Norris & Stevens

INVESTMENT REAL ESTATE SERVICES

Employee Handbook

Revised December 23, 2020

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Employee Handbook Acknowledgment and Receipt

I have received my copy of the Employee Handbook.

The Employee Handbook (“Handbook”) describes important information about Norris & Stevens (“Company”), and I understand that I should consult my manager or Human Resources regarding any questions not answered in the Handbook. I have entered into my employment relationship with Norris & Stevens voluntarily and acknowledge that there is no specified length of employment.

I understand and agree that no manager, supervisor or representative of Norris & Stevens has any authority to enter into any agreement for employment other than at-will.

This Handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Norris & Stevens. By distributing this Handbook, the Company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Norris & Stevens, and the Company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the Executive Committee of Norris & Stevens has the ability to adopt any revisions to the policies in this Handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Norris & Stevens is employment “atwill”, which means my employment may be terminated for any lawful reason, with or without cause and with or without notice, at the will of either Norris & Stevens or myself. Furthermore, I acknowledge that this Handbook is not a contract of employment.

I have received the Handbook and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it.

____ ______________________

Employee's Signature Date

____

Employee's Name (Print)

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

Table of Contents

This Employee Handbook (referred to herein as the “Handbook”) is provided for you as an overview of and guide to the policies, rules, pay and benefits which pertain to employees at Norris & Stevens (referred to herein as the “Company”). Please acquaint yourself thoroughly with our Company policies as outlined in this Handbook. This Handbook is presented as a matter of information only and its contents should not be interpreted as a contract between the Company and its employees.

Due to changing conditions, information described in this Handbook may change from time to time. Norris & Stevens expressly reserves the right to amend, supplement, delete or revoke any provisions of this Handbook as it deems appropriate at any time. Any such change shall be effectuated and published by the Executive Committee in writing.

At-Will Disclosure

This Handbook has been drafted as a guide for our employees to describe the Company's general philosophy concerning policies and procedures. Nothing contained in this Handbook shall be deemed as a contract of employment between Norris & Stevens and its employees or shall limit Norris & Stevens's right to discharge or discipline its employees in any way. No employee, supervisor, or manager of Norris & Stevens has any authority to enter into an employment agreement for any specified period of time or to make an agreement for employment other than at-will.

Who We Are and What We Do

Norris & Stevens is a corporation licensed to manage, sell, and lease real estate as agents in the states of Oregon and Washington. Founded by Richard Norris and Jack Stevens in 1966 as a company whose primary focus was property management, the firm has grown to become one of the area's largest locally-owned commercial real estate service companies.

Norris & Stevens offers professional services in leasing, investment sales, property management and consulting for office, industrial, retail, land and multi-family properties. The Company represents a wide variety of corporate, public, private and institutional clients. On a consistent basis, we market over one hundred listed properties on a "For Sale" or "For Lease" basis. In addition, the current property management portfolio exceeds 200 properties, totaling over 6 million square feet of commercial space and over 9,000 multi-family units. These figures place Norris & Stevens as one of the largest brokerage and property management companies in the Oregon/SW Washington real estate market.

Norris & Stevens highly values long term relationships with our clients. It is of utmost importance that we provide a high level of service and accuracy in order to best care for our property owners and their portfolio.

Norris & Stevens strongly believes in the ongoing education of our professional staff and in involvement in the important industry issues of the day. We do this through active participation with the Institute of Real Estate Management (IREM), which bestows the CPM® designation and has achieved the nationally-recognized status of Accredited Management Organization (AMO), the Commercial Investment Real Estate Council (CIREC), the International Council of Shopping Centers (ICSC), the Society of Industrial and Office Realtors (SIOR) and the Building Owners and Managers Association (BOMA).

The Company maintains memberships in the Commercial Association of Brokers' Portland/Vancouver Chapter as well as the Oregon Realtor Association, the Portland Business Alliance, various local "corridor" associations, the Hillsboro Chamber of Commerce and TCN Worldwide. TCN Worldwide is an affiliation of like-commercial companies throughout the United States, Europe, Canada and Asia. This is a powerful vehicle for inbound/outbound referrals by which we can serve a client's interests (leasing, purchasing, property management, etc.) virtually anywhere in the world through our affiliates.

Property management is the Company's core business, thus serving as the foundation of its deep relationship with clients. Unlike many other commercial real estate companies that treat property management as a "side line" activity, Norris & Stevens believes that if property management is performed well, other opportunities - leasing, sales and repeat business - will follow. The Company specializes in turning around distressed properties with an aggressive, combined property management and marketing program that often leads to a profitable sale of the property sooner than anticipated.

Mission Statement

Norris & Stevens will provide superior management, brokerage and leasing services to our clients, maintain a quality work environment for our employees, and meet the financial objectives of the Company.

Vision

The Company will:

- Meet its financial goals of annual growth in revenue and operating profits through new sales, leasing and property management, and retention of existing clients.

- Provide its employees with training, development opportunities and competitive financial and professional incentives, as determined by department heads, to realize superior performance.

- Enhance its position as an industry leader in creative sales, leasing and property management and develop a platform for sustainable long-term growth.

Internal Philosophy

Norris & Stevens strives to create and maintain a work environment which will satisfy both your personal goals and the objectives of the Company. In creating this work environment, we attempt to meet the following objectives:

Maintain compensation and benefits packages that are competitive with the market.

- Treat all employees fairly and without discrimination, providing equal employment opportunity without regard to race, color, religion, age, sex, sexual orientation, gender identity, marital status, veteran status, national origin, disability or any other status protected by law.

- Provide an excellent employee benefit plan.

- Provide each employee with the right to freely discuss with management any matter concerning the employee’s or the Company's welfare.

- Provide safe, healthy and harmonious working conditions.

- Strive to make our Company a pleasurable place to work and an asset to the community.

Discrimination/Anti-harassment Policy and Complaint Procedure

Norris & Stevens is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and the Company prohibits unlawful discrimination and harassment. This policy defines these terms and provides a complaint procedure for employees who believe they have been the victims of prohibited conduct. This policy applies to all matters related to hiring, firing, transfer, promotion, benefits, compensation, and other terms and conditions of employment.

Discrimination and Workplace Harassment

It is the Company’s policy to provide a work environment free from unlawful discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, national origin, marital status, age, expunged juvenile record, performance of duty in a uniformed service or physical or mental disability, or any other characteristic protected by local law, regulation, or ordinance.

It is our policy that all employees, customers, clients, contractors, and visitors are entitled to a respectful and productive work environment free from behavior, action, or language that constitutes workplace harassment or discrimination. The “workplace” includes when employees are on Company premises, at a Company-sponsored off site event, traveling on behalf of the Company, or conducting Company business, regardless of location.

The policy prohibits any conduct at work that a reasonable person in the individual’s circumstances would consider unwelcome, intimidating, hostile, threatening, violent, abusive, or offensive. It also prohibits employment actions, including hiring, promotion, termination, and compensation decisions, to be taken based on a protected characteristic. This policy also prohibits any form of retaliatory action toward an employee for filing a complaint of discrimination or harassment, or for participation in an investigation of a compliant.

Workplace harassment can be based on national origin, age, sex, race, disability, religion, sexual orientation, gender identity, or gender expression. It may also encompass other forms of unwelcome, hostile, intimidating, threatening, humiliating, or violent behavior that is not necessarily illegal, but still prohibited by this policy.

Sexual harassment is a form of workplace harassment and includes, but is not limited to, the following types of conduct:

- Unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature when such conduct is directed toward an individual because of that individual's sex and submission to such conduct is made either explicitly or implicitly a term or condition of employment; or submission to or rejection of such conduct is used as the basis for employment decisions affecting that individual.

- Unwelcome verbal or physical conduct that is sufficiently severe or pervasive to have the purpose or effect of unreasonably interfering with work performance or creating a hostile, intimidating or offensive working environment.

Sexual Assault

Unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat, or intimidation.

Prohibited Conduct

This policy prohibits conduct based on an individual’s protected class status. Although by no means all-inclusive, the following examples represent prohibited behavior:

- Physical harassment, including but not limited to unwelcome physical contact such as touching, impeding or blocking movement, or any physical interference with work;

- Verbal harassment, including but not limited to disparaging or disrespectful comments, jokes, slurs, innuendoes, teasing, and other sexual talk such as jokes, personal inquiries, persistent unwanted courting and derogatory insults;

- Nonverbal harassment, including but not limited to suggestive or insulting sounds, obscene gestures, leering or whistling;

- Visual harassment, including but not limited to displays of explicit or offensive calendars, circulation of derogatory content, posters, pictures, drawings or cartoons that reflect disparagingly upon a class of persons or a particular person; or

- Sexual harassment, as described above, including but not limited to unwelcome sexual advances, requests for favors in exchange for conduct of a sexual nature, submission to unwelcome conduct of a sexual nature in exchange for a term of employment, or other conduct of a sexual nature.

Penalties

We will not tolerate discriminatory conduct, harassment, or sexual assault. Any individual found to have engaged in such conduct may face disciplinary action up to, and including, dismissal. The Company may also subject managers and supervisors who fail to report known harassment – or fail to take prompt, appropriate corrective action — to disciplinary action, including potential dismissal.

Retaliation Protections

The Company prohibits retaliation against any employee for filing a complaint regarding conduct in violation of this policy. The Company will not tolerate retaliation against any employee for raising a good faith concern, for providing information related to a concern, or for otherwise cooperating in an investigation of a reported violation of this policy. Any employee who retaliates against anyone involved in an investigation is subject to disciplinary action, up to and including dismissal.

Reporting Procedure

Any employee aware of or experiencing discrimination, harassment or sexual assault in the workplace should report that information immediately to a Company designee. Specifically, an employee may make the report verbally or in writing to either the Chief Financial Officer or the HR/Office Manager. Employees may report to either of the persons listed above, regardless of any particular chain of command. All employees are encouraged to document any incidents involving discrimination, harassment, and sexual assault as soon as possible.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Nondisclosure or Non-disparagement Agreements

Under this policy, a nondisclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of work-related harassment, discrimination, or sexual assault.

A non-disparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party or the Company.

A no-rehire provision is an agreement that prohibits an employee from seeking reemployment with the Company and allows a company to not rehire that individual in the future.

The Company will not require an employee to enter into any agreement if the purpose or effect of the agreement prevents the employee from disclosing or discussing conduct constituting discrimination, harassment, or sexual assault.

An employee claiming to be aggrieved by discrimination, harassment, or sexual assault may, however, voluntarily request to enter into a settlement, separation, or severance agreement which contains a nondisclosure, non-disparagement, or no-rehire provision and will have at least seven days to revoke any such agreement.

Time Limitations

Nothing in this policy precludes any person from filing a formal grievance in accordance with a collective bargaining agreement [if applicable], the Bureau of Labor and Industries' Civil Rights Division or the Equal Employment Opportunity Commission. Note that Oregon state law requires that any legal action taken on alleged discriminatory conduct (specifically that prohibited by ORS 659A.030, 659A.082 or 659A.112) commence

no later than five years after the occurrence of the violation. Other applicable laws may have a shorter time limitation on filing.

Social Media Policy

At Norris & Stevens, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

Social Media Usage Guidelines

- Use of social media for personal reasons is prohibited during working hours except during scheduled break periods.
- Employees may not post financial, confidential, sensitive or proprietary information about the Company, its clients, its employees or its applicants.
- Employees may not post obscenities, slurs or personal attacks that can damage the reputation of the Company, its clients, its employees or its applicants.
- When posting on social media sites, employees must use the following disclaimer when discussing job-related matters: *"***The opinions expressed on this site are my own and do not necessarily represent the views of Norris & Stevens.***"*

Norris & Stevens may monitor content posted on the Internet. Policy violations may result in disciplinary action up to and including termination of employment.

Retaliation is prohibited

Norris & Stevens prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media Contacts

Associates should not speak to the media on Norris & Stevens' behalf without contacting the Executive Committee. All media inquiries should be directed to them.

Workplace Bullying

Norris & Stevens defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment." Such behavior violates the company policy, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the Company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that when an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Norris & Stevens considers the following types of behavior examples of bullying:

- **Verbal bullying (personally and/or electronically):** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damaging a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

Workplace Accommodations

The Company will make reasonable accommodations for known physical or mental disabilities of an applicant or employee as well as known limitations related to pregnancy, childbirth or a related medical condition, such as lactation, unless the accommodation would cause an undue hardship. Among other possibilities, reasonable accommodations could include:

- Acquisition or modification of equipment or devices;
- More frequent or longer break periods or periodic rest;
- Assistance with manual labor; or
- Modification of work schedules or job assignments.

Employees and job applicants have a right to be free from unlawful discrimination and retaliation. For this reason, the Company will not:

- Deny employment opportunities on the basis of a need for reasonable accommodation
- Deny reasonable accommodation for known limitations, unless the accommodation would cause an undue hardship.
- Take an adverse employment action, discriminate or retaliate because the applicant or employee has inquired about, requested or used a reasonable accommodation.
- Require an applicant or an employee to accept an accommodation that is unnecessary.
- Require an employee to take family leave or any other leave, if the employer can make reasonable accommodation instead.

To request an accommodation or to discuss concerns or questions about this notice, please contact the Company's Chief Financial Officer or the HR/Office Manager.

Employee Conflicts

Where conflicts arise between employees, a reasonable attempt may be made to mediate the matter or relocate one of the employees within the organization. If that cannot be arranged, then in some instances, one or both of the employees may be terminated from the Company.

Drug & Alcohol Policy

In compliance with the Drug-Free Workplace Act of 1988, Norris & Stevens has a longstanding commitment to providing a safe, quality-oriented and productive work environment consistent with the standards of the community in which we operate. Alcohol and drug abuse pose a threat to the health and safety of our employees and to the security of our equipment and facilities. For these reasons, Norris & Stevens is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of Norris & Stevens.

Norris & Stevens will assist and support employees who voluntarily seek help for drug and alcohol abuse or addiction before becoming subject to discipline and/or termination under this or other company policies. Such employees will be allowed to use accrued paid time off, to be placed on leaves of absence and/or to be referred to treatment providers and to be otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees are encouraged to not disclose underlying medical conditions when disclosing work restrictions. In some cases, the Company may request additional medical information from an employee in order to determine if an accommodation is necessary.

Although Oregon and Washington have purported to legalize marijuana for medicinal or recreational purposes, marijuana possession and use is still a federal crime. The Company is not required to allow the medicinal or recreational use of marijuana in the workplace. Marijuana use or being under the influence is strictly prohibited on Company property and while conducting Company business.

Required Testing

Pre-employment: All applicants must pass a drug screening test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.

During employment: Employees may be subject to random drug testing if behavior indicates possible use.

Modified Duty

It is the policy of this Company to maintain and support a modified duty work (MDW) program. This program is designed to minimize the disruption and uncertainty that can accompany an on-the-job injury for both the Company and for all employees.

It is our goal to maintain a safe workplace for our employees. When an injury does occur, our MDW program helps make the process of returning to work as smooth and efficient as possible. A copy of our program is available through the HR/Office Manager. The success of this program is the responsibility of everyone in the Company. Only by working together can we provide a safe and secure workplace.

We all should be alert for potential accidents and strive to eliminate them. If they occur, let us work together to minimize the effects. These efforts will benefit us all.

Confidentiality

During the course of your employment with Norris & Stevens, you will be working with our customer lists, business systems, future plans, and other information that we and our clients consider confidential. Maintaining confidentiality is important to our clients and our own competitive position in the industry and ultimately, to our ability to achieve financial success and provide employment stability. Employees are required to protect confidential information by safeguarding it when in use, filing it properly when not in use, and discuss it only with those who have a legitimate business need to know. Upon termination, employees shall not remove any property belonging to Norris & Stevens from the premises, nor use confidential Company information to the advantage of themselves or future employers.

All employees are required to sign a separate confidentiality agreement.

Working Remotely

Remote work will only be permitted for employees upon management approval. This permission may be revoked at any time.

Hiring or Doing Business with Relatives

Members of the same family may be employed by Norris & Stevens, but are prohibited from holding any position which creates a direct supervisor/employee relationship. This rule also applies to contractors and vendors. An exception may be made for short-term projects (i.e., filling in for vacationing employees, etc.).

Working Environment

In an effort to provide a comfortable and healthy working environment for everyone, please observe the following guidelines:

- Smoking is not permitted within offices of Norris & Stevens or within 10 feet of entrances or windows of the building.
- Coats and clothing items are to be hung on a divider hanger and not strewn over the cubicle walls.
- Work spaces should be kept neat and free of dishes, garbage, and food storage. Be comfortable; however, be conscious of the image your desk displays and our constant goal of professionalism. Please refrain from displaying any article that is affiliated with political or religious group. Offensive materials that are sexual in nature or relate to any protected class are prohibited. Please see the discrimination portion of this handbook for information on protected class groups.
- Report broken or damaged furniture to the Office Manager; it is our intention to have everything in good repair.
- If you choose to eat at your desk, please be conscientious of others as our HVAC system is not equipped to evacuate strong odors. When you are hungry, your lunch may smell like heaven to you, but it may be offensive to those around you. You may be asked to eat in the lunchroom or away from your desk if the smell is too strong.
- Utilize the "call forward V-mail" button on your phone when you leave your desk. It is inconvenient for your client(s) to wait 4-5 rings to enter into voicemail, in addition to the nuisance of a constantly ringing phone to your coworkers.

Electronic Communications

Electronic communication may take the form of e-mail, internet postings, facsimile, voicemail, text messages, telephone calls or messages. All such communication, and the attendant transmission, reception, or storage thereof, is the property of Norris & Stevens, Inc., and, except for telephone conversations, may be monitored, without notice, at any time for any reason by personnel authorized by the Executive Committee. Any of the forms of electronic communication in which you engage are not to be considered private, and your use of them serves as consent for the Company to monitor them. These electronic systems are available to you for Norris & Stevens business purposes only. Please consult management if a personal requirement exists. (See policy regarding personal use of telephone, below.)

Internet access is available on all workstations throughout the company. Your internet access is intended for business use only. It should not be used for personal purposes unless on an authorized break.

Internet access is monitored on a continual basis by the IT Department. Any unauthorized access to non-business related website may be reported to your supervisor.

The following types of electronic communication are not permitted under any circumstances:

- Transmission of Norris & Stevens' confidential, privileged, or proprietary information to third parties without written authorization;
- Harassment of any type;
- Racial or sexual slurs;
- Personal views on religion, politics, or social events;
- Solicitation for personal gain;

- Sexually explicit messages or photographs;
- Misrepresentation of any type of offerings, terms, or conditions.

Personal access passwords should not be disclosed to others. Improper or unauthorized use of passwords, codes, or other means to gain access to electronic information will lead to disciplinary action up to and including termination. Any change to assigned passwords should be reported to IT and the Office/HR Manager.

Any information that is downloaded or uploaded from any source outside the Company is to be scanned for software viruses.

Telephone Use

The telephone system at Norris & Stevens is an asset of the Company. Thus, it is to be utilized for business purposes. The Company recognizes that its employees may have a valid need to use the phone system from time-to-time for personal purposes. During break and lunch periods, personal calls made using Company telephones should be kept to a minimum duration. In addition, personal, long distance calls are not to be placed on the Company's telephones, unless the call is charged to the employee's personal account or is placed collect.

Use of personal cell phones at your desk should be limited. Please remove yourself to a more private location for personal calls as a consideration to those around you. Personal cell phones should be muted at all times while at your desk.

Voicemail greetings shall be in conformance to company standards and calls to employees are expected to be returned within one business day.

Office Attire Guidelines

It is the policy of Norris & Stevens to project an image of utmost professionalism at all times. Employees are expected to maintain an appearance that is businesslike, neat and clean. Practices which are in poor taste and/or which distract from the orderly conduct of business with clients, the public and/or other employees are not permitted.

All employees should report to work in appropriate business attire. Apparel should be clean and in good repair. Examples of inappropriate dress include denim blue jeans, shorts, leggings worn as pants, athletic shoes, flip flop sandals, T-shirts, thin strapped dresses, tank tops, sheer clothing, and athletic wear. Shoes must be worn at all times during business hours.

Our clients are our lifeline and, even if you are not personally meeting with a client, they are able to see all employees when they are visiting our offices. Please be considerate of your co-workers and appear for work each day appropriately attired.

Business Casual Day

Each Friday is approved as a **"Business Casual Day**" relative to personal attire. Business casual attire is optional and standard business attire is perfectly acceptable on Friday as well. It remains important to have minimum standards for attire at all times, so all Norris & Stevens employees are expected to be professionally and smartly dressed every day.

Tasteful jeans in clean and neat condition are acceptable, but must be without holes, stains or frayed hemlines. Distressed jeans, sweatshirts, athletic wear, thin strap tank tops/dresses, t-shirt with graphics, athletic sandals, and tennis shoes are **not** acceptable business casual attire.

Standard business attire is strongly recommended for all client meetings and your immediate supervisor may require standard business attire for Friday business meetings as well.

Regular Office Hours

Regular office hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. Certain positions may require working outside the regular office hours to provide clients with a wider range of coverage and service. Department managers set the desired shifts for each position to properly maintain coverage for their respective departments. Changes to shifts are to be approved by your direct supervisor.

Inclement Weather Procedures

Employees should realize the importance of the nature of services provided by Norris & Stevens. It is during these periods of adverse weather that we may perform our most valuable services to our tenants, residents, and owners.

When adverse weather conditions are encountered during Norris & Stevens' normal business hours, it is the responsibility of each employee to be available to work. If any employee determines that he or she is prevented from traveling to work, it is the employee's responsibility to notify their supervisor. For non-exempt employees, it is the employee's option to either charge the time missed from work to PTO or not to be compensated.

Pay Days

Employees are paid on the 15th and the last day of each month. If any payday falls on a Saturday, Sunday, or observed holiday, the payday will be advanced to the previous business day.

Payroll Deductions

By law, Norris & Stevens will withhold federal and state income tax, Social Security tax and Medicare tax as requested through the employee’s W-4 form. Norris & Stevens is required by state and federal law to withhold wages for garnishment orders. Norris & Stevens is required to carry workers’ compensation insurance and will make the necessary payroll deduction based on state regulations.

Administrative fees for payroll garnishments are as follows:

- Child/Spousal Support: $15 per month ($7.50 per pay period)
- Garnishments: $15 per month ($7.50 per pay period)

Pay Errors

Employees are responsible for immediately notifying their supervisor of any errors on their pay (i.e. incorrect rate, hours, nature of pay or computation of commission). Norris & Stevens will promptly notify employees if the Company learns that it has erroneously overpaid an employee. The employee is required to repay the amount of any overpayment received or work out a prompt and mutually agreeable schedule of repayment. If the Company underpays an employee, the correction will be made in the following pay period, unless the amount is significant (more than 5% of gross wages). In that case, an immediate adjustment payment will be made.

Rest and Meal Periods

In accordance with Oregon's wage and hour laws, non-exempt employees are required to take two 15-minute rest periods in an 8-hour shift. One break is to be taken in the morning and one in the afternoon, as near as possible to being in the middle of the work segment. A break is intended to be used as a time of refreshment for employees and may not be added onto a lunch period, used as a buffer for tardiness or skipped so the employee may leave early.

All non-exempt employees are required to take a 30 minute or one hour, unpaid meal period each day depending on their schedule. Employees may not skip their meal periods in order to leave early.

If an employee works at least six hours but less than seven hours, the meal period is to be taken after the second hour worked and prior to the commencement of the fifth hour worked. If the work period is more than seven hours, the meal period is to be taken after the third hour worked and prior to the commencement of the sixth hour worked.

Make-Up Time

Occasionally, non-exempt employees may find it necessary to leave work for a period of time for the purposes of a medical appointment or personal business. Employees should generally use PTO for such absences. However, employees will also be allowed to make up such time, provided that the time taken is not excessive and the time is made up during the week in which the absence took place. Scheduling make-up time must be approved in advance through your department supervisor. It is important to note that the Oregon and Washington state law requires employees to take a minimum of one half-hour break for lunch in any shift that exceeds five hours and one minute. Therefore, employees may not make-up missed time by skipping lunch, but they may make up 30 minutes of missed time by taking only 30 minutes of their usual one hour lunch.

Compensation Increases

Hourly rates and annual salary amounts may be adjusted based on an assessment of the individual's contribution to the Company, and not necessarily based on longevity or according to any pre-determined schedule and is at the discretion of Management.

Benefits

Norris & Stevens has health and dental benefits available to full-time employees (30 hours weekly) beginning the 1st of the month following the first day of employment. Employees may elect to purchase insurance for their spouse or qualified dependents at their own expense on the company's group plan.

Kaiser Permanente is the current health and vision provider. Moda is the current dental provider. The insurance providers may change at the Company's discretion. Norris & Stevens currently offers an HMO, PPO, and HSA option through Kaiser. Costs for the HSA and PPO will vary from the cost stated above. Please see the plan details pages provided to you.

Flexible Spending Accounts (125 & 132): Norris & Stevens offers employees the option to participate in a Flexible Spending Account (FSA) for qualified and unreimbursed medical, dependent care, or transportation expenses. These accounts allow employees to set aside pre-tax dollars to pay for qualified & unreimbursed expenses. Employees are eligible to enroll the first of the month following the first day of employment.

Voluntary Long Term Disability: Norris & Stevens has made Long Term Disability (LTD) insurance available for full-time employees to purchase, with an LTD benefit equal to 60% of the purchasing employee's monthly earnings, up to a maximum of $6,000 per month. Full time employees may enroll the first of the month following 90 days of employment. Premium is based upon age and salary.

Voluntary Short Term Disability: Norris & Stevens has made Short Term Disability (STD) insurance available for full-time employees to purchase with a base STD benefit equal to 60% of the purchasing employee's monthly earnings, up to a maximum of $1,500 per month. Full time employees may enroll the first of the month following 90 days of employment. Premium is based upon age and salary.

Voluntary Life Insurance: Norris & Stevens, Inc. has made voluntary life and accidental death and dismemberment insurance available for all full-time employees (30 hours per week) to purchase in increments of $10,000, up to 5 times the purchasing employee's salary (not to exceed $500,000). Full time employees may enroll the first of the month following 90 days of employment.

Voluntary Accident Benefits: Norris & Stevens, Inc. has made voluntary accident insurance available and full-time employees may purchase insurance to provide protection against accidents. See HR for a full list of benefits and the rate information.

Where this policy conflicts with the applicable plan documents, the plan documents will control.

401(k) / Profit Sharing Plan

Immediate Eligibility

Employees enter into the plan quarterly, effective January 1, April 1, July 1, and October 1

Employee Contributions (salary deferrals)

Through payroll deduction, you may defer up to 50% of your salary on a pre-tax basis, subject to Internal Revenue Service (IRS) limitations.

Employer Contributions

Norris & Stevens shall make matching contributions equal to 50% of participant's salary deferrals, up to the first 6% deferred and/or the basic annual IRS limit described above. A participant must complete 1,000 hours of service each year to share in an allocation of matching contributions.

Profit Sharing Contributions

Norris & Stevens may make a discretionary profit-sharing contribution. In order to share in an allocation of profit sharing contributions, you must meet the one-year service requirement, complete 1,000 hours of service each year and be employed on the last day of the plan year.

Vesting

You are always 100% vested in your own salary deferrals.

You will "own" or become vested in the employer contributions (profit sharing and salary deferral match) according to the following schedule:

Years of Employment	***Vesting %***
0	0%
1	20%
2	40%
3	60%
4	80%
5	100%

Where this policy conflicts with the applicable 401(k)/profit sharing plan documents, the plan documents will control.

Paid Time Off (PTO)

Paid Time Off is provided for the purpose of rest, relaxation and a planned interruption from the workplace or to attend to personal affairs. Paid Time Off is to be taken within the year accrued in order to receive the personal value intended. PTO days may be taken for vacation, personal business, illness, time off to care for family members or for any other reason.

Except in the case of illness or emergency, PTO days must be scheduled in advance and are subject to approval by your supervisor. Employees who are absent due to illness or injury may be required by management to furnish a doctor's slip for absences that exceed 3 or more consecutive days. Norris and Stevens also reserves the right to request medical verification of the need to use PTO due to illness for any other reason allowed by law.

All employees are eligible for PTO as set forth in this policy.

Eligibility for PTO Accrual

PTO accrual begins when an employee starts working for the Company. Although employees immediately start accruing PTO, new employees must wait until their 91st calendar day of employment to use PTO.

All employees are eligible for PTO.

Accrual of PTO

The specific rules for accrual of PTO vary as discussed below. An employee must be actively working to earn PTO.

PTO days are not earned during any leaves of absence. Employees resume earning and accruing PTO on their first day back from leave.

Employees are encouraged to keep records of their PTO days earned and used. All employees have access to their PTO balances on the Fidelity website. The HR/Office Manager will also keep records of accrued but unused PTO. Any questions regarding PTO earned and used should be directed to your supervisor or the HR/Office Manager.

Full-time Exempt and Non-Exempt Employees (those working at least 30 hours a week)

Full-time exempt and non-exempt employees accrue PTO based on their years of service. Years of service are calculated from the employee's most recent employment date.

The amount of PTO earned is based on years of service at Norris & Stevens according to the following schedule:

Years of Service	***Maximum PTO Days Earned Per Year***	***Maximum PTO Hours Per Year***	***Maximum PTO Hours Per Pay Period***
Less than 1 year	*12 days*	*96 hrs/yr*	*4 hrs/pay period*
1-4 years	*16 days*	*128 hrs/yr*	*5.33 hrs/pay period*
5-9 years	*21 days*	*168 hrs/yr*	*7 hrs/pay period*
10-19 years	*25 days*	*200 hrs/yr*	*8.33 hrs/pay period*
20 or more years	*30 days*	*240 hrs/yr*	*10 hrs/pay period*

Commission-Only Brokerage Employees

All brokerage employees paid on a commission-only basis are eligible to accrue PTO at a rate of 1 hour per 30 hours worked (based upon a 40 hour work week). Commission-only brokerage employees are presumed to regularly work 40 hours per week.

Part-time Employees (those working less than 30 hours a week)

Part-time employees who work less than 30 hours a week will accrue PTO at the rate of 1 hour for every 30 hours worked.

Carry Over of PTO/Payout at Termination

Accrued PTO balances may be carried indefinitely; there are no “use-it-or-lose-it” or carryover dates. However, PTO balance is capped at 150% of each employee’s annual accrual rate. PTO will not accrue beyond the cap amount.

For example, if you are in your fourth year of employment and accrue 16 days of PTO per year, you may carry a maximum of 24 days of PTO.

Accrued but unused PTO will be paid out at the termination of employment.

Use of PTO

Employees are eligible to use PTO after 90 calendar days of employment.

PTO should normally be scheduled in full-day increments, although non-exempt employees may schedule PTO for as little as 1 hour increments.

Employees are to request time off through their immediate supervisors and to also alert the front desk receptionist of any absences. Supervisors and employees are to alert the HR/Office Manager, in writing, of all PTO days used for both exempt and non-exempt employees.

Exempt Employees PTO Usage Guidelines

Exempt employees are entitled to care for medical, dental, appointments or personal business requiring less than a full day away without deducting such time from their PTO.

It is our intention to provide a workplace where employees are able to leave on personal days or call out sick without the requirement or expectation to work remotely whenever possible.

In the event an exempt level employee calls or emails out ill for the day or is on PTO:

- Receptionist will not forward calls to the employee and will verify with the direct supervisor who should receive calls while the employee is out.

- The employee will not be approved to work remotely and should get approval from their direct supervisor via email to do so.
- If due to unforeseen circumstances the employee works remotely they should email their direct supervisor for approval of credit for the day. Approval emails should be forwarded to the HR/Office Manager.

Corporate Accountant is not responsible for obtaining approval for credit on days the employee is out. If there was no prior approval the day will be marked as PTO.

Employee Leaves of Absence

Family and Medical Leaves

Norris & Stevens provides several kinds of leaves of absence to meet the individual needs of employees and their families as required by various state and federal laws. Eligibility, benefits, length of leave and job protection vary depending on the reason for leave and the length of time the employee has worked for Norris & Stevens.

An FMLA eligible employee, as used in this leave policy, means an employee who (1) has been employed by Norris & Stevens for at least one year; (2) has actually worked at least 1,250 hours in the previous 12-month period (inclusive of time the employee has spent in military service during that period); and (3) works in a location within 75 miles of at least 50 other Norris & Stevens employees. Employees who do *not* meet these specific requirements may still be eligible for some types of leave depending on the reason and length of leave.

Family Care Leave

Family care leave is available only to FMLA-eligible employees in order to care for a newborn, newly adopted or newly placed foster child, or to care for a child, parent, spouse or registered domestic partner with a serious health condition. The maximum amount of leave under this policy is 12 weeks in a 12-month period, offset by any medical leave the employee has taken. The 12-month period is a rolling period, measured backward from the date any employee takes leave.

Leave to care for a newborn, newly adopted or newly placed foster child must be taken within 12 months of the birth or placement. When leave is taken for this reason, it must generally be taken in periods of at least two weeks.

Where both parents work for Norris & Stevens, they have one shared 12-week leave entitlement to care for a new child.

Leave to care for an ill family member may be taken intermittently depending on the opinion of the family member’s health care provider.

Medical Leave

Medical leave is available to employees who are unable to work due to a serious health condition as certified by their health care provider. Generally, this type of leave is available only for medical conditions that result in a period of prolonged incapacity (more than three days) but is also available for chronic health conditions for which the employee is being medically supervised. All employees are eligible for this type of leave, but reinstatement rights vary depending on whether an employee is FMLA eligible and on the reason for leave. The maximum amount of leave under this policy is generally 12 weeks in a 12-month period, offset by any family care leave the employee has taken during that period. The 12-month period is a rolling period, measured backward from the date any employee takes leave. The leave may be taken intermittently or on a reduced work schedule based on the employee's health care provider's recommendation.

Where required by law, additional leave beyond the 12-week period is available. See Human Resources for further information.

Military Exigency Leave

FMLA-eligible employees may take a Military Exigency Leave to deal with a qualifying exigency related to or affected by the active military duty or call to active military duty in the Armed Forces, National Guard or military reserves of the employee's spouse, child or parent. Qualifying exigencies include (1) the deployment on short notice of the family member; (2) military events and related activities; (3) childcare and school activities; (4) financial and legal arrangements; (5) counseling; (6) rest and recuperation; (7) other post-deployment activities; and (8) miscellaneous activities agreed to by Norris & Stevens and the employee in terms of timing and duration of leave. The maximum period of leave is up to 12 weeks in a 12month period, offset by any family care, military caregiver, or medical leave taken in that period.

In addition, all eligible employees (including employees who are not necessarily FMLA-eligible), are also entitled to "Leave for Military Spouses," which is described in the policy below.

Military Caregiver Leave

FMLA-eligible employees may take a Military Caregiver Leave to care for a spouse, son, daughter, parent or next of kin who is a member or former member of the Armed Forces and who is undergoing medical treatment, recuperation or therapy, is in outpatient status, or on the temporary disability retired list, for a serious illness or injury that was incurred in the line of duty while on active duty and incurred within five years prior to the treatment, recuperation or therapy. The maximum period of leave is up to 26 weeks of leave in a 12-month period.

Military Caregiver Leave is generally a one-time entitlement and has a special 12-month leave period which begins on the first day the employee takes Military Caregiver Leave. Additional Military Caregiver Leave is available, however, if the military family member sustains a later injury or illness or for the injury or illness of a different military family member. When both spouses work for Norris & Stevens, they are limited to a combined total of 26 weeks for Military Caregiver Leave.

How to Request Leave

Requests for family care, military family, or medical leave must be approved in advance by your supervisor and the Human Resources Department. Employees must provide Norris & Stevens with at least 30 days advance notice before the leave is to begin. If the need for leave is not foreseeable, and 30 days' notice is not possible, notice must be given as soon as practicable, at the latest within two days the Employee learns of the need for leave. Leave requests should be made in writing and must set forth the reasons for the requested leave, the anticipated start date of the leave, and the anticipated duration of the leave.

Employees who request a leave because of their own or a family member's health condition (including pregnancy) must submit written medical certification from a health care provider to support the leave request. If an employee fails to provide the required medical certification within 15 days of requesting leave, Norris & Stevens may deny or delay the leave. Medical certification forms are available from the Human Resources Department.

Subject to the approval of the health care provider, employees are expected to consult with their supervisor prior to the scheduling of medical treatment for themselves or a family member in order to work out a schedule which best suits the needs of both the employee and Norris & Stevens.

Leave extension requests should be made two weeks before the end of the scheduled leave, if possible. Where the leave extension is for the employee's or a family member's serious health condition, the request must include medical certification of the need for continued leave.

Failure to comply with these notice requirements may result in denial or deferral of the requested leave.

Compensation and Benefits During Leave

Generally, family care and medical leaves are unpaid. Employees may choose to use accrued PTO during the leave, and in some circumstances *must* use accrued PTO, as follows:

- PTO *must* be used during medical leave, military caregiver leave, or family care leave to care for an ill family member.
- Use of PTO is optional during periods the Employee is receiving any kind of income replacement benefits, such as workers' compensation.

Using paid leave will not extend the maximum amount of leave available.

When paid leave is exhausted, the remaining leave is unpaid.

Norris & Stevens maintains group health insurance coverage during approved leaves as follows:

- Up to a combined total of 12 weeks for family care and medical leave (FMLA-eligible employees only); and
- Up to 26 weeks for military caregiver leave (FMLA-eligible employees only).

The employee will continue to be responsible for paying the employee’s portion of applicable group health insurance premiums. Premiums for all benefits other than group health benefits must be paid in full by the employee during the period of leave if the employee wishes such benefits to continue. Employees who have exhausted or are ineligible for these benefit entitlements may continue coverage at their own expense under COBRA. An employee who fails to return from leave may be required to repay insurance premiums paid by Norris & Stevens during the leave.

Return To Work

All employees returning from medical leave must provide medical certification of their fitness to return to work.

In general an employee who returns to work at the end of his or her leave will be returned to his or her former position or to an equivalent position, subject to certain limitations. FMLA-eligible employees who return to work within the 12-week period will be reinstated to the same or equivalent position except in cases where the employee would have been terminated for reasons unrelated to the leave (for example, position elimination), or if the employee can no longer perform the essential functions of the job. Employees returning from leave after more than 12 weeks due to a work-related injury will be reinstated except where reinstatement is unavailable due to business necessity.

Oregon Family Leave Act

Eligible employees may also request a leave of absence under the Oregon Family Leave Act (“OFLA”). An eligible employee is someone who has worked for Norris & Stevens for 180 days or more and has worked an average of 25 or more hours per week during those 180 days immediately before the date on which the leave would commence (the 25 hour requirement does not apply to Employees who want to take parental leave under the OFLA). Employees may take up to 12 weeks of family or medical leave under the OFLA, and that leave generally runs concurrently with FMLA leave described in Section A above. Additionally, OFLA allows eligible employees to take leaves of absence under the following circumstances:

- To care for a sick child.
- To care for a seriously ill parent-in- law or same-sex domestic partner.
- To care for a grandparent or grandchild who has a serious health condition.

Under certain circumstances, Employees may be entitled to more than 12 weeks of leave. For example, a pregnant female employee may take 12 weeks of pregnancy disability leave, 12 weeks of parental leave, and another 12 weeks of sick-child leave, for a total of 36 weeks in one year. Employees may use accrued PTO while on OFLA leave.

For anticipated leave, an employee must provide reasonable prior notice of 30 days in advance of the leave. In cases of planned medical treatment, an employee must make every effort to schedule leave so as not to disrupt Norris & Stevens operations. If it is an emergency or unanticipated leave (e.g. an unanticipated serious health condition or a child unexpectedly requiring home care), the employee or someone on the employee's behalf must make an oral request within 24 hours of the leave starting and turn in the completed request form within 3 days of returning to work.

Oregon Family Leave Act - Bereavement Leave

Upon the death of a family member, eligible employees are able to request bereavement leave. An eligible employee is someone who has worked for Norris & Stevens for 180 days or more and has worked an average of 25 or more hours during those 180 days immediately before the date on which the leave would commence.

Employees may take up to two weeks (10 business days) of OFLA bereavement leave:

- To attend a funeral or alternative ceremony;
- To make arrangements necessitated by the death of a family member;
- Or simply to grieve the death of a family member.

The OFLA definition of “family member” applies to bereavement leave. This means that employees may take leave following the death of a spouse, same- sex domestic partner, child (biological, adopted, foster, stepchild, or otherwise), parent, parent-in-law, grandparent, grandchild or same-sex domestic partner’s parent or child.

Bereavement leave will be paid according to the following schedule:

- Employees are allowed three days of paid leave in the event of the death of the employee’s spouse, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson or stepdaughter.
- Employees are allowed 1 day of paid leave in the event of death of the employee’s brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, grandparent, grandchild or spouse's grandparent.
- Employees are allowed up to four hours of bereavement leave to attend the funeral of an employee or retiree of the company.

Except as otherwise stated above, bereavement leave is unpaid; however, as with any other OFLA leave, employees can choose to use any available accrued PTO for OFLA bereavement leave.

Bereavement leave does not expand the annual amount of OFLA leave (usually 12 weeks, more in some situations). The two weeks of OFLA bereavement leave counts against the OFLA maximum.

An Employee is entitled to two weeks of OFLA bereavement leave for the death of *each* covered family member per year. Subsequently, an employee may be entitled to more than two weeks of OFLA bereavement leave in a single leave year.

Importantly, OFLA bereavement leave must be completed within 60 days after the employee receives notice of the death of the family member.

Oregon Military Family Leave Act

Under the Oregon Military Family Leave Act ("OMFLA"), eligible employees are also entitled to up to 14 days of unpaid leave when their spouse or same-sex domestic partner is a member of the military forces (Armed Forces of the United States, National Guard or military reserve forces) who has been notified of (a) an impending call or order to active duty or (b) an impending leave from deployment. An eligible employee is someone who has worked for Norris & Stevens for 180 days or more and has worked an average of 25 or more hours during those 180 days immediately before the date on which the leave would commence.

The 14 days of OMFLA leave may be used either before deployment and/or during leave from deployment.

An employee who intends to take OMFLA leave must provide Norris & Stevens with notice of their intention within five business days of receiving official notice of an impending call or order to active duty or of a leave from deployment.

An employee who takes OMFLA leave may use their accrued PTO for any part of the leave. OMFLA leave counts against an employee's general OFLA leave entitlement

Please contact the Office Manager for additional details regarding OFLA leave.

Jury Duty

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury, employees must notify their supervisor and provide him/her with a copy of the jury summons. The Company will pay regular full-time and regular part-time employees for time off for jury duty of up to 3 days.

Paid Holidays

The Norris & Stevens offices are closed the following days and all PTO eligible employees will be paid their normal work hours if the holiday occurs on the employee's regularly scheduled workday. The office may opt to close early or for additional days on a year per year basis.

Memorial Day

4th of July

Labor Day

Thanksgiving and the day after

Christmas Day

New Year's Day

These dates are subject to adjustment if the holidays listed above fall on a weekend.

Holiday pay is not paid for employees on OFLA/FMLA or personal leaves over 30 days in length that occur during a paid holiday date.

Floating Holidays

Norris & Stevens offers employees the use of 2 additional holidays to be used at the discretion of the employee to observe holidays not listed above. These days must be used within the calendar year and do not roll over from year to year. If an employee is hired after June 1, they will receive one floating holiday the first year, and if hired after September 1, they will not receive one until January 1 of the following year.

Professional Development

All support staff are allowed two (2) days off per year to attend classes, seminars and workshops which maintain or improve the skills directly related to their current job description. Attendance at such events is encouraged, and class fees may be paid by Norris & Stevens, Inc. as agreed to in each instance by the employee's supervisor in advance.

Professional Real Estate Courses and/or Conferences

After one year of service, a sales/leasing agent/property manager will be eligible for up to $1,500.00 per year for board-approved educational activities or conferences. That amount will be increased to $2,000.00 for any agent earning in excess of $50,000.00 in commissions (after splits) in the prior calendar year. These eligibilities include absence from the office for up to one week of actual class time. Any additional time missed from the office will be PTO in the case of non-brokerage employees.

Successful completion of courses is required to qualify for this benefit. Any unused eligible balance will be forfeited, i.e., the maximum allowed cannot be exceeded in any calendar year. Proof of expenditure is required. Reimbursements for such dues, courses or conference expenditures are subject to the review and approval of the employee's supervisor. If the employee voluntarily leaves the Company within 24 months after the courses and conferences, the employee shall refund to the Company the cost of such courses and conferences.

Employment Classifications

A. Regular Full-Time Employee

Regular full-time employees are those regularly scheduled to work 30 hours per week or more and are eligible for the following benefits:

- Medical Insurance
- Dental Insurance
- Holidays
- 401(k) Plan and discretionary profit sharing
- Voluntary Life, disability and accident Insurance
- Paid Time Off (PTO)

B. Regular Part-Time Employee

Regular part-time employees are those scheduled to regularly work less than 30 hours per week and are not eligible for benefits, with exception to PTO as discussed above.

C. Temporary Employee

Temporary employees are those hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work less than the company's full-time schedule for a limited duration. Employment beyond any initially stated, temporary assignment does not in any way imply a change in employment status. Temporary employees are not eligible for benefits, other than PTO as stated above, and may not participate in the company 401K plan.

D. Non-exempt Employee

Nonexempt employees include all regular employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws. Overtime is defined as "all hours worked in excess of 40 hours in a work week". The "work week" at Norris & Stevens is Sunday through Saturday. All overtime for employees is to be approved and authorized in advance by the employee's supervisor. Overtime is to be recorded as worked and will be paid at the rate of one and one half times the normal straight time rate of pay.

Vacation, sick leave, holidays and other paid time off are not considered time worked for the purpose of calculating overtime. Employees may occasionally be asked to work overtime. Advance notice will be given, if possible. Discretionary overtime must be approved in advance by the department supervisor.

E. Exempt Employee

Exempt employees include all employees who are classified as exempt from the overtime provisions of the Fair Labor Standards Act and Oregon law because they are employed in an executive, administrative or professional capacity, such as property managers, leasing and sales agents, department managers, and supervisory personnel. Exempt employees are paid a salary based upon work to be completed and not based upon hours worked. Exempt employees earn PTO benefits based upon a 40 hour week but may be required to work in excess of 40 hours.

Attendance Standards

Punctuality and regular attendance are essential to the proper operation of any business. These also help you to establish a good working reputation and add to your opportunity for advancement.

Property managers and sales agents are scheduled to begin work at 8:30 a.m. All other employees are scheduled to begin work at 8:00 a.m.

For the Company to operate effectively, employees are required to notify their supervisor if they will be absent and such notice should be made prior to the start of the scheduled workday. You must call your supervisor daily while off work due to short-term illness or accident. If you must leave work for any reason before the end of the day, you must inform your supervisor.

Frequent tardiness and/or absences are unacceptable. Any of the following will subject an employee to disciplinary action up to, and including, termination:

- Failure to inform the Company of an Absence with a reasonable period of time
- Absences from work without permission
- Habitual tardiness
- Frequent absences that correlate with a weekend, holiday or scheduled absence

Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Norris & Stevens supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values and HR best practices.

Outlined below are the steps of our progressive discipline policy and procedure. Norris & Stevens reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

Verbal warning: A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.

Written warning: Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee’s personnel file. Employees should recognize the grave nature of the written warning.

Norris & Stevens reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

Employees may be terminated with or without prior warning for offenses including, but not limited to, the following:

- Presence on company property, or working while under the influence of alcohol or drugs. Employees under suspicion of being under the influence may be asked to submit to drug and/or alcohol testing immediately.
- Theft of money or property belonging to the Company.
- Unauthorized disclosure of confidential information.
- Misuse of Company property.
- Falsification of Company records.

- Physical abuse or harassment of Company employees, customers, or members of the general public.
- Conduct which results in extreme harm or embarrassment to the reputation of the Company or its employees.
- Conviction of a felony during employment
- Business related conflicts of interest.
- Sexual harassment or discrimination committed while an employee of Norris & Stevens.
- Accepting unreported gratuities in excess of $100.00 from vendors or others as an employee and representative of Norris & Stevens.
- Any action that has been verified and documented which is contrary to the expressed personnel policies of the Company.
- Violation of any governing licensing laws.
- "Moonlighting" (working after hours) with a contractor or a firm doing business with Norris & Stevens
- Working for other real estate sales, leasing, property management, or finance businesses.
- Consulting for or advising other real estate-oriented companies or individuals.
- Soliciting personal business during working hours.

Separation from Employment

Norris & Stevens is an at-will employer. Employees or the company may choose to end the employment relationship at any time and for any reason.

Health insurance terminates the last day of the month employment ends, unless an employee requests immediate termination of benefits. Information for Consolidated Omnibus Budget Reconciliation Act (COBRA) continued health coverage will be provided. Employees will be required to pay their share of the dependent health and dental premiums through the end of the month.

A. Employee-Initiated Separation

Employees who choose to separate employment with Norris & Stevens are asked to give reasonable notice prior to the date of termination. The Company requests a minimum of 2 weeks' notice for the Company to consider the separation acceptable and the employee to be considered eligible for re-hire. The final paycheck will include any unpaid earned wages, overtime, commissions, and accrued unused PTO.

If an employee quits with less than 48 hours' notice, excluding weekends and holidays, the paycheck is due within five days, excluding weekends and holidays, or on the next regular payday, whichever comes first.

If an employee quits with notice of at least 48 hours, the final check is due on the final day worked, unless the last day falls on a weekend or holiday. In that case, the check is due on the next business day.

B. Employer Initiated Separation

If an employee is discharged, the final paycheck is due not later than the end of the next business day.

When an employer and employee mutually agree to terminate the relationship, the check is due by the end of the following business day, as in the case of discharge.

PTO Payoff or Deduction from Final Pay

Accrued unused Paid Time Off (PTO) will be paid at the time of termination. PTO that has been used and not accrued, resulting in a negative PTO balance, will be deducted from the employee's final paycheck. Unused floating holiday time is not paid out at the time of separation from the Company.

Commissions Due Upon Termination

When a brokerage employee terminates their employment with the Company, commissions earned to date, but not yet received by Norris & Stevens, will be subject to a 30-day grace period for the purposes of collection and calculation of amount earned. The final commission check will be mailed to the employee's address of record. Brokerage employees are entitled to the splits outlined in their individual employment agreement and may vary.

Return of Company Property

The separating employee must return all Company property at the time of separation, including cell phones, keys, key cards and any other employer provided equipment.

Access to Personnel Files

Norris & Stevens keeps a personnel file for all employees. This file includes resumes, records of training, performance appraisals and wage/salary information. Personnel files are the property of Norris & Stevens. Employees may request access to their personnel file and review it in the presence of the Office/HR Manager. Previous employees may request copies of their file within 7 years of their termination date at a cost, dependent on the size of the package if mailed. Files that are to be picked up at our offices will be charged a rate of $.25 per page copied.