MEETINGS

Supervisors will set staff meeting as needed, it will be mandatory for employees to attend these meetings when notified by their supervisor.

PERSONAL TELEPHONE USE

Company telephones are provided for the Company business. Incoming and outgoing personal calls on these telephones should be kept to a minimum, generally limited to calls of an emergency nature, and restricted as much as possible to the employee's lunch and break periods. No cell phones may be used for personal use during work hours.

COMPANY TELEPHONE PROCEDURES

The Company depends on the companies phones being answered in a professional and courtesy style to promote superior customer service. In order to achieve the results the Company is looking for, the Company has developed a phone script for use by all employees handling incoming phone calls. Below is the companies' phone script.

PHONE SCRIPT

In order to better facilitate the needs of the CMR client and to improve production the following phone script needs to be followed beginning immediately.

Receptionist - Good morning/afternoon you have reached Colorado Management & Realty, this is (receptionist name or who ever answers the phone) how may I help you.

Caller - When the caller asks for someone in the office the following scenarios need to be followed

Receptionist – Could I ask what this is regarding? What is your name please? If the first question doesn't provide a location follow up with what property are you referring to?

If the person the caller is asking for is not available, your response needs to be as follows;

Receptionist - xxxx is not available at this time would you like their voice mail? Nothing more needs to be said. (The caller doesn't need to know where the person they are calling for is or what they are doing they just are not available. It is not acceptable to tell the caller that the unavailable person is at the doctor, out sick, off that day, out of the office or in a meeting they just are not available at the time of the call)

TYPES OF CALLS

WORK ORDERS - Refer to work order procedures

REALTOR CALLS - When realtors call for status letters or info on an association, the first thing to do is direct them to the web site because most of the information that need is listed there. If the information they need is not on the web site the request needs to come to this office in writing (fax is fine)

RENTAL INFO - Receptionist will be provided with an availability list from the administrative assistant on Tuesday after the rent roll meeting once availability is determined. Calls regarding rental are to be handled as follows;

Receptionist - What size unit are you looking for? What part of town do you want to live in?

The receptionist then checks the availability list and refers the caller to either the manager on site or to the Manager Supervisor.

ACCOUNTS PAYABLE - Any call to do with bill payment. (Example – If a board member calls regarding the payment of a vendor it goes to account payable not HOA Director or Administrative Assistant)

ACCOUNTS RECEIVABLE – Any call to do with receiving money, 3-day notices, evictions or attorneys.

HOA DEPARTMENT - All calls go to the Administrative Assistant.

INCOMING CALLS / FORWARDING CALLS

Any calls that need to be transferred are to be handled as follow;

Receptionist – Let me put you on hold so I can see if XXX is available.

When announcing the call the receptionist then puts the call on hold dials the persons extension, announces who is calling to see if that person is available to take the call; if not, make the caller aware that the individual is not available and ask to direct to their voice mail. (Also the busy light always needs to be check) If you were asked to take a message politely say it would be more efficient for me to transfer you to their voice mail). This scenario will eliminate messages with incorrect phone number and or names, etc.

Note - Announcing a call should never be shouted out across the office.

The person whom you are announcing the call to also needs to pick up their handset to take your call.

INTERNET/COMPUTER USAGE

All computers, hardware, and software are property of Colorado Management & Realty Inc. any employee using the computer must abide by the following:

Employees will take extra care around this equipment and protect it from spillage, or damage. No liquids will be allowed on or near any computer equipment. Cords will not be left were they could become a tripping hazard or easily pulled on.

Employees are prohibited to add any software to any computer.

Employees are prohibited to make any changes to settings or adjustment of any kind to any computer.

Employees are prohibited to download any Programs from the Internet.

Employees are prohibited from pornographic or other objectionable Internet sites.

Employees may only use the Internet service for Company business, any other use is prohibited.

When using e-mail or Internet services employees will use the service in a professional manner.

Personal E-mails are permitted, but should be read and or responded to on the employee's personal time. (Breaks & Lunch)

Instant messenger or other programs of that nature are prohibited from being use.

Employees will notify their supervisor if the computer is failing to operate properly in a timely manner.

You must turn Computers and other hardware off at the end of each day.

Failure to abide by the above policy may result in disciplinary action or dismissal.

COMPANY CELLULAR PHONE

All Cellular phones and accessories are property of Colorado Management & Realty Inc. and will be returned to Colorado Management & Realty Inc. immediately upon the request from the company. Employee using the phone must abide by the following:

The Employee agrees to make no additions or changes to the programming or settings to the phone. Colorado Management & Realty Inc. will make any changes, or changes that the employee request, which the company feels is necessary.

Employees will be responsible for the use and care of the phone, accessories, and not to exceed the minutes on phone service plan. The phone is to be used for business purposes only, however employees may use the phone on a limited basis for emergencies and personal use. Employee agrees to pay for any overage of minutes at the rate the company pays the service provider, plus \$20.00 as an administration fee. Employee agrees that charges for repair or replacement of equipment misuse and abuse or minutes overages will be deducted from the employees payroll check.

Employees are prohibited from the use of pornography or other objectionable phone numbers and services.

When using the phone the employee will use the phone in a professional manner.

Failure to abide by the above policy may result in disciplinary action or dismissal.

MILITARY LEAVES OF ABSENCE

Leaves of absence without pay for military or Reserve duty are granted to full-time regular and part-time regular employees. If you are called to active military duty or to Reserve or National Guard training, or if you volunteer for the same, you should submit copies of your military orders to your supervisor as soon as is practicable. You will be granted a military leave of absence without pay for the period of military service, in accordance with applicable federal and state laws. If you are a reservist or a member of the National Guard, you are granted time off without pay for required military training. Your eligibility for reinstatement after your military duty or training is completed is determined in accordance with applicable federal and state laws.

LEAVE WITHOUT PAY

Leaves of absence without pay must be approved and schedule in advance with your supervisor. Such leaves are discretionary by the Company and will be handled on an individual basis and may only be approved when there is not accrued paid time off leave available.

JURY AND WITNESS DUTY LEAVE

If you are a regular employee who is summoned to jury duty, the Company continues your regular wage, up to \$50.00 per day, or as ordered by the Court which is ever greater, during your active period of jury duty for up to a maximum of three working days per calendar year. You are also permitted to retain the allowance you receive from the court for such service.

All employees are allowed unpaid time off if summoned to appear in court as a witness.

To qualify for jury or witness duty leave, you must submit to your supervisor a copy of the summons to serve as soon as it is received. In addition, certificate of service must be submitted to your supervisor when your period of jury or witness duty is completed.

MOONLIGHTING

Although the Company expects you to devote your primary efforts towards your duties and responsibilities with us, you may engage in outside employment with the prior approval of the General Manager. Generally, outside employment will be approved if it:

Does not conflict with your responsibilities at the Company, including your ability to work overtime as required in your position;

Does not interfere with your performance at the Company;

Does not prove detrimental to the interests of the Company;

Does not involve a conflict of interest or the appearance of a conflict of interest (such as working for a competitor, vendor, or customer); and

Does not involve the use of confidential or proprietary information of the Company or its customers.

In addition, no employee may compete with the Company by performing the same or similar work performed by the Company for any third party without prior written authorization from the Company. Likewise, no employee may use Company vehicles, tools or materials to assist any third party.

Before you serve as a paid officer, director, or advisor for another Company, the Company must determine that your accepting such a role is in the best interests of the Company. Your immediate supervisor and one of the owners will make such determinations.

Any issues regarding any outside employment you may be contemplating should be resolved prior to your accepting such employment.

SMOKING

In keeping with Company's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. Smoking is not allowed at the interior of job sites.

EMPLOYEE USE OF VEHICLES

From time to time you may be required to use your vehicle or a Company vehicle for Company-related matters. If you are requested to use a vehicle for a Company-related matter, you must have a valid driver's license and, if you are using your personal vehicle, your personal vehicle insurance which covers you while operating personal vehicles on Company business. You may be required to periodically have the status of your driver's license checked by the Company. If you are arrested and have any restriction placed on your driver's license, you are to immediately advise the Company.

If you use a vehicle for a Company-related matter, you are prohibited from using a cellular telephone in the vehicle unless:

- Your cellular telephone is equipped with a hands-free or voice- activated device and your assessment of the circumstances indicates that your operation of the cellular telephone will not compromise your driving ability; or
- You are making or taking a call from a vehicle that is completely stopped and parked in a safe location (not a red light or the like).

Similarly, you are not to eat while driving or to engage in any other activity that may distract you from your driving. Alcohol and illegal drugs are strictly prohibited from being in any vehicle. You are also required to always wear a seatbelt and not allow riders in your car while on Company business, unless you are authorized to do so by the Company. Violations of this policy will result in disciplinary action, up to and including discharge.

REIMBURSEMENT POLICY

1. You must have a store receipt for the expense you made payment on.
2. With receipt in hand, for property expenses fill out an “Expense Report” form.
3. Reference the example of “Expense Report Form” at the bottom of the page.
4. Use one expense sheet for each property.
5. All expenses must be approved by the Operations Director and/or Maintenance Director.

PROPERTY MANAGEMENT PROCEDURES AND RENTALS:

MONEY HANDLING:

Employees must use extreme care in handling the funds of the Company and its Clients. All funds that are collected must be in the form of checks, cashier checks, Money orders, or other instruments from a banking institution. Each bank instrument shall be payable to Colorado Management & Realty Inc., in addition it will name the payer and address and unit number, prior to the employee accepting the funds. All Funds collected in the field will be turned into the office on a daily basis, after which the funds will be deposited into the correct escrow account by the accounts receivable clerk or other office personal within 3 business day of receipt of such funds. Employees will never accept cash under any circumstance. From time to time employees will be given checks to make purchases from local suppliers; employees are responsible to ensure that all items purchased are for the property the check was assigned to. It will be the employee’s responsibility to return to the office the check stub along with receipt showing the items that were purchased. Employees will be responsible for any lost receipts for the amount of the receipt. Using a check for a different property than it was assigned to, is strictly prohibited. Violations of this policy will result in disciplinary action, up to and including discharge.

FAIR HOUSING:

Colorado Management & Realty Inc. insist that all employees practice fair housing at all times obeying all Federal, State, and Local laws. The Company has materials in order to educate our employees on the current law; also the company will have training sessions that all employees must attend in order to keep employees as informed as possible. If you have not received the Fair Housing information, you should contact your supervisor immediately. Violations of this policy will result in disciplinary action, up to and including discharge.

OCCUPANCY:

The Number of occupants we allow in a unit is as follows, unless the property owners have established a separate policy for their property.

1 Bedroom – 3 People 2 Bedroom – 5 People 3 Bedroom - 6 People

SHOWING OF EMPTY UNITS:

Employees may show vacant units, When showing a vacant unit the employee may inform the prospective tenant, rent amounts, security deposit amounts, lease terms and when the unit will be available that has been set by the designated broker of the company. Employees are strictly prohibited from negotiating with any prospective tenant on rent, deposit amount or any other terms of the lease. Furthermore no employee will promise any prospective tenant any upgrades or repairs to the property.

LEASING POLICY:

APPLICATION

Please review the application. All portions must be filled out; the most common mistake made is failing to fill out the bottom of the application and having all applicants sign. It is illegal to do any checking on this application without the signed consent of the applicant.

Each person that will sign a lease must fill out and sign the applications.

QUALIFICATIONS

Each applicant must meet the approval of the office before you may rent to Applicant Below is the guideline that we must use, however if the tenant does not fit this guideline, we may still rent to them with an additional deposit or last month rent or additional information or all of the above

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IMPORTANT NOTICE:

EVERY PERSON HAS THE RIGHT TO FILL OUT AN APPLICATION, REGARDLESS IF THEY MEET THE QUALIFICATIONS OR NOT.

Applicants must have the following for approved application:

Three months work history at the same job or trade (each applicant). Self-employed will need last year's tax returns.

Two times the gross garnish-able wages of the rent (combine applicants).

Three years of satisfactory rental history (each applicant).

No EVICTIONS on record for five years (each applicant).

Credit history in satisfactory condition (each applicant).

Criminal history in satisfactory condition.

There is an application processing fee per person as set by office.

Each applicant must have a valid social security number and ID (driver's license ok).

Each applicant must provide a current work address and phone, and a landlord and phone.

All move-in specials will expire after 14 days. Any person wanting to move in 15 or more days from the initial application date will not receive the move in special unless otherwise agreed too.

No unit will be held for less than a \$100.00 deposit and for no more than 14 days unless otherwise agreed too..

A full deposit must be received to hold a unit for more than 15 days unless otherwise agreed too.

A unit will not be held for more than 30 days unless otherwise agreed too.

PROCESSING THE APPLICATION:

After each application is filled out completely and signed by the applicant(s), the manager is responsible to complete the following:

- Manager will call employment and verify wages, as well as references. Write this information on the back of the application.
- Make sure the applicant and the manager has signed and filled in all information on the form.
- The office will give you instructions to proceed.
- When quoting a total price to move-in to a unit, please inform the prospective tenant that the price is "with approval of the office" and approved credit.
- DO NOT give the prospective tenant a move-in date on unfinished units, until you check with the office.
- Inform your prospective tenants of the number of people allowed in the unit they are applying for and ask them if that fits their needs.
- Be sure to mention the pet policy for your complex.
- Manager will bring the office the information for approval of the applicant
- Failure to fill out an application properly will result in returning the paper work to the manager without approval.
- Managers are responsible for the accuracy of the application and lease. A \$5.00 administration fee will be charged for any changes on a lease.

NEW TENANT:

Each new Tenant must receive the following when they execute a new lease. The Lease that is signed by all parties, a lead base book pamphlet and any potential knowledge of lead base paint, move-in condition report, house/condominium rules or both, keys to the unit and amenities, and a move-out notice form. After lease is signed, it is the manager's responsibility to call Xcel to change over service. You need to get the new tenants customer id. Number or their account number and write it on the lease.

TENANT MOVE-OUT

Great care should be given in this area the Company has developed a 3-part form that the tenant must fill out and sign in order for their notice to be accepted, that gives the tenant a receipt, that notice was given. Colorado Management & Realty Inc. policy is within 60 days to notify the tenant of the disposition of their deposit along with a refund check if any. A deposit refund form along with the tenants' ledger showing charges and payments will be mailed to the last known address of the tenant.

PROPERTY MANAGEMENT TRANSFERS:

From time to time Colorado Management & Realty Inc. will take over new properties; the following procedure should be used in order to have a smooth transition.

Soon after the contract is signed the President of the Company will call the current management company to arrange a schedule of events for a smooth transition.

- A. The Account payable clerk will transfer the mailing address of vendors and service providers to the property to Colorado Management & Realty Inc., effective of the day of transfer of the property
- B. The Accounts Receivable clerk will enter in the computer all new tenants and rent. The accounts receivable clerk will transfer all payable accounts for the property to and security deposit amounts, and past due balances or credits.
- C. The office shall prepare the current filing system so that records may be quickly integrated into the file system.
- D. The Maintenance supervisor will walk the property and units to check for deferred maintenance or defects that would cause damage to the property and report back to the owner such defects.
- E. Letters to Tenants should be sent as soon as possible informing them of the change, rent envelopes should be provided with this letter.
- F. Records and keys should be transferred a few days prior to the actual transfer of property.
- G. A follow-up meeting will be held with the property owner to ensure all records and property of the Owner has been received.
- H. The Property Owner will be responsible for their final accounting from the past management company.

From time to time Colorado Management & Realty Inc. will turn over a property to an Owner, Property Management Co or Bank the following procedure should be used in order to have a smooth transition.

The president of the company will contact the new entity for a timetable and a list of items form the new entity.

- A. The Accounts payable clerk will assist the new entity in transferring all payables as of the time to transfer.
- B. The Accounts Receivable clerk will prepare a computer print out of all tenants, address, unit numbers, rent, security deposit amounts, and past due balances or credits for each tenant.
- C. Office shall prepare the current files for the new entity to pick-up.
- D. The Maintenance supervisor will discuss with the new entity the property and units for deferred maintenance or defects that would cause damage to the property.
- E. Letters to Tenants should be sent as soon as possible informing them of the change of management.
- F. Records and keys should be transferred a few days prior to the actual transfer of property.
- G. A follow-up meeting will be held with the property owner to ensure all records and property of the Owner has been transferred.
- H. Colorado Management & Realty Inc. will within 60 days send the Owner a final accounting along with a check to close the owner's escrow account.

Collection Policy Rentals

Rent is due on the 1st of each month and is late on the 2nd.
On the 2nd start putting up "Your rent is late " notices.

Late fees will be assessed on the 6th of each month unless the 6th falls on the weekend or holiday, in which case the late fee will be assessed on the next business day. On the 6th put "Late fees have been assessed" notices. You must fill out Past Due Contact Sheet.

Approximately on the 12th of each month any account over 100.00 that represent rent charges (late fees and other charges will not apply and be determined on a case by case basis) will be faxed to the attorneys. The tenant will be charged at that time for attorney's fees.

The Tenant may pay the rent, late fee, and attorney's fees anytime before the court date and we will dismiss the court case. No partial payment will be accepted without approval

from President of the Company. No payment arrangements will be made prior to the court hearing.

After a judgment has been entered in the court case an agreement may be made with the tenant if the entire balance will be paid by the end of that month. President of the Company must approve any other agreement.

The entire amount maybe paid at anytime prior to the sheriff doing a physical eviction.

The Accounts Receivable Clerk will prepare a weekly delinquency report to be put into a logbook. Each over-due account will have a description of the action the clerk has and will be taking. You must stay in contact with the Clerk, until past due accounts are zero.

At the discretion of the Company, we may or may not send any account over \$100.00 to collections.

Colorado Management & Realty Inc. will pursue thru its attorneys any amount over 200.00 that are owed by a Tenant that has a balance from accumulated charges, damages to the unit, or breach of a lease term. These tenants shall be placed into collection with Colorado Management & Realty Inc. attorney for collection.

HOMEOWNERS ASSOCIATIONS:

MONEY HANDLING:

Employees must use extreme care in handling the funds of the Company and its Clients. All funds that are collected must be in the form of checks, cashier checks, Money orders, or other instruments from a banking institution. Each bank instrument shall be payable to Colorado Management & Realty Inc., in addition it will name the payer and address and unit number, prior to the employee accepting the funds. All Funds collected in the field will be turned into the office on a daily basis, after which the funds will be deposited into the correct escrow account by the accounts receivable clerk or other office personal within 1 business day of receipt of such funds. Employees will never accept cash under any circumstance. From time to time employees will be given checks to make purchases from local suppliers; employees are responsible to ensure that all items purchased are for the property the check was assigned to. It will be the employee's responsibility to return to the office the check stub along with receipt showing the items that were purchased. Employees will be responsible for any lost receipts for the amount of the receipt. Using a check for a different property than it was assigned is strictly prohibited. Violations of this policy will result in disciplinary action, up to and including discharge.

HOMEOWNER ASSOCIATION PROPERTY TRANSFERS:

From time to time Colorado Management & Realty Inc. will take over new Homeowner Associations; the following procedure should be used in order to have a smooth transition.

Soon after the contract is signed the President of the Company will call the current management company to arrange a schedule of events for a smooth transition.

- A The Account payable clerk will transfer the mailing address of vendors and service providers to the property to Colorado Management & Realty Inc., effective of the day of transfer of the property
- B The Accounts Receivable clerk will enter in the computer all new homeowners, dues amounts and other charges or credits to their account.
- C The office shall prepare the current filing system so that records may be quickly integrated into the filing system.
- D The Maintenance supervisor will walk the property and units to check for deferred maintenance or defects that would cause damage to the property and report back to the owner such defects.
- E Letters to homeowners should be sent as soon as possible informing them of the change, mailing envelopes should be provided with this letter.
- F Records and keys should be transferred a few days prior to the actual transfer of property.
- G A follow-up meeting will be held with the property Board of Directors to ensure all records and property of the Association has been received.
- H The Board of Directors will be responsible for their final accounting from the past management company.

From time to time Colorado Management & Realty Inc. will turn a property over to a Bank or a Property Management Co. The following procedure should be used in order to have a smooth transition.

The president of the company will contact the new entity for a timetable and a list of items from the new entity.

- A The Accounts payable clerk will assist the new entity in transferring all payables as of the time of transfer.
- B The Accounts Receivable clerk will prepare a computer print out of all homeowner's names, address, unit numbers, dues amount, and past due balances or credits for each homeowner.
- C The office shall prepare the current files for the new entity to pick-up.

- D The Maintenance supervisor will discuss with the new entity the property and units for deferred maintenance or defects that would cause damage to the property.
- E Letters to homeowners should be sent as soon as possible informing them of the change of management.
- F Records and keys should be transferred a few days prior to the actual transfer of property.

- G A follow-up meeting will be held with the Board of Directors to ensure all records and property of the Owner has been transferred.
- H Colorado Management & Realty Inc. will within 60 days send the Association a final accounting along with a check to close the Association escrow account.

Collection Policy Associations:

Homeowner's fees are due on the first of each month.

Late fees will be assessed on the 16th of each month unless the 16th falls on the weekend or holiday, in which case the late fee will be assessed on the next business day.

Delinquent notices will be sent on the 20th of each month to those accounts that do not receive a monthly billing.

Approximately on the 20th of each month any account over 2 months delinquent and that represent Association dues, (late fees and other charges will not apply and be determined on a case by case basis) a demand letter from Colorado Management & Realty Inc. will be sent to the Homeowner demanding that the account be brought current within 10 days.

If the Homeowner fails to bring the account current by the 10th of the 3rd month that account will be turned over to the attorney for collection.

SAFETY AND HEALTH:

The Company is committed to providing a safe and healthful working environment. In this connection, the Company makes every effort to comply with relevant federal and state occupational health and safety laws and to develop the best feasible operations, procedures, technologies, and programs conducive to such an environment.

The Company's policy is aimed at minimizing the exposure of our employees, clients, and other visitors to our facilities to health or safety risks. To accomplish this objective, all the Company's employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

The responsibility of all employees of the Company in this regard include:

1. Exercising maximum care and good judgment at all times to prevent accidents and injuries;
2. Reporting to supervisors and seeking first aid for all injuries, regardless of how minor;
3. Reporting to supervisors, in writing, within four (4) days of any injury a complete report of any accident or injury.
4. Reporting unsafe conditions, equipment, or practices to supervisory personnel;
5. Using safety equipment provided by the company at all times;
6. Observing conscientiously all safety rules and regulations at all times;
7. Notifying their supervisors, before the beginning of the workday, of any medication they are taking, that may cause drowsiness or other side effects that could lead to injury to them and their coworkers.
8. On the following pages there are specific safety rules that must be followed at all times. Please review these rules to assure you are in compliance at all times.

SAFETY RULES:

1. Horseplay will not be allowed at any time.
2. When operating a vehicle all traffic regulations must be followed, in addition to every occupant in the vehicle must wear a seatbelt.
3. If using a ladder, it must be placed on level, firm ground. Never get up on a ladder that is uneven, not level or on soft ground, or higher than eight feet without a second person to hold the ladder for you. Never use chairs, buckets, benches, or any other substitutes for a ladder.

4. All power machinery must be run accordingly to the manufactures recommendations, also hand and eye protection must be worn at all times when machinery is in use (gloves and goggles).
5. When working on electric you must always turn off the power before work starts and place a note on the breaker box not to turn on the power.
6. When working on gas pilots you must follow the manufacture recommendations when lighting. Never light a pilot without following every safety procedure. Never light a pilot if you have a strong odor of gas or any other odors in the room. SAFETY FIRST!
7. DO NOT ATTEMPT to lift heavy loads without assistance. Always lift properly by bending at your knees, not twisting, and keeping the load close to your body. Avoid strain by lifting with your legs and arms. NEVER USE YOUR BACK. NEVER TRY TO CATCH SOMETHING YOU HAVE DROPPED.
8. If using a hand truck never use alone and always use the strap to secure the load. Do not move heavy items with a hand truck up and down the stairs without a hand strap and a second person.
9. When using loud machinery, ear protection must be used at all times.
10. Proper foot protection must be worn at all times; shoes must have treaded soles to prevent slipping. Sandals and bare feet are not allowed at anytime.
11. Always use handrails on steps. Never carry more than you can balance and or anything that obstructs the eyes view.
12. Proper sawhorses must be used when sawing or drilling materials at all times
13. Always be familiar and alert to the conditions around you, check for icy or wet conditions, tile or linoleum when wet is very slippery, black ice is very dangerous. Always know what is under you and around you.
14. Dropping materials from one level to another is prohibited.
15. Rubber gloves should always be worn at all times when cleaning or repairing toilets, sinks, or other hazard areas.
16. Gloves should be worn at all times when handling rough or sharp edge materials, or around hot objects, if uncertain wear gloves.
17. Manufacture installation and safety recommendations for all products must be followed.
18. Work areas must always be kept free of hazard and rubbish, working in a cluttered areas or leaving clutter will not be tolerated.
19. All office employees must review the computer and desk illustration sketches; these should be practiced twice daily.
20. Do not place speed above safety and proficiency. An efficient, safe worker is better than a speedy careless one.

ACCIDENTS:

If you are involved or witness an accident you are required to do the following:

Help the injured person, for serious injuries, you should never move the person, but call for help and comfort them until help arrives.

Colorado Management & Realty, Inc. has a designated provider for treatment. Concentra Medical Centers and Health One, a map of locations will be provided to you. **If you fail to go to the designated provider for a non-life threatening injury, no payment will be made and you will be responsible for all medical payments.**

If the injury is life or limb threatening, you should call and go to the closest emergency room.

You must report any accident within four hours from the time it occurred to the office, giving details of where and what happened. Also written notice must be given to the office within 4 days detailing the accident, injuries, time and place.

Accidents that occur due to conduct or safety rules violation will result in disciplinary action up to and including termination.

Tenant or Guest Accidents — Help the person anyway you can, but NEVER move any injured person. Call 911 if the person requests help. Never admit the accident is any ones fault including the injured person. Immediately call the office with details of the accident, names of the injured person(s), address and phone numbers of the injured person(s) and any witnesses. DOCUMENT EVERYTHING AND TURN A COPY INTO THE OFFICE

TO: ALL EMPLOYEES

RE: WORK-RELATED INJURY OR ILLNESS:

This company works to provide a safe working environment for all employees. However, injuries on the job do occur and we have arranged for prompt medical treatment of these injuries through Concentra Medical Centers listed on your map and injury form. ANY MEDICAL COST OTHER THAN THAT THROUGH CONCENTRA MEDICAL CENTERS OR ITS REFERRALS WILL BE THE RESPONSIBILITY OF THE EMPLOYEE.

Treatment after regular hours and on weekends should be obtained at one of the emergency rooms listed below. You should inform them of which company you work for and that the company has designated CONCENTRA MEDICAL CENTERS for work related injuries. They will refer you back to a CONCENTRA MEDICAL CENTERS facility for follow up care.

ACCIDENTS:

Every accident will be investigated and the injured employee will be interviewed after any accident to find the cause and how to prevent any further accidents.

Emergency Room Locations:

Porter Hospital, 2525 S Downing, Denver, Co 80210

303-778-5666

Mercy Center, 1650 Fillmore St, Denver, Co 80206

303-393-3600

St Anthony North, 2551 W84th Ave, Denver, Co 80030

303-426-2020

Littleton Porter Hospital 7700 S Broadway Littleton, Co 80122

303-730-5800

St Joseph Hospital 1835 Franklin St Denver, Co 80218

303-837-7240

St Anthony Central 4231 W 16 Ave Denver, Co 80204

303-629-3721

CONCENTRA

Medical Centers

FACILITY HOURS:

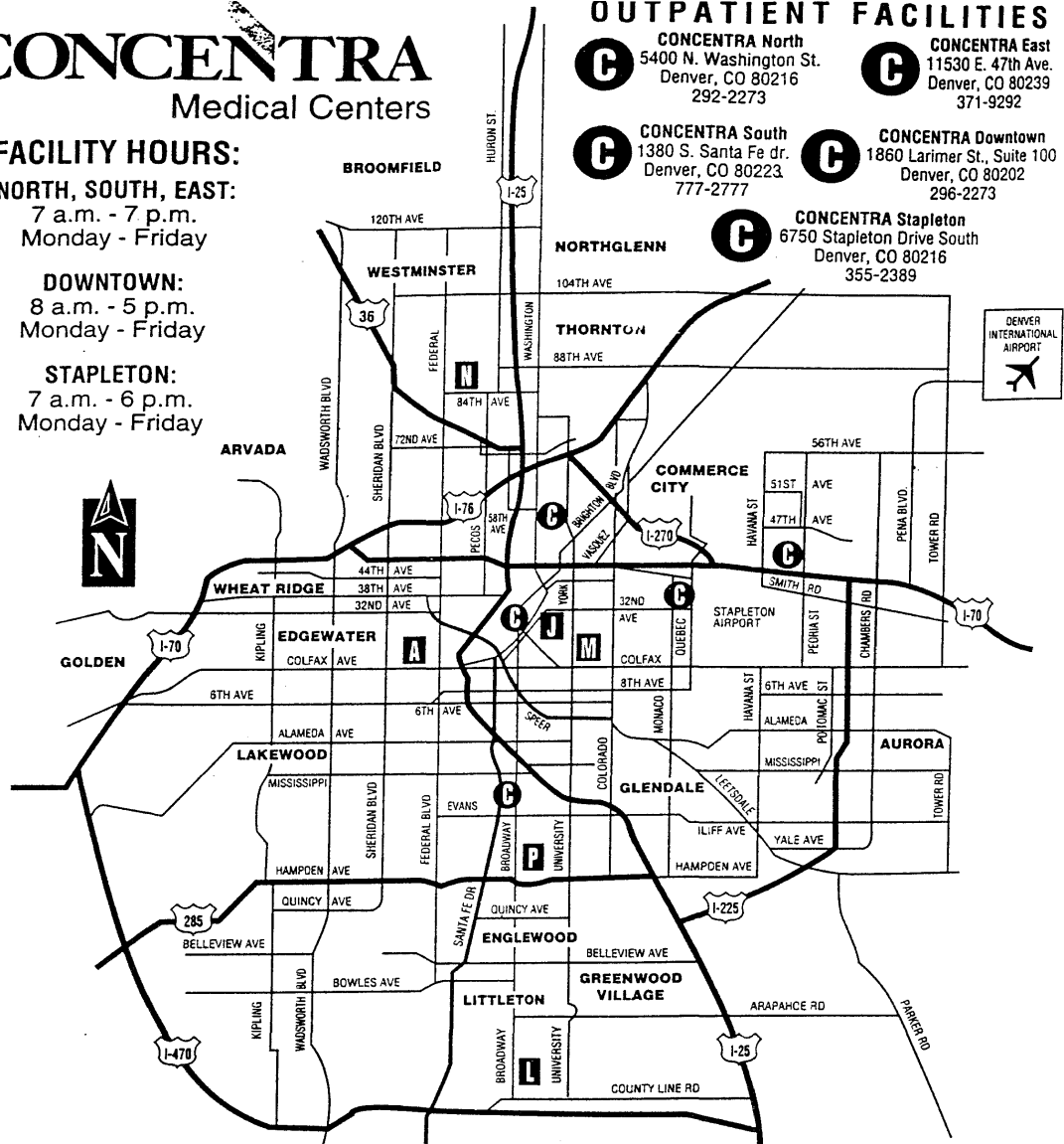
NORTH, SOUTH, EAST:
7 a.m. - 7 p.m.
Monday - Friday

DOWNTOWN:
8 a.m. - 5 p.m.
Monday - Friday

STAPLETON:
7 a.m. - 6 p.m.
Monday - Friday

OUTPATIENT FACILITIES

- C** **CONCENTRA North**
5400 N. Washington St.
Denver, CO 80216
292-2273
- C** **CONCENTRA East**
11530 E. 47th Ave.
Denver, CO 80239
371-9292
- C** **CONCENTRA South**
1380 S. Santa Fe dr.
Denver, CO 80223
777-2777
- C** **CONCENTRA Downtown**
1860 Larimer St., Suite 100
Denver, CO 80202
296-2273
- C** **CONCENTRA Stapleton**
6750 Stapleton Drive South
Denver, CO 80216
355-2389



AFFILIATED HOSPITALS

- P** **Porter Memorial Hospital**
2525 S. Downing St.
Denver, CO 80210
778-5666
- M** **Mercy Medical Center**
1650 Fillmore St.
Denver, CO 80206
393-3600
- N** **St. Anthony North**
2551 W. 84th Ave.
Westminster, CO 80030
426-2020
- L** **Littleton Hospital Porter**
7700 S. Broadway
Littleton, CO 80122
730-5800
- J** **St. Joseph Hospital**
1835 Franklin St.
Denver, CO 80218
837-7240
- A** **St. Anthony Central**
4231 W. 16th Ave.
Denver, CO 80204
629-3721

TERMINATION OF EMPLOYMENT:

Employees desiring to terminate their employment relationship with the Company are urged to notify the Company at least two weeks in advance of their intended termination. Such notice should preferably be given in writing to your supervisor. Proper notice generally allows the Company sufficient time to calculate all accrued overtime (if applicable) as well as other monies to which you may be entitled and to include such monies in your final paycheck. Without proper notice, however, you may have to wait until after the end of the next normal pay period to receive such payments.

As mentioned elsewhere in this manual, all employment relationships with the Company are on an at-will basis. Thus, although the Company hopes that our relationships with employees are long term and mutually rewarding, either the Company or you may terminate your employment relationship at any time for any reason.

III Job Descriptions

Duties and Directives

Customer Service

The first duty of all Colorado Management and Realty employees is customer service at all times to co-workers, tenants, vendors and of course owners. You do not know “who knows who” in the business world. Always use common courtesy such as, professional tone of voice, and attitude when working on a property, answering the phone, greeting a tenant, and or prospective owner in the office. This is a must to insure company business and income.

Consider the position you have been hired to perform. Gossip will not be tolerated; it is an abuse of company personnel and time. If you have information regarding the company, whether a compliment or a problem, that you feel is valid or reflects on the companies position in business or communities please inform your supervisor immediately. Discussing it with other employees only distracts from work and creates a bad reflection on everyone in the company, as well as the company.

Directives

If you have a company issue or problem, talk to your immediate supervisor. If you do have valid reasoning the issue is not getting handled, go to the next supervisor in charge in the company. Please use your chain of command.

Supervisors are in their position due to the knowledge of the company and ability to handle company policies. Company policies make an efficient system where the company and employees all benefit.

Expectations

You are expected to perform your job in an organized manner and meet the time frames the company has set to complete jobs. Did you ever play dominos? If you knock down one domino all the others fall, one after the other. When one job is incomplete or inaccurate it affects all other jobs within the company.

OPERATIONS DIRECTOR

Objective: To ensure the smooth operation of the company by enforcement of company policies and procedures. Inter facing of company directors, departments and employees. Providing a high level of customer service, owner satisfaction and company profitability.

Duties: A Full-time position 40 hours a week.

- *Oversee all operations of the company and report those findings to the CEO.
- *Assist and review all employee schedules with Directors to provide a high level of customer service and professionalism.
- *Process all office time cards and time schedules and review with the Maintenance Director all incomplete work orders, time cards and ensure all Work is done in a professional and timely installation.
- *Assist and review with the Maintenance Director on all make readies and any non-complete work orders to insure all work is done in a timely manner.
- *Coordinate and manage the on-site property managers. Assist the Maintenance Director with manager supplies, complaints, reviews and write-ups. Assist in viewing make-ready completions.
- *Hiring and termination of employees, including reviews. Communication of employee requests, complaints and special needs to the CEO.
- *Communications and coordination of all visits with all Owners, managers and CEO.
- *Assist and backup all other departments and Directors for the company.
- *Supervise on-site managers from office and by a minimum visit of once a week, of selected properties.
- *Processing and approval of all applications and/or denials for application.
- *Log in new leases and money.
- *Company marketing.
- *Tenant and employee complaints.

Maintenance Director

Objective: To supervise a team of maintenance technician professionals to assure that each property is well maintained in a quick and cost effective manner and provide a high level of customer service. Create communications and working interface with office personnel and on-site managers for a well-maintained and highly efficient and financially sound company.

Duties: A Full-time position 40 hours a week, plus emergency on call.

- *Hire, train, and supervise maintenance, grounds and cleaning technicians and on-site managers.
- *Maintain a maintenance system of forms and paperwork for follow-ups.
- *Organize and prioritize all work orders, make readies, employee time cards and paperwork.
- *Review maintenance employees and on-site managers work. Review make readies and ensure and confirm units are ready for rental after vendors have completed their assignments.
- *Coordinate with accounts receivables and operations for scheduled evictions.
- *Collect laundry money from list of properties.
- *Prepare a planning calendar with the assistance of operations for make readies and special projects, in order to secure work process and completion dates.
- *Assist the office and operations in handling complaints by tenants, owners, managers or other vendors and correct complaints and problems.
- *Purchase all necessary supplies and handle cost control and eliminate waste of supplies and finances.
- *Coordinate and supervise vendors, government agencies and other city and county offices for routine inspections and special projects for properties.
- *Inspect vacancies apartments after move-out and complete a walk through paper for make ready supplies.
- *Before move-ins prepare forms for damages to unit and give to accounts receivable for adjustment of deposit refund.
- *Maintain a labeled key system and re-key required doors.

HOA Director

Objective: To provide a high level of customer service to each Homeowners Associations Board of Directors and assist Associations and their Directors in accomplishing their goals and desires.

Duties: Part-time position up to 40 hours a week.

- *Attend Associations meetings, record the minutes of those meetings and play a proactive role in solving issues that face the Board.
- *Type and ensure the accuracy of all minutes and distribute the minutes within 3 working days after the meeting to Board members.
- *Prepare a punch list of action items within 3 days of the meeting and have request to vendors, maintenance or the appropriate individual within this time. Follow through for completion of each action item after it has been assigned.
- *Obtain bids as requested by Homeowners Board of Directors.
- *Prepare and respond to all status letters and/or advise inquiries to visit our website at www.cmrdenver.com for information.
- *Drive by monthly inspection of properties.
- *Schedule meetings and locations of all meetings, and advise the office.
- *Prepare a newsletter for each Association.
- *Prepare all correspondence and notices to Homeowners Associations.
- *Assigned duties by CEO.

GENERAL / RECEPTIONIST
JOB OBJECTIVE

This position is responsible for the professional and efficient managing of visitors, consumers, telephone calls and messages, as well as a variety of clerical duties that support upper management; information and referral and the operation and presentation of a professional office.

SKILLS / KNOWLEDGE

Position requires the ability to deal well with people and get them to feel comfortable quickly. In addition, it requires the following skills: professional appearance and demeanor, good organizational and verbal skills, strong customer service representation, assertiveness, ability to sell and promote the company, ability to read and write English fluently and the ability to accurately perform basic to intermediate mathematical functions. A proficiency on the following office equipment is required: the ability to use general office equipment, including but not limited to: multi-line phone system, copy machines, fax machines, mailing scale, filing cabinets, shredder; in addition to being proficient on a computer, and MS Windows applications (Word, Excel, Outlook, etc...) and to enter data into the computer and generate printed and electronically submitted reports.

ESSENTIAL JOB FUNCTIONS

➤ **GENERAL FRONT DESK:**

- ◆ Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors (this includes via voice mail).
- ◆ Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages; screens all upper management calls to assist in their time management and productivity.
- ◆ Manages the company's lobby area. Greets and directs all visitors, including vendors, clients, job candidates and Resident Manager's.

- ◆ Performs routine office tasks necessary for the operation and presentation of a professional office as observed by the supervisor.
- ◆ Prepares and processes 100% of outgoing mail to include: accurate weighing; coding; sorting; affixing postage; properly addressing; and preparing certified/overnight/return receipt mail. Maintains general knowledge of current postal regulations and services frequently used by the organization. As directed, timely delivers mail to post office.
- ◆ Opens and legibly and appropriately stamps, as applicable, delivered mail and sorts into appropriate folders or "In" boxes, for distribution. Signs for deliveries when necessary and notifies recipients
- ◆ Keeps detailed list of supply needs: office, kitchen and bathroom; advises General Manager when new stock is necessary.
- ◆ Maintains a thorough working knowledge of and adheres to organization/project policies, regulations and procedures. This is kept as an organized binder, for the use of all employees.
- ◆ Keeps immediate supervisor well-informed of activities, results of efforts and problems identified/potential problems; recommends corrective actions to immediate supervisor.
- ◆ Respects confidentiality in discussing client, staff, volunteers and organizational matters. Maintains confidentiality of organization fiscal and personnel related information.
- ◆ General Housekeeping of office: Gathers trash daily in common office areas; disposes of refuse in outside waste receptacles; vacuums lobby, copy and conference areas daily; ensures kitchen area/kitchen appliances and bathrooms are kept neat, clean and stocked with appropriate supplies.
- ◆ Reports to work regularly and on time.
- ◆ Assists in other duties as needed and directed

➤ **ADMINISTRATIVE SUPPORT:**

- ◆ Administrative support to upper management; as well as overflow work from other departments, as needed:
- ◆ Complete accurate filing for PMS, HOA and General Manager on a weekly basis

- ◆ Create HOA violation letters, as requested, by using template. Ensure accuracy and send out as detailed in procedures.
- ◆ Maintain individual, accurate and up-to-date HOA binders.
- ◆ Resident application acceptance and approval: Verify resident manager has obtained all needed reference checks (per current C.M.R. procedures); enter all background verification information for the credit and criminal background check and print results; give to General Manager for approval. Once approval status is determined, call resident applicants to advise if approved or declined.
- ◆ Fax copy of new resident leases to Excel Energy contact weekly, to verify account is in new tenant's name.
- ◆ Support Regional Property Manager as needed: occasional phone calls to tenants, applicants, vendors, etc... Schedule appointments, as needed.

Perform the monthly mailing of HOA and PMS statements; this occurs at the end of the month. It is necessary to schedule accordingly, to allow

ACCOUNTS RECEIVABLE TECHNICIAN

JOB OBJECTIVE

To accurately and promptly enter and balance all receivables; prepare all residential leases on or before the move-in date. Maintain and complete all end of month balancing and statements for both Property Management and HOA.

SKILLS / KNOWLEDGE

Required skills for this position include, but are not limited to: an ability to think analytically and outside of the box, at least 1-2 years experience strong data entry input, and some accounting clerk experience preferred; good customer service skills, detail-oriented, good organizational and verbal skills, an ability to manage multiple small projects simultaneously, excellent verbal and written communication skills, and an intermediate knowledge of Microsoft Excel.

An ability to deal well with people and get them to feel comfortable quickly is essential. In addition, it requires: professional appearance and demeanor, assertiveness, ability to sell and promote the company, ability to read and write English fluently and the ability to accurately perform basic to intermediate mathematical functions. A proficiency on the following office equipment is required: the ability to use general office equipment, including but not limited to: multi-line phone system, copy machines, fax machines, mailing scale, filing cabinets, shredder; in addition to being proficient on a computer, and MS Windows applications (Word, Excel, Outlook, etc...) and preferably a bookkeeping software, and the ability to enter data into the computer accurately and generate printed and electronically submitted reports monthly.

ESSENTIAL JOB FUNCTIONS

- ◆ Responsibilities will include, but are not limited to: invoicing, processing payments, and aging the accounts receivable ledger.
- ◆ Verifies and posts accounts receivable transactions to Yardi.
- ◆ Follows established procedures for processing receipts, money orders, certified funds and personal checks.
- ◆ Sorts and files documents after posting.
- ◆ Prepare bank deposits, based on each individual accounts deposit slips and logs.
- ◆ Requires understanding of bookkeeping procedures and 1-2 years of relevant data entry experience.
- ◆ Answers all incoming receivable calls; returns all voice messages within 24 hours.
- ◆ Verify accuracy of all input for property management and HOA and print needed reports for upper management, board members and resident property manager's (i.e. rent rolls, ledgers, HOA delinquency, etc...), as needed.
- ◆ Accept payments via mail, and in person; process payment immediately and produce receipt.
- ◆ Keep detailed and accurate log of collections for both PMS and HOA; this includes, submitting copies of all posted notices to lawyers, to initiate eviction process; filing delinquent HOA homeowners with the attorney's; explain delinquencies and actions taken to the resident/homeowner, etc... Manage and know details

pertaining to knowing where in the process each account is (i.e. attorney, court, sheriff, eviction).

- ◆ Code payments accurately in either PMS or HOA and in correct account number (i.e. deposit, rent, application fee, monthly HOA pymt, etc...)
- ◆ Also responsible for researching discrepancies brought up by customers and/or upper management; perform checks and balances of all funds collected at the end of the business day.
- ◆ Research resident/client payments received without detail
- ◆ Reconcile daily activity and track any unposted items
- ◆ Additional tasks as assigned
- ◆ Help create and maintain monthly financial statements at the end of each month; it is necessary to manage the work schedule, to allow for this monthly project.

ACCOUNTS PAYABLE TECHNICIAN

Objective: Maintain a complete, accurate set of account payable records for each property in a timely manner. See CEO for time chart. Ensuring invoices are correctly entered and paid on time, completing all invoices to be paid on a monthly basis.

Duties: A part-time position approximately 30 hours a week.

- *Maintain the payable system and forms for smooth operations.
- *Open, review, and enter all invoices into the computer system on a daily basis.
- *Maintain a log of all paid and unpaid invoices.
- *Receive and return all phone calls from vendors, managers, owners and solve issues of concern immediately.
- *Prepare checks, for paying invoices by due dates to avoid late fees (when funds are available) to all vendors also with copies of invoices attached for payment.
- *Prepare checks for Maintenance for property supply purchases, maintain forms tracking checks and check numbers.
- *Maintain revolving accounts for charge balances and how much is available.

- *Transfer billing from and to new tenants and owners.
- *Prepare security deposit accounting and refund checks and deposit transfers when necessary, at a minimum of the 20th of each month.
- *Correspond and communicate with the bank regarding signatures, checks cleared and current balances for expenses.
- *Prepare receivable reports for owners and board members each month.
- *Prepare reimbursements for maintenance technicians and managers by the 15th of each month, see attached reimbursement policy and form.
- *Prepare owner checks and monthly statements to be mailed prior to the end of the month.
- *Organize and complete all necessary filing and copying. Include bank reconciliation folders with accounts payable information.
- *Order and maintain all necessary supplies including checks and ink.
- *Prepare a monthly planning calendar the last week of each month for the upcoming month.
- *Deposit Refunds.

LEAD MAINTENANCE TECHNICIAN

Objective: Provide assistance and backup to the Maintenance Director and create a high level of customer service to owners and tenants. Utilize a time-cost efficient system where work is completed on time and with professional standards.

Duties: Full time position, 40 hours a week.

- *Assistant to Maintenance Director. Receives list of duties from Director.
- *Assists Director in organizing and prioritizing work orders, make-readies and emergencies. Verified by the Maintenance Director.
- *Inspects work orders on properties and make-readies to verify that work is completed and at company standards.
- *Assists Maintenance Director with cost control and customer/employee service training.
- *Assist in training and supervising maintenance, grounds tech and cleaning personnel.
- *Verify personnel are at locations given in assignments and are conducting the assigned work and their actions by company policies.
- *Verifies completion of make readies with Maintenance and Operation Director to update board for rentals and stay within company guideline.

Final cleaning can be completed, and then advertising can be called in to rent unit.

*Use your chain of command to report any issues with personnel, work orders and/or properties.

MAINTENANCE TECHNICIAN

Objective: Provide a high level of customer service and work to owners and tenants in a time-cost effective and professional manor. Uphold company policies and procedures.

Duties: Full-time work 40 hours a week. Must have tools to complete work assigned each day (a list will be provided).

*Clock in and out as required by current company policy.

*Must have radio on and be available for work or emergencies from 6 a.m. to 6 p.m.

*Customer service in appearance, attitude and communications with co-workers, employees, managers and tenants.

*Use the chain of command for the company when making a request or filing complaints.

*Complete all work orders assigned in the time frames given at the end of this sheet and next pages. Follow through with each resident and/or manager, to gain access to the units. Report results to immediate supervisor or Maintenance Director.

*Complete all make-readies just as above and report your completions or problems to your supervisor.

CLEANING TECHNICIAN

JOB OBJECTIVE AND FUNCTION

To ensure clean, orderly, attractive vacant residential properties, in an efficient and timely manner.

Housekeeper duties will involve cleaning residential homes and apartments, which include, but are not limited to: cleaning bathrooms, scrubbing toilets, scrubbing showers and bathtubs, cleaning countertops, cleaning mirrors, cleaning sinks, sweeping and mopping floors and baseboards (occasionally hand washing floors), cleaning kitchens: inside and outside of appliances

depending on the job, dusting above kitchen cabinets, cleaning all surfaces, sinks, and floors, clean inside of windows and outside when accessible, dusting and vacuuming of all rooms; will do miscellaneous cleaning fireplaces, washing walls.

SKILLS / KNOWLEDGE

Position requires the ability to deal well with people and get them to feel comfortable quickly. In addition, it requires the following skills: professional appearance and demeanor, good organizational and verbal skills, strong customer service representation, assertiveness, ability to sell and promote the company, ability to read and write English fluently and the ability to accurately perform basic to intermediate mathematical functions. A working knowledge of kitchen appliances, household items, and cleaning supplies and chemicals, and cleaning equipment (i.e. vacuum, carpet shampooer, etc...)

ESSENTIAL JOB FUNCTIONS

- ◆ Reports to work regularly and on time.
- ◆ General housekeeping of office: Gathers trash daily in common office areas; disposes of refuse in outside waste receptacles; vacuums lobby, copy and conference areas daily; ensures kitchen area/kitchen appliances and bathrooms are kept neat, clean and stocked with appropriate supplies.
- ◆ Vacant unit housekeeping duties will involve cleaning residential homes and apartments, which include, but are not limited to: cleaning bathrooms, scrubbing toilets, scrubbing showers and bathtubs, cleaning countertops, cleaning mirrors, cleaning sinks, sweeping and mopping floors and baseboards (occasionally hand washing floors), cleaning kitchens: inside and outside of appliances depending on the job, dusting above kitchen cabinets, cleaning all surfaces, sinks, and floors, clean inside of windows and outside when accessible, dusting and vacuuming of all rooms; will do miscellaneous cleaning fireplaces, washing walls.
- ◆ Obtains list of vacant units which need to be cleaned on a weekly basis.
- ◆ Keeps supervisor apprised of daily work completed, any issues, and plan for next work day.

- ◆ Keeps detailed records concerning work assignments: condition of unit, out of the ordinary circumstances, length of time it took to clean, etc...
- ◆ Inventories stock to ensure adequate supplies
- ◆ Attends periodic staff meetings with upper management and/or other department staff to discuss company policies and resident complaints, and to make recommendations to improve service and ensure more efficient operation
- ◆ Assists in other duties as needed and directed

YARD TECHNICIAN

Objective: To provide a high level of customer service to owners, tenants, in a timely, cost efficient and professional manner.

Duties: Full-time position 40 hours a week

Complete all work orders assigned, in the time frame allowed.

Follow through with each resident or manager to gain access to the property when needed.

*Complete all scheduled daily assignments when possible and finish them in a professional manner.

*Notify Supervisor/Director of all problems and approve any overtime with Supervisor/Director.

*Arrive each day on time 8:30 a.m. Everyday turn in completed work orders from the prior days business. Review with Supervisor/Director any unfinished work orders and what is necessary to complete those work orders. Receive the current days work schedule.

*Have the 2-way radio, provided by the company, with you at all times to handle any emergencies that might arise.

*Follow all of the safety rules and policies of the company.

MAKE READY GUIDELINES

#1	Easy Make-ready	4 to 8 hours
#2	Medium Make-ready	8 to 16 hours
#3	Difficult Make-ready	16 to 30 hours

GENERAL MAINTENANCE GUIDELINES

Garbage disposal	½ to 1 ½ hours	Blinds	¼ to ½ hour
Screens	1 hour each	Drain leaks	1 to 1 ½ hours
Change commode	1 to 3 ½ hours	Replace faucet	½ to 1 ½ hours
Tub surround	4 to 8 hours	Hang door	3 to 5 hours
Shower valve	3 to 8 hours	Floors	1 to 5 days

MAINTENANCE DIRECTIVES

1. Be on time at 8:00 a.m.
2. In at 8:00 a.m. no later than 8:20 a.m.
3. Paper work must be filled out after each job, not during morning office hours.
4. Correct job address (apartment number if it applies, must be on all sheets and work orders).
5. Over-all paper work must be in detail and turned in promptly.
6. Cell phone/ Radios, etc., must be turned on and be in your possession at all times.

RESIDENT MANAGER

Job Objective

Resident Property Manager reports to the Regional Property Manager, as directed. They are expected to be an active member of the management team by learning Colorado Management & Realty's policy and procedures. Through experience and training, Resident Property Managers should acquire all the skills needed to be a pro-active and productive Resident Property Manager.

SKILLS / KNOWLEDGE

Position requires the ability to deal well with people and get them to feel comfortable quickly. In addition, the position requires the following skills: professional appearance and demeanor, good organizational and verbal skills, strong customer service representation, assertiveness, ability to sell and promote the property, ability to read and write English fluently and the ability to accurately perform basic to intermediate mathematical functions. Position also requires the ability to use general office equipment, including but not limited to: copy machines, fax machines, filing cabinets and to enter data into a computer and generate printed and electronically submitted reports. It is required as a basis of employment, that all Resident Property Manager's have a computer, internet, and email address; Colorado Property Management & Realty, Inc. utilizes the internet for all correspondences with the staff that are housed at any and all satellite locations (i.e. properties). This position also requires the ability to maintain a professional-only relationship with one's tenants, at ALL times.

ESSENTIAL JOB FUNCTIONS

➤ Leasing/Administrative Duties

- ◆ Show and lease apartments while aggressively selling the products and services of the property to which they are assigned. Develop, refine and effectively implement excellent telephone and personal sales skills. Specifically, to respond to property visits or telephone inquiries, conduct property tours. Increase property traffic levels, maintain closing ratios and work to achieve and exceed budgeted occupancy percentages; this will be completed by using the company's current marketing strategies, answering all incoming phone and walk-in requests, returning phone calls in a timely

manner, and using the marketing tools to advertise in your geographical area (i.e. flyers, banners, internet postings, etc...). Site tours include, but are not limited to, showing the prospect around the property, all property amenities and available apartments.

- ◆ Work with the property management staff to develop and implement sales and marketing strategies.
- ◆ Maintain thorough product knowledge of property assigned and that of major competition through site visits/tours and telephone surveys.
- ◆ Oversee, approve and print all lease related paperwork in an accurate and timely manner. Ensure all documents are completed prior to resident's move in.
- ◆ Maintain the day-to-day operations of the apartment community. Be diligent and pro-active in all collections and posting of rent payments. Work with Operations Manager to direct the efforts of the maintenance staff and vendors to ensure apartments are ready for move in and are maintained in a satisfactory manner.
- ◆ Oversee and maintain company customer service standards. Respond to resident requests and work with residents to minimize and resolve resident problems and complaints. Follow through to ensure issues are resolved.
- ◆ Oversee and maintain prospect, traffic and leasing data.
- ◆ Oversee and follow established policies and procedures regarding the qualifications, screening and acceptance of applicants for residency, be consistent and follow the outlined process, used by C.M.R.
- ◆ Inspect units on move-in day to ensure units are ready and assist with planning and hosting of resident events.
- ◆ Oversee and follow the property lease renewal program. Maximize resident renewals.
- ◆ Attend and participate in ALL company training classes and meetings, as required.
- ◆ Complete special projects or additional duties assigned by Regional Property Manager that are essential for the operations of the property.
- ◆ Assist, when needed, in helping or cross-training other staff members become more proficient at their jobs.

- ◆ Assist, when needed, in interviewing potential Associates for positions at the community. Know when to elevate personnel issues to Community Manager, Regional Manager and People Officer.
- **Move-Out/Make Ready Management**
- ◆ Resident Property Manager will complete a Unit Inspection Form for Move out Charges and Move-out/Make Ready Check List for each vacant apartment. This is found on the company website: www.cmrdenver.com. The current procedure for submitting completed forms will be used, in ALL circumstances.
 - ◆ A Unit Inspection Form for Move out Charges will be completed within 24 hours of vacancy and turned in to the main office.
 - ◆ Upon completion of Move-out, call Excel and return service into the "Landlord's" name.
 - ◆ Manager Move-out through Make-Ready process: Email the PMS Administrative Assistant that unit is vacant, key's are in management possession, and ready for make-ready. As make-ready is completed, verify progress and that apartment is ready on or before move-in date. Follow the current process for all move-out procedures.
 - ◆ Schedule make-ready vendors (i.e. carpet cleaning, painting, any outside source); keep detailed log.
- **Management of all Grounds Upkeep**
- ◆ Maintain a weekly organized schedule of grounds upkeep; inform Regional Property Manager and/or Operations Manager of all issues, as they arise.
 - ◆ Clean all laundry facilities at least two times per week; it is understood, that this could include additional cleanings per week, as needed.
 - ◆ All Grounds will be kept free of debris along the perimeter of property and all courtyards, breeze-ways, walk-ways, laundry rooms, play grounds, parking lots, swimming pool/spas, flower and plant beds and in and around dumpsters and their enclosures.
 - ◆ Winter: Unless otherwise specified (i.e. vendor used), the Resident Property Manager will be responsible for all snow removal from sidewalks, stairwells, walkways and breezeways; including spreading ice melt to ensure safety of residents and guests to the

property; verify that snow plowing is done in a timely manner, and notify office when not.

- ◆ Spring/Summer/Fall: Unless otherwise specified (i.e. vendor used), the Resident Property Manager will be responsible for all lawn care, flower and plant beds. All sodded or grassed areas will be mowed and trimmed a minimum of once per week, and up to twice if needed. Flower and plant beds will be kept manicured, free of debris, and pruned. Watering of all live plant and sod areas will be done per local city schedules, or as weather dictates; no less than twice per week (allowing the grass or landscaped areas to die are grounds for dismissal). Trees in playgrounds will be kept pruned and at least 6 feet above ground. IF a vendor is used for only part of the above, the responsibility of the remaining duties belongs to the Resident Property Manager.
- ◆ Swimming Pool (if applic.): Resident Property Manager will be responsible for all pool daily maintenance; this includes cleaning and shocking and verifying chemical balance. This will be started no later than 1 hours prior to daily pool opening. The pool is to be opened and closed on time, each day. Cleaning and upkeep of the pool area will be done daily, prior to opening, and inspected throughout the day, to verify area is free of debris (such as broken glass, or other dangerous items).

DETAILED DUTIES OF MANAGER

RENT COLLECTIONS— rent is due on the 1st day of each month and late thereafter, with late fees applied to accounts on the 6th day of each month. This is a 5 day grace period. On the 6th day you will post reminders and collect rent that is still due. You will continually contact residents with overdue rent, filling out Past Due Rent Contact Log until it is all collected.

KEYS — Manager(s) should have orderly control of keys so vendors; maintenance and the management company have access to all units.

VACANT UNITS — vacant units must be secured at all times, you must check the vacant units daily for broken windows, trespassing, water or gas leaks, vandalism, and the general condition of units.

PROPERTY INSPECTION — this consists of keeping trash, debris, etc. from gathering around parking blocks, fence lines, building foundations, and

common areas. This also includes broken windows, missing screens, missing blinds (sheets, curtains, tin foil, etc.), checking fences for missing boards, indoor and outdoor lighting. Cobb webs inside and out must be removed.

LAUNDRY ROOM — all laundry room machines the "entire machine" must be completely cleaned from soap, minerals and lint on a daily basis. This consists of around lids, coin slots, the front, back and all sides of all machines, Laundry room floor should be swept, mopped and waxed. Trash cans need to be emptied regularly.

PARKING LOTS — parking lots must be clear of trash, debris, glass, cigarette butts and oil. Tenants need to be informed if their car is leaking oil, the problem must be taken care of or the vehicle will be towed at owner expense.

TENANTS— it is the manager(s) responsibility to keep their tenants under control (music, parties, any disturbances and vandalism). Be firm and diplomatic. If the problem continues, contact the office and we will assist in handling the problem. If you the manager or your tenant(s) feel threatened by another tenant, or their visitors, or you feel the tenant(s) or visitor is involved in any way with something illegal, call the police immediately and contact the office and we will handle the problem. **Always prepare a written statement or incident report regarding the facts of the situation for the office.**

MANAGERS WEEKLY REPORT - this report is to be filled out on a weekly basis. This report must be in the office every Monday at 12 p.m., unless other wise instructed by the office. Bring in, fax or email.

First fill in the building name, address and date.

Please fill out Move out Notice, Rented Units, Supplies needed, and other comments.

On the Vacancy List, write unit number, then NEEDS under category that needs work, and DONE under category that doesn't need work. NEEDS and DONE are the only words that are to be written on the vacancy list.

Under Advertising write date, Source (where your call came from such as paper, Craig list, etc.) and the outcome, filled out application, going to come back or not interested.

TOWING— you may NEVER tow a vehicle without the consent of the office. Vehicles that do not meet standards will be given 24 hours to correct the

problem and will be tagged with an orange sticker. If you need a car towed, you must call the office and the office will call the tow company. You must sign the tow ticket for the tow company, when signing the tow ticket, write the reason for the tow (assigned space to another tenant, flat tires, expired plates, vehicle has not moved for more than 2 weeks).

CLEANING COMMON AREAS — all common areas must be kept clean at all times, this includes:

Entry way	Laundry Rooms
Hall ways	Yard Areas
Door Jams	Parking lots
Walls in Hall	Court Yards
Light Fixtures	Sidewalks
Boiler Rooms	Steps
Work Shops	Common Windows
Storage areas	Managers Apartment
Storage Sheds	

PERSONAL APPERANCE — Manager(s) are representing Colorado Management & Realty, Inc. Answer your door and phone calls professionally. Your voice mail message should be professional and informative. You should be groomed and dressed as a professional manager.

CLEANING UNITS- Manager(s) must remove all trash from vacant units within 24 hours after tenant moves out. Office will have a large item picked up or will send for help to remove large items. Make sure you remove all food items including those in the refrigerator to help control any pest problems.

MAINTENANCE— Manager(s) are required to handle light maintenance items including, but not limited to the following items:

Plugged sinks with plunger

Screws that can be tightened or nails hammered back into wood.

Replace light bulbs that can easily be reached with a step ladder.

REPORTING MAINTENANCE — Managers need to look at the problem before calling the work order into the office. You need to describe the problem accurately. A work order will be written up and will be prioritized

for urgency. After the problem is fixed, you will need to inspect the job and report to the office if further work needs to be completed.

Effective May 1, 2008 it will be required for all managers to have email access or availability.

ASSISTANT MANAGER

Job Objective

Assistant Property Manager(s) report to and support the Property Manager, as directed. They are expected to be an active member of the management team by learning Colorado Management & Realty's policy and procedures. Through experience and training, Assistant Property Managers should acquire all the skills needed to assume the Property Manager's responsibilities.

SKILLS / KNOWLEDGE

Position requires the ability to deal well with people and get them to feel comfortable quickly. In addition, the position requires the following skills: professional appearance and demeanor, good organizational and verbal skills, strong customer service representation, assertiveness, ability to sell and promote the property, ability to read and write English fluently and the ability to accurately perform basic to intermediate mathematical functions. Position also requires the ability to use general office equipment, including but not limited to, copy machines, fax machines, filing cabinets and to enter data into a computer and generate printed and electronically submitted reports.

ESSENTIAL JOB FUNCTIONS

- **Management of all Grounds Upkeep**
 - ◆ Maintain a weekly organized schedule of grounds upkeep; inform property manager and/or Operations Manager of all issues, as they arise.
 - ◆ Clean all laundry facilities at least two times per week; it is understood, that this could include additional cleanings per week, as needed.
 - ◆ All Grounds will be kept free of debris along the perimeter of property and all courtyards, breeze-ways, walk-ways, laundry

rooms, play grounds, parking lots, swimming pool/spas, flower and plant beds and in and around dumpsters and their enclosures.

- ◆ Winter: Assistant Property Manager will be responsible for all snow removal from sidewalks, stairwells, walkways and breezeways; including spreading ice melt to ensure safety of residents and guests to the property.
- ◆ Spring/Summer/Fall: Assistant Property Manager will be responsible for all lawn care, flower and plant beds. All sodded or grassed areas will be mowed and trimmed a minimum of once per week, and up to twice if needed. Flower and plant beds will be kept manicured, free of debris, and pruned. Watering of all live plant and sod areas will be done per local city schedules, or as weather dictates; no less than twice per week. Trees in playgrounds will be kept pruned and at least 6 feet above ground.
- ◆ Swimming Pool: Assistant Property Manager will be responsible for all pool daily maintenance; this includes cleaning and shocking and verifying chemical balance. This will be started no later than 1 hours prior to daily pool opening. It is also understood that the daily opening and closing of pool is to be completed by the Assistant Property Manager; if unable, prior notice will be given to the Property Manager. Cleaning and upkeep of the pool area will be done daily, prior to opening, and inspected throughout the day, to verify area is free of debris (such as broken glass, or other dangerous items).

➤ **Move-Out/Make Ready Management**

- ◆ Assistant Property Manager will complete a Unit Inspection Form for Move out Charges and Move-out/Make Ready Check List for each vacant apartment
- ◆ A Unit Inspection Form for Move out Charges will be completed within 24 hours of vacancy and turned in to the Property Manager for submission to main office.
- ◆ Upon completion of Move-out, call Excel and return service into the "Landlord's" name.
- ◆ Manager Move-out through Make-Ready process: Call office and inform PMS Administrative Assistant that unit is vacant and ready

for make-ready. As make-ready is completed, verify progress and that apartment is ready on or before move-in date.

➤ **Leasing/Administrative Duties**

- ◆ Once training is complete: show and lease apartments while aggressively selling the products and services of the property to which they are assigned. Develop, refine and effectively implement excellent telephone and personal sales skills. Specifically, to respond to property visits or telephone inquiries, conduct property tours, in Property Manager's absence. Increase property traffic levels, maintain closing ratios and work to achieve and exceed budgeted occupancy percentages. Site tours include, but are not limited to, showing the prospect around the property, all property amenities and available apartments.
- ◆ Maintain thorough product knowledge of property assigned and that of major competition through site visits/tours and telephone surveys.
- ◆ Have the ability to communicate and explain all lease documents to new and existing residents, through the current model implemented for C.M.R.
- ◆ Assist with the day-to-day operations of the apartment community. Assist in the collections of rent payments. Work with Operations Manager to direct the efforts of the maintenance staff and various vendors, to ensure apartments are ready for move in and are maintained in a satisfactory manner.
- ◆ Assume responsibilities for property operations when the schedule results in the Assistant Manager becoming the senior management staff person on site.
- ◆ Oversee and maintain company customer service standards. Respond to resident requests and work with residents to minimize and resolve resident problems and complaints. Follow through to ensure issues are resolved.
- ◆ Oversee and follow established policies and procedures regarding the qualifications, screening and acceptance of applicants for residency.
- ◆ Inspect units on or preferably before move-in day to ensure units are ready and assist with planning and hosting of resident events.

- ◆ Participate in ALL company training classes and meetings, as required.
- ◆ Special projects or additional duties assigned by supervisor that are essential for the operations of the property.

Light Maintenance

- ◆ Complete light maintenance tasks or assist maintenance staff when applicable.
- ◆ Duties to be assigned, as needed

LEASING AGENT

JOB OBJECTIVE

Professionally present the vacant rental properties and amenities of Colorado Management & Realty, Inc. in an out-going and positive demeanor. To actively market and lease vacant units in a timely manner and properly secure lease agreements from qualified persons. A Leasing Consultant is very service oriented and strives to make current residents feel welcome and comfortable. Leasing agents shall not negotiate any terms of leases or conditions.

SKILLS / KNOWLEDGE

Position requires the ability to deal well with people and get them to feel comfortable quickly. In addition, it requires the following skills: professional appearance and demeanor, good organizational and verbal skills, strong customer service representation, assertiveness, ability to sell and promote the company, ability to read and write English fluently and the ability to accurately perform basic to intermediate mathematical functions. A working knowledge of the current rental market is essential in this position.

ESSENTIAL JOB FUNCTIONS

- ◆ Leasing Assistant will carry a company cell phone. This phone is the primary number listed for all C.M.R. rental properties. Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors (this includes via voice mail); check voice mail daily, and return and/or forward all calls within 48 hours of receipt.
- ◆ Devote a minimum of 20 hours per week to showing and leasing property.

- ◆ Shows and leases apartments, condominiums, duplexes/4-plexes, single-family homes, to prospective tenants. Accompanies prospects to properties and show size and layout of rooms, available facilities, such as swimming pool and saunas, location of shopping centers, services available, and terms of lease as specified by the designated broker.
- ◆ Interviews prospective tenants and records information to ascertain needs and qualifications. Completes application and collects needed application fees/deposits, per company policy;
- ◆ submits application to Receptionist for processing. Informs applicant of approval status.
- ◆ Manage and ensure accuracy of lease packet, and complete with new tenants, per company policy, and collects rents; turns completed packet into main office within 24 business hours of new tenant move-in date.
- ◆ Inspect condition of premises periodically and arrange for necessary maintenance.
- ◆ Attend weekly 'Rent Roll' meeting; be prepared to update upper management on current leasing status of each rental property.
- ◆ Keep detailed log of available rental property.
- ◆ Compose and post weekly advertisements; provide list of needed "print" ads to Receptionist, on or before weekly deadline date.
- ◆ When visiting various properties, may need to answer various tenant inquiries, including collecting rents.
- ◆ Play an active role in the lease renewal process.

Conduct various marketing activities and stay on top of current market trends.

EMPLOYEE ACKNOWLEDGMENT FORM:

I acknowledge that I have received a copy of the Company’s employment guidelines Revised Edition 04-01-10. I have read and understand that I must comply with the policies of the company as written. Failure to comply may result in my termination or other remedies the Company may be entitled to. I understand my employment with the Company is “at will”, and may be terminated by me or by the Company at any time, without prior notice, at any time, without any procedure or formality, for any reason or no reason. The Company’s sole obligation being payment of wages earned and benefits vested, if any, as of the date and hour of termination. No representative of the Company, other than its President, has the authority to enter into a contract with any employee concerning any term or condition of employment and that authority can be exercised only in writing signed by the employee and President of the company. In the event of any contrary statement, oral or written, now or in the future, the at-will relationship established by this paragraph shall occur. All provisions in the Employee Policy Handbook may or may not be enforced, enforcement shall be at the Company’s sole discretion. The Company reserves the right to change Employee Policy Handbook provisions at any time without prior notice.

EMPLOYEE’S NAME (printed): _____

EMPLOYEE’S SIGNATURE: _____

DATE: _____