

DALTON MANAGEMENT, INC
Employee Handbook



Since 1926

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INTRODUCTION

WELCOME

Welcome to Dalton Management, Inc (Dalton). As an employee of Dalton, you play an important role in furthering our goals as an organization – you are important to us. We are a property management company. We manage apartment complexes (SITE) and are also involved in the leasing, acquisition, sale, landscaping and maintenance of apartment complexes. We have created this handbook to help you understand our policies for treatment of our employees and the benefits we offer. We hope your time of employment with us is mutually rewarding and we wish you every success.

MISSION STATEMENT – DALTON REALTY/MANAGEMENT, INC.

Building on a tradition of honest dealings with our investors, employees, and the community, Dalton acquires, manages, and sells properties for investors to maximize cash profits.

HANDBOOK USE AND PURPOSE

This handbook is not a contract. It is simply a statement of policies and procedures. As a growing organization, our policies and procedures will change over time. While it is not our intent to change the policies and procedures described here, we reserve the right to change, reduce, eliminate, or add to any policy, procedure, practice, or benefit without prior notice.

In the event of a change, we will make an effort to notify staff as soon as possible. No permanent employment or employment for any term is intended or implied by statements in this handbook. Please note that specific and detailed employee laws are not included in this handbook. We do have mandated state and federal posters in the employee common areas that outline these specific laws.

This version of Dalton's Employee Handbook is effective February 1, 2017. This information supersedes all previous employee handbooks, personnel policies or manuals or internal memoranda which addressed personnel matters. If you have any questions or concerns about this handbook or any other policy or procedure, please ask your Supervisor, Jeff Denson or Brad Denson.

1. EMPLOYMENT AND EMPLOYEE DEVELOPMENT

WORK ELIGIBILITY

Typically, on the first day at work all new staff members will be asked to fill out appropriate forms for payroll purposes and for personnel records. In accordance with the Immigration Reform and Control Act of 1986 (IRCA), all new staff members at Dalton are also required as a condition of employment to provide documentation that establishes their identity and legal right to work in the United States at least two business days before their hire date.

EQUAL OPPORTUNITY EMPLOYMENT

We maintain a strong policy of equal employment opportunity. We seek to achieve equal opportunity for all staff members as articulated by federal, state and local laws. Dalton actively seeks to recruit individuals without regard to race, creed, color, gender, sexual orientation, disability, marital status, veteran status, national origin, age, genetics, religion or physical/mental disability. Our equal employment opportunity philosophy applies to all aspects of employment, including recruitment, training, promotion, transfer, benefits, pay and dismissal.

EMPLOYMENT RELATIONSHIP

Dalton is a property management and investment real estate organization whose success depends largely on the skills, abilities, and effectiveness of working relationships of its employees. As such, Dalton must maintain maximum flexibility in making staffing decisions in accordance with the organization's needs.

Dalton does not guarantee employment for any particular period of time, or continued compensation at any given level, or continuation of any particular benefit, or continuation of any particular practice, policy or procedure set forth in this manual. Neither this manual nor any other communication by any Dalton representative, either written or oral, made at the time of hire or during the course of employment, is intended in any way to create a promise of continued employment.

It is the policy of Dalton that all employees are employed at-will of Dalton for an indefinite period. Employees may resign from Dalton at any time, for any reason, and may be terminated by Dalton at any time, for any reason, with or without prior notice.

EMPLOYEE CLASSIFICATIONS AND TYPES

We place staff members into classifications consistent with the Federal Fair Labor Standards Act (FLSA) and the Oregon Labor Code. Listed below are the two categories of employee classifications at Dalton as outlined by Federal and State regulations:

Exempt Employee

An employee who holds an executive, administrative, professional or other exempt position in accordance with Oregon Labor Code. Exempt employees are paid on a salaried basis, and their salary is intended to constitute their entire compensation, regardless of the number of hours they work.

Nonexempt Employee

An employee who performs work that does not meet the qualifications for exemption as defined by the Federal Fair Labor Standards Act (FLSA) and the Oregon Labor Code. Nonexempt employees are paid by the hour and are eligible for paid breaks and overtime pay for working over 40 hours in one work week Monday through Sunday.

The following are the types of employees at Dalton:

Regular Full-Time Employee

An employee who is normally scheduled to work 40 hours or more per workweek and whose employment has no specified end date. Regular full-time employees are eligible for all benefits. Exempt employees may work more than 40 hours in a given week although they are not scheduled to do so.

Part-Time Employee

An employee who is scheduled to work less than 40 hours per week. Part-time employees are ineligible for most benefits and employees who work 30 to 39 hours per week are eligible to enroll in Dalton group health insurance and dental insurance only. Part time employees that work under 40 hours per week are not eligible to receive PTO or holiday pay.

Interns

Interns generally are short-term employees who are paid a stipend for a set number of hours of work. They may also be unpaid staff. Interns should have a signed letter of agreement outlining the nature of the work, length of commitment, who they report to, and how much they are paid. Interns generally report to a project director and are held to the same code of conduct as regular staff.

RESIDENT (SITE) EMPLOYEES STATUS AS RESIDENTS

Oregon Landlord Tenant Law treats employees who reside on the premises as employees, not residents. Therefore, in the event of termination, Dalton reserves the right to give a minimum of 24 hours or longer notice to vacate the apartment. The employee is to disclose all occupants and pets that may also reside in the apartment along with the employee. Any occupant over the age of 18 must be screened and approved by employer utilizing the current resident background screening company. A security deposit is not required from employees for the apartment, but a pet deposit is required for each pet. All pets must be approved by employer. Renters insurance is also mandatory for employees who move on site. The apartment is to be left in the original condition at move-in and any damages or turnover charges are the financial responsibility of the employee. If a manager is allowed to live off site, they must live within a 5-mile radius of their property.

JOB DESCRIPTIONS

Dalton strives to maintain an up-to-date written job description for all positions. A job description generally contains the following elements: title, summary of job duties, performance requirements, definition of essential and nonessential functions, and qualifications (such as education and/or experience).

Employees are welcome to review their job descriptions with their supervisor at any time. Making formal revisions is the responsibility of the supervisor.

PERFORMANCE EVALUATIONS

Performance evaluations will be performed by your supervisor after the first 60 days of employment and then annually thereafter. As part of each performance evaluation, you and your supervisor will assess your accomplishments during the review period, and set performance goals for the coming year. During this process, you will be given an opportunity to give your supervisor feedback and to describe what your needs are to perform the job to the best of your ability and to let the reviewer know what he or she can do to better assist you in your position.

2. WORK HOURS AND PAY

WORKWEEK

The workweek commences at 12:01 a.m. Monday and ends at midnight Sunday. The standard workweek for a full-time employee is 40 hours.

WORKING HOURS DEFINED

- Hours worked are defined as “Time spent actively performing a duty for the benefit of your employer”.
- Required waiting in a formal office during appointed time IS considered “working time”.
- Waiting in your apartment for a telephone call IS NOT considered “working time”.
- Time spent being available (standby time) to conduct apartment business IS NOT “working time”, provided that you are free to eat, sleep, and pursue private endeavors on and off the site.
- Time spent caring for other persons, personal shopping, visiting with friends, neighbors, or residents, cleaning your house, laundry, cooking, completing personal hobbies or projects will NOT be considered “working time”.
- When there is a designated office separate from one’s living area, working in one’s own apartment during work hours is not acceptable.

Hours of work:

Due to the nature of apartment building management, employees who live on-site may be asked to perform duties outside of the normal business hours.

The employee agrees that if there is work that cannot be done in the hours specified above, such work will not be done until written permission is obtained from the employer, unless the work is necessitated by an emergency situation. In the event of an emergency, employee shall notify the employer in writing of the number of hours worked in connection with the emergency within 24 hours of completing the work.

PAY PERIODS

We pay staff members twice a month. Pay periods are from 11th to the 25th and 26th to the 10th of each month. Paydays are the 15th and last day of the month unless such a payday falls on a weekend or holiday. If a regular payday falls on a weekend or holiday, the payday will be the last regular workday preceding it.

WORK SCHEDULES

The standard work schedule is 40 hours per week. Standard office work hours are 8:30 a.m. to 5:30 p.m., with one hour for lunch or will be determined by your supervisor. This schedule may be altered to fit the needs of Dalton or the property managed. Nonexempt employees are entitled to two fifteen-minute breaks, one in the morning and one in the afternoon. Breaks may not be combined with lunch.

MEAL AND REST PERIODS

All nonexempt staff members receive a paid fifteen-minute rest period for each four hours worked or major fraction thereof. Full-time nonexempt staff members should take one rest period in the first half of their day and one in the second half. Nonexempt staff members who work six hours or more must take an unpaid lunch break of at least 30 minutes by law.

TIMEKEEPING REQUIREMENTS

All staff members must complete and sign a timesheet for each pay period. Timesheets must be emailed to leasing@daltonmngt.com at the main office on the day designated by the Office Administrator. Staff members should record actual hours worked plus all use of paid time off (PTO). Timesheets must be entered using an excel format and should not be handwritten.

All time records must be kept on the premises at all times. Any electronic versions of timesheets will be printed out and added to the records in the main office. The employee must sign their timesheets before they will be processed. The responsible supervisor or Office Administrator reviews all timesheets. Any changes to set schedules need to be pre-approved by supervisor and the Office Administrator should be notified.

OVERTIME PAY

Overtime is paid to nonexempt staff members according to federal and state law. Current Oregon law defines overtime as hours worked in excess of 40 hours in one workweek. Exempt staff members are not eligible for overtime pay. **Your supervisor must approve overtime hours in advance.** Only hours actually worked are used to compute overtime earnings. Paid time off, such as holidays or PTO, is not used to compute overtime.

PAYROLL DEDUCTIONS

Your payroll and earnings deductions are detailed with your check. Mandated and voluntary deductions usually include:

| MANDATED BY FEDERAL AND STATE LAW | VOLUNTARY |
|--|-------------------------|
| Federal income tax | Simple IRA |
| State income tax | Health |
| Social Security tax/Medicare tax | Dental Insurance |
| State disability insurance | Flex Health Saving Plan |
| Garnishments/Wage attachments | |

Any questions about your paycheck should be directed to your supervisor or the Office Administrator.

DIRECT DEPOSIT

A direct deposit program is available and recommended to all employees allowing them to have their paychecks directly deposited to their bank. Employees should contact the Office Administrator to sign up for the program.

SALARY REVIEWS

We consider the following factors when determining a salary increase:

- Budget available for increases. Guidelines for salary increases are issued to reflect current budget capabilities
- Employee's overall job performance
- Employee's salary in relation to comparable salaries in like positions inside the organization.

Please note that salary increases are never guaranteed.

PUNCTUALITY AND ATTENDANCE

We expect staff members to arrive at work on time and to work their full weekly schedule. If you need to be absent or late from work for any reason, you must call your supervisor one hour before the start of your workday. In addition to calling your supervisor, you are required to email the Office Administrator and copy your supervisor. As a courtesy, you may wish to email or call your co-workers. If you need to leave early, you also need to call your supervisor and email the Office Administrator, and copy your supervisor. Emailing your supervisor (without calling) and text messages are not acceptable.

SALARY ADVANCES

Dalton does not give salary advances to employees.

ALLOWANCES

Fuel and utility allowances may be given due to specific positions requiring excessive use of vehicles or use of utilities for work purposes. Allowances are not guaranteed and are based on the needs and budget of each entity/property.

TRAVEL RELATED EXPENSES

Employees must have approval from supervisor in order to use any company credit card or receive a per diem for meals and incidentals for projects asked of you by your supervisor that is outside of your usual job duties, area and time.

3. BENEFITS

REQUIRED BENEFITS

Required benefits include Social Security, Workers' Compensation, State Disability Insurance, and Unemployment Insurance.

Social Security (FICA)

Dalton participates in the Social Security Retirement and Disability Program. Percentage deductions, which may change from year to year, are made from the employee's gross salary. The employer contributes an amount required by law. Upon retirement, the employee is eligible to receive monthly payments based on the employee's average income while working according to Social Security Administration regulations.

Workers' Compensation

Dalton provides Workers' Compensation insurance for all employees for work-related injuries or illnesses. All work-related injuries (both on and off site) during work hours must be immediately reported to your supervisor. The benefit amount is based on the nature of the injury or illness, the amount of the employee's wages, and Oregon law and regulations.

State Disability Insurance (SDI)

State law requires that deductions for SDI, which may change from year to year, be made from each eligible employee's wages. SDI provides weekly benefits for employees who experience a prolonged absence from work due to a non-work-related illness or accident. The benefit amount is based on the amount of the employee's wages and is regulated by Oregon Law.

Unemployment Compensation

Dalton, in compliance with the law, pays for State Unemployment Compensation insurance for all eligible employees, in the form of unemployment insurance taxes. This program provides partial income replacement in the event of unemployment through no fault of the employee. The amount of benefits is based on the amount of the employee's wages and is regulated by Oregon Law.

ADDITIONAL BENEFITS

HEALTH INSURANCE

Employees scheduled to work 30 or more hours a week qualify to enroll in group health insurance coverage after 60 days of employment or during open enrollment. Employees may add dependents and/or spouse to their coverage, but are responsible for additional premium cost that exceeds the portion that Dalton covers. As with most policies, our benefits coverage is subject to change. For more information about health care coverage, please speak with the Office Administrator.

DENTAL INSURANCE

A group Dental Plan is available and the individual employee is responsible for payment through a payroll deduction. All employees that work more than 30 hours per week are eligible to enroll in the dental plan after 60 days of employment or during open enrollment.

CAFETERIA/FLEX PLAN

A cafeteria/flex system plan is available to employees to make payroll deductions for dependent care, non-reimbursed health expenses, and other IRS allowed deductions. All full-time employees are eligible to enroll in the flex system plan after 60 days of employment or during open enrollment.

SIMPLE IRA

Qualified employees are eligible to participate in a Simple IRA Plan after 1 year of employment. Dalton will match employee contributions up to 3% of their salary. See the Office Administrator for more details.

DEFINITIONS FOR ELIGIBILITY

Certain benefits, such as health insurance coverage, family care leave and bereavement leave, use the term "immediate family" in descriptions of eligibility and/or coverage. At Dalton, we define "immediate family" as your spouse, children (including stepchildren and foster children), siblings (including step siblings and siblings-in-law), parents (including step-parents and parents-in-law) grandparents, grandchildren and domestic partner.

INSURANCE CONTINUATION

Upon termination, employees covered under a health insurance plan have certain legal rights to remain on the insurance plan at their own expense for up to 18 months (more in some exceptional cases) through COBRA benefits. More information regarding COBRA coverage, costs and administrative procedures are available from the Office Administrator.

SICK TIME

Part-time employees are eligible to begin accruing sick time on the first day of employment and earn one (1) hour of sick time for every 30 hours worked or 1 1/3 hours for every 40 hours worked. Employees may use accrued sick time on the 61st calendar day of employment and may use sick time as it is accrued thereafter. Employees must use accrued sick time in hourly increments. Employees may carry over up to 40 hours of unused sick time from one year to the next; however, employees may accrue no more than 80 hours of sick time nor use more than 40 hours of sick time in a year.

Employees are entitled to use sick time for the following purposes:

- For an employee's or family member's mental or physical illness, injury or health condition or need for medical diagnosis of these conditions or need for preventive medical care.
- To care for an infant or newly adopted child under 18, or for a newly placed foster child under 18, or for a child over 18 if the child is incapable of self-care because of mental or physical disability.
- To care for a family member with a serious health condition.
- To recover from or seek treatment for a serious health condition that renders the employee unable to perform at least one of the essential functions of the employee's job.
- To care for a child of the employee who is suffering from a non-serious illness, injury or condition.

- To deal with the death of a family member by attending the funeral or alternative, making arrangements necessitated by the death of a family member, or grieving the death of a family member.
- To seek medical treatment, legal or law enforcement assistance, remedies to ensure health and safety, or to obtain other services related to domestic violence, sexual assault, harassment or stalking incidents to the employee or employee's minor child or dependent.
- For certain public health emergencies including closure by a public official of the employee's place of business, school or place of care of the employee's child, or a determination by a public health authority or health care provider that the presence of the employee or a family member presents a health risk to others.

PAID TIME OFF (PTO)

We offer PTO to eligible full time staff members for their rest and recreation away from work as well as unexpected illnesses. Dalton recognizes the value of time away from work responsibilities and encourages employees to use all accrued PTO benefits on a timely basis.

Eligibility

All full-time employees begin to accrue PTO on the first day of employment; however, PTO may not be used until the employee has completed 60 days of continuous employment.

FULL-TIME ACCRUAL RATES

| LENGTH OF SERVICE | HRS. PER PAY PERIOD | ACCRUAL DAYS PER YEAR | MAXIMUM ACCRUAL |
|------------------------|---------------------|-----------------------|-----------------|
| 1st year up to 5 years | 5 | 15 days (120 hours) | 12 days |
| 5 years and up | 6.67 | 20 days (160 hours) | 18 days |

Accrual Maximum

PTO can accrue to the maximum of the days listed above. Once this cap is reached, no further PTO will accrue until some PTO is used. There is no retroactive grant of PTO for the period of time the accrued PTO compensation was at the cap.

Requests for Planned PTO

Accrued PTO may be taken after completion of the first 60 days of employment. Requests for planned PTO must be made at least 30 days in advance, to the extent that this is possible. Requests for planned PTO require the approval of your supervisor which must be in writing, and PTO must be at times that do not adversely affect Dalton operations. You as the employee are responsible for finding coverage and creating a plan for business to continue normally during your absence. Conflicting requests will be decided by length of service.

Un-scheduled PTO

Paid time off may be used without prior notice due to illness. Paid time off is given to provide you with protection against loss of income if you are ill or injured, or if you need time off from work for necessary or routine health care. If employee reports in sick, they are expected to take the entire work day off. In consideration of your coworkers, please do not come to work if you are sick with anything that may be contagious. At our discretion, we may ask you to go home if we feel you are not able to perform your duties or may get others sick.

Under some circumstances, we may require verification of a staff member's medical condition, especially if a pattern of frequently used paid time off time develops, or if leave extends more than three (3) consecutive days.

Payment

We do not offer pay in lieu of unused PTO/Sick Time. However, PTO/Sick Time hours accrued and unused will be paid (up to the maximum of five days) to employees in good standing when they leave our employ. In accordance with California laws, California employees will be paid all accrued PTO/Sick Time hours upon leave of employ.

Transferring Locations

From time to time, an employee may be transferred to another location. When this occurs, all accrued PTO will be paid out to the employee by their former location. The employee will then begin accruing hours at their current rate at the new property. The employee does not need to wait 60 more days (provided they had already been employed by the first property over 60 days) to use their PTO, but cannot use in excess of what they have accrued.

HOLIDAYS

Eligibility

All full-time employees are eligible for holiday pay upon completing 60 days of continuous service.

The following are official Holidays for Dalton Full-Time Employees

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

When a holiday falls on a Saturday, the office will be closed on the preceding Friday to observe the holiday. When a holiday falls on a Sunday, the office will be closed on the following Monday to observe the holiday.

4. UNPAID LEAVE OF ABSENCE AND OTHER TIME OFF

FAMILY AND MEDICAL LEAVE ACT/OREGON FAMILY LEAVE ACT

State and federal laws allow employees to take protected time off for a variety of purposes, such as personal illness, childbirth, and the illness of a family member. Employee's rights and eligibility for FMLA & OFLA are conveniently posted for review. Employees are required to notify their supervisor in writing when FMLA or OFLA leave needs to be taken. Dalton uses an employee's anniversary date as the fixed year in determining leave calculations.

End of Employment

A staff member away from work on a medical leave will be considered to have voluntarily resigned from Dalton if:

- The staff member fails to notify Dalton of his/her availability for work after the disability ceases
- The staff member fails to return to work after the disability has ceased and a position is available

Benefits during a Medical Leave

If the medical leave exceeds one (1) month, the employee will pay Dalton the monthly premiums for health insurance during the period of the leave, or such coverage will be discontinued. Premiums must be received by the first of each month in order to ensure continued insurance coverage. If you have any questions regarding protected leave, please contact the Office Administrator.

MILITARY LEAVE

Dalton recognizes and appreciates the contributions of our nation's armed forces. Employees who serve in the armed forces will be granted leave of absence if called to duty and will be reinstated in accordance with

applicable state and federal laws and regulations on their return. For more information, contact the Office Administrator.

BEREAVEMENT LEAVE

Employees are eligible for paid bereavement leave of one (1) day in the event of the death of an immediate family member (as defined above). Additional time off may be scheduled as needed with consent of your manager using a combination of PTO and unpaid leave.

JURY DUTY

Employees are entitled to one (1) day of paid leave during jury duty if you provide the jury summons with your PTO request. If jury duty extends for more than one (1) day, accrued PTO may be used, or you may take unpaid time off.

5. WORKPLACE HEALTH AND SAFETY

SAFETY POLICY

Dalton expects its staff members to work in a safe manner, to use good judgment and common sense in matters of safety, to observe all safety rules published and posted in various areas and to follow all federal and state OSHA regulations. If you have any questions or concerns about workplace safety, please speak with your supervisor or Office Administrator.

ON-THE-JOB INJURY POLICY

- If you suffer an injury while on-the-job, you must report that injury immediately to your immediate supervisor and contact the Office Administrator. If you are on leave due to an on-the-job injury and then receive medical clearance to return to full or partial duty, you must supply a copy of the release to Office Administrator.

DRUG-FREE WORKPLACE

Dalton Management is committed to maintaining a drug and alcohol free workplace. Dalton Management recognizes its obligation to its member companies for the provision of services that are free of the influence of drugs and alcohol and will endeavor through this policy to provide drug and alcohol free services.

Dalton prohibits the use, possession, distribution, sale or manufacture of controlled substances on the job and company premises.

- Company premises means all properties of Dalton Management including, but not limited to, the offices, facilities, and surrounding areas on Dalton owned or managed properties, parking lots, and storage areas. The term also includes Dalton owned or leased vehicles and equipment, wherever located.

As a condition of employment, all employees are required to abide by the terms of this policy and to notify Dalton Management immediately if convicted of violating any criminal drug statute.

Type of Drug Tests

- Pre-employment – An employment offer for any position is contingent upon the individual passing a drug and alcohol test. A positive test will result in the employment offer being rescinded.
- Reasonable Suspicion or Belief – Employee will be tested based on objective facts sufficient to lead a prudent person to conclude that a particular employee is unable to satisfactorily perform his or her job duties due to drug or alcohol impairment. Such objective facts may include, but are not limited

to, decreases in the quality or quantity of the employee's productivity, judgment, reasoning, concentration and psychomotor control, and marked changes in behavior. Accidents, deviations from safe working practices, and erratic conduct indicative of impairment are also examples of "reasonable belief" situations.

- Post-accident – Any Employee who is involved in a work-related accident that either causes injury or results in damaged equipment may be asked to be tested for alcohol and drugs.

SMOKING

In consideration of the health and safety of all our staff members and visitors, and in accordance with Oregon law, we maintain a smoke-free environment. This policy covers the smoking of **any** product, including, but not limited to tobacco, herbs, vaporizers, hookah, and e-cigarettes. Smoking is not permitted in company vehicles, within offices, close proximity to offices, on-site residence, occupied or unoccupied apartment units. Smoking is allowed only during rest and lunch breaks **and must be used off any Dalton Managed Property and offices**, and we ask that you do so with discretion. Please do not smoke in front of the monument signs or driveways into the properties.

UNAUTHORIZED VISITORS

To provide for the safety and security of all employees and residents, only authorized visitors are allowed in the workplace. This includes both the Dalton office and the apartments we manage (site). Employee's family members, visitors or pets are not acceptable in the workplace, office, common areas or vacant apartments. Pets are prohibited due to potential health hazard and may be intimidating to residents or potential residents. Employees are allowed to visit with friends and family in the privacy of their own on-site residence during non-working hours.

VACANT APARTMENTS

Eating or drinking in any vacant/unoccupied apartment unit is prohibited by all employees, vendors, visitors, residents, or potential residents. All employees are responsible for maintaining this policy. Even when an apartment is rent ready, a stain or damage may occur to carpet or other surfaces.

UNAUTHORIZED RESIDENTS IN AN EMPLOYEE APARTMENT

Designated employees, as part of their compensation package, receive reduced rent for the use of a site apartment. In general, only employees who are required to live on site as part of their job requirements receive an employee apartment unit at the discounted price. Only individuals identified at the time of employment may reside in an employee apartment. Employees, as are residents, are expressly forbidden from subletting any part of the apartment unit. It is the employee's responsibility to secure all work-related items when not in use.

6. WORK PRACTICES AND WORK ENVIRONMENT

KEYS AND SECURITY

Dalton strives to provide a secure work environment for our employees, residents, vendors, clients and visitors. We ask that you comply with all security procedures established in your work area or apartment complex, and you immediately report any breach of security to your supervisor.

We encourage employees to be prudent about bringing personal items to work. Dalton is not responsible for losses resulting from theft of property while you are away from your work area. Immediately report lost or stolen keys and/or other Dalton property to your supervisor. Copying or giving keys, or lock combinations, to an unauthorized individual will be considered grounds for immediate dismissal.

RENTERS INSURANCE

On-Site employees are required to maintain renter's insurance to cover any loss to personal possessions or other property. Dalton or the property owners are NOT responsible for any casualty loss suffered to an employee's personal property from theft, fire, earthquake, flood or any other act of God.

USE OF COMPANY PHONES AND CELL PHONES

The telephone is one of our most important service tools. Please be certain that your phone manner reflects care and courtesy toward our residents, clients, and the public.

Company issued cell phones are for business purposes only. Each phone is allotted a set number of minutes for each month. It is the sole responsibility of the individual to ensure the hours are not exceeded and no additional charges above the basic service charge are incurred. Employees will reimburse the company for personal use or misuse that result in added charges on a company cell phone. The use of a cell phone while driving a vehicle must be performed using a hands-free system in accordance with Oregon Law.

Personal calls (whether on personal cell or company phones), texts, emails and internet use are strictly to be performed on employees own equipment and only during breaks and lunch period. Only exceptions will be emergencies. For clarification on what constitutes an emergency please speak with your supervisor.

Misuse of phones, cell phones or computers are grounds for dismissal and disciplinary action will be documented.

COMPUTER/EMAIL/INTERNET USE

Company computers are for business purposes only. Personal use of company computers is prohibited.

CREDIT CARDS

Personal use or misuses of company credit cards or vendor accounts are grounds for disciplinary actions and/or dismissal. Employees are responsible for keeping a detailed account of purchases used by company credit cards.

PERSONAL AUTOMOBILE USE

Employees who use their own automobiles for travel on authorized Dalton business must have a valid driver's license. Employees must carry, at their own expense, the minimum insurance coverage for property damage and public liability.

ATTIRE AND PERSONAL HYGIENE

It is expected that employees will maintain a clean and neat appearance and will project a conservative, professional, and businesslike image in dealing with other employees, residents, vendors, and the general public.

Appropriate footwear is expected in order to prevent injury. Close-toed shoes and supported heels must be worn. Tattoos should be covered whenever possible. Tank tops, sheer, low-cut, or crop top (exposed midriff) shirts; short skirts (exposed thigh); torn or ripped clothing; and flip-flops or slippers are prohibited. Denim, sweat pant/shirt, or lycra/spandex pants are unacceptable for staff while working in an office.

Maintenance employees must keep long hair secured in a band for safety precautions and are required to wear personal protective equipment where required. Dalton shirts are provided for maintenance and landscaping employees to combine with acceptable pants and shoes to meet these guidelines.

On-site personnel doing maintenance should be prepared to change clothing if their job requires showing or leasing apartments while doing maintenance. If you have any questions regarding your attire, please ask your supervisor.

EXPENSE REIMBURSEMENT

Reimbursement is made via check within two weeks of receipt of the reimbursement request or Petty Cash Form. Reimbursement requires prior authorization by the employee's portfolio manager and approval of actual expenses through the completion of a signed, itemized Petty Cash Form including all needed

attachments. An individual cannot approve his or her own reimbursement requests. Employees are prohibited from using their own money to make work related purchases.

7. INFORMATION AND COMMUNICATION

CONFIDENTIALITY OF VOICE MAIL AND ELECTRONIC MAIL

Please be advised that when you are away from your office, management may need to access your desk drawers, file cabinets, voicemail messages, computer and email messages for legitimate business or legal need. The desk, cabinets, voicemail and computer contents are intended to be company property and employees should not have privacy expectations with regard to such items.

Electronic "snooping" by any employee is a violation of Dalton policy and grounds for disciplinary action up to and including dismissal. Snooping includes listening to the contents of another employee's voicemail or reading another employee's email. Employees should make arrangements while they are on PTO to forward their voicemail or email or at least change the standard message to let callers know of the PTO.

EMPLOYEE INFORMATION

Your individual personnel file is kept in the administrative offices. If you want to review its contents you may make an appointment to do so at anytime during normal operating hours with the Office Administrator. The Office Administrator must be present when you review your file. Files may not be removed from the Department. You may, however, obtain copies of any personnel document in your file. Your personnel file is treated as confidential by Dalton. Access to personnel files is limited to individuals with job responsibilities that require such information (i.e., personnel, payroll, tax reporting), the individual employee, your supervisor, and the Office Administrator.

We will not, under any circumstances, give out your home phone number or address unless you specifically request that we do so, or we are required to do so by law. Reference information other than a verification of dates of employment and title(s) will not be given out to a third party without prior written authorization by the employee.

ORGANIZATION CONFIDENTIALITY

Confidential or proprietary information obtained during or through employment with Dalton may not be used by any staff member for the purpose of furthering current or future outside employment or activities, or for obtaining personal gain or profit. Confidential or proprietary information may include; the names and contact information of owners or individual sites, financial information about projects or Dalton itself, sensitive information about internal conflicts or organizational functioning, specific information in individual employee's files, as well as other information on a case-by-case basis.

Staff members should never disclose nonpublic or sensitive information to individuals other than on a need-to-know basis.

INQUIRIES REGARDING DALTON PROPERTIES

Members of the local real estate community, such as brokers, appraisers, insurance agents, will visit a property and make inquiries regarding the operation of the property. Treat these individuals cordially and then verify their appointment with your supervisor. Provide the same information you would to a prospective resident. Ask for their business card, and staple this to your daybook.

ACCEPTIBLE INFORMATION

You may release general information regarding the property normally given to a rental applicant; inspection of a rent ready unit; square footages; amenities; required deposits and fees; pet policy; etc.

CONFIDENTIAL INFORMATION

The following information **MAY NOT BE GIVEN OUT**: Number of vacancies; how long units have been vacant; maintenance problems; financial information (such as utility costs or budget information); planned improvements; information regarding past, present, or future residents.

IDENTITY THEFT PREVENTION POLICY – see addendum.

INTERNAL COMMUNICATIONS

We use bulletin boards, mailboxes, and internal office E-mail to communicate important information to staff members on a regular basis. Dalton will make every effort to communicate important information to staff in a regular and clear manner. We ask that staff members recognize their responsibility for reading and responding to distributed information. Employees should request more information if they feel they are not receiving the kind or quantity of information they need.

ELECTRONIC COMMUNICATIONS

Due to the lack of documentation and the casual nature of the communications, Dalton prohibits texting with vendors, residents, and applicants for any Dalton business. Dalton prefers the use of Dalton email or telephone calls which then are documented in a daily log. Contacting residents through text messages for setting appointments or taking work orders is strictly prohibited.

8. STANDARDS OF CONDUCT

HARASSMENT

Dalton will not tolerate unlawful harassment of our employees by anyone—co-workers, managers, residents or customers. Any incident of unlawful harassment should be reported immediately to your supervisor or to the Office Administrator so that we may investigate and take prompt corrective action, up to and including termination of the harasser.

SEXUAL HARASSMENT

Dalton will also not tolerate any sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature if (1) submission to the conduct is in any way made a term or condition of employment; (2) submission (or rejection) is used as a basis for any employment related decisions; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

OTHER FORMS OF HARASSMENT

In addition to our policy prohibiting sexual harassment, Dalton strives to maintain a working environment that is free from all forms of unlawful harassment, whether based upon race, color, religion, national origin, age, disability, marital status, injured worker status, or any other characteristic protected by law. Not only do we not tolerate discrimination based on these factors, but we also expect all managers and employees to refrain from any words or conduct—including ethnic jokes, religious slurs, slang terms denoting race, age, national origin, disability, etc., derogatory comments, cartoons, graffiti, etc., - that might create a hostile or offensive working environment.

WORKPLACE CONDUCT

We have developed certain guidelines to reflect what we believe are good business practices. We strive to develop and maintain a pleasant, efficient and fair work environment that fosters cooperation and understanding.

All staff members are expected to be:

- On time and ready for work at the beginning of their workday
- Careful and conscientious in the performance of their work
- Professional in manner
- Respectful and considerate of others – profanity is NEVER allowed

- Courteous and helpful, both when dealing with other staff members and with residents, vendors and the general public.

GRIEVANCE POLICY

All staff members are encouraged to provide input and suggestions concerning the overall operations and programs of Dalton, following appropriate communication channels. Staff members should initially bring their comments to their own supervisor. When needed, staff members may speak directly with Jeff Denson, Brad Denson, or Dale Denson.

CONFLICT OF INTEREST

Gift: The maximum gift value is \$25 for all Dalton employees from an industry supplier. The maximum gift value from a resident is \$0.

Employment: Due to the nature of the business Dalton employees are not allowed to work for another property management company while employed with Dalton

DISCIPLINARY PROCEDURES

Disciplinary Action

The primary objective of any disciplinary action is to improve job performance. Actions by a staff member that are inappropriate for the work environment, are a hindrance to effective job performance, or violate Dalton policy constitute improper conduct and are cause for disciplinary action up to and including termination.

Examples of such conduct that may require disciplinary action include, but are not limited to:

- Substandard job performance - Does not meet criteria for job description and/or assignment of duties
- Failure to carry out job responsibilities - Does not meet criteria for job description and/or assignment of duties
- Being absent from work without prior notification to the employee's supervisor
- Excessive tardiness or absenteeism
- Unauthorized overtime
- Rudeness or discourtesy toward a fellow employee, supervisor, resident, vendor or member of the general public - using offensive language and/or any content as defined in harassment below
- Harassment - It is illegal to harass others on the basis of their sex, sexual orientation, age, race, color, national origin, religion, marital or veteran status, citizenship, disability or other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making jokes about ethnic or other groups and other inappropriate verbal, physical and visual behavior. The harassment of any staff member will lead to immediate disciplinary action up to and including termination
- Dishonesty
- Unauthorized purchases
- Unauthorized use of site or Dalton property – Reference sections 6 & 7
- Use of drugs or alcohol on company or site property
- Falsification of reports, documents, or employee reports
- Unauthorized use or misuse of company computers, phones, cell phones or any company property
- Driving during working hours or for job related tasks without current Auto Insurance and/or a valid driver's license

Dalton maintains a progressive and participatory disciplinary system, which may include all or some of the following steps:

- Documented oral warning, including recommended actions to improve the situation

- Written warning, including recommended actions to improve the situation
- Final written warning, including recommended actions to improve the situation
- Suspension
- Dismissal

All the above information will become a permanent part of your personnel file. Based on circumstances, a supervisor may choose to enter into disciplinary action at any given situation, including immediate dismissal.

10. FAIR HOUSING

Since Dalton is a property management company involved in the sales and rental of real property all employees are required to follow all Federal, State and Local Fair Housing rules and regulations. Violating this policy is grounds for termination. Fair Housing is the law of the land and everyone at Dalton follows these procedures. The following is only a summary of these rules. If you have any questions, please contact your supervisor.

FAIR HOUSING POLICY

It is illegal and against company policy to discriminate against residents, prospective residents, and guests based on their protected class.

The protected classes are:

- Race or Color
- Religion
- Gender
- National Origin
- Familial Status (presence of children or pregnancy)
- Marital Status
- Source of Income
- Physical and Mental Disabilities
- Sexual Orientation (City of Portland and others)
- Gender Identity (City of Portland and others)
- Age (City of Portland and others)

EMPLOYEE RESPONSIBILITIES

Resident selection is based on consistent screening criteria. Dalton considers income, rental history, credit history, and criminal history. In short, Dalton selects residents on their ability pay rent on time, take care of the rental property, and respect the rights of their neighbors, NOT their protected status.

Prospective applicants cannot be prioritized based on their race, religion, or other protected status. All applicants should follow the same procedures and be asked the same questions. Discriminatory advertising is not allowed. We do not reject applicants based on their protected class and we do not discourage these applicants from moving in, nor do we place applicants in specific rental units or floors based on these classes.

EMPLOYEE OBLIGATIONS

Rental Terms and Treatment

Residents must not be offered different rental terms, conditions, and privileges, nor be charged extra deposits or fees based on their protective class. All residents must have equal access to any on-site facilities and equal treatment in respect to repairs.

Harassment

Any harassment of a resident or neighboring resident by a Dalton employee is prohibited. This includes sexual harassment. Evictions motivated by discrimination are further prohibited.

Restrictions on Children

Dalton does not place unreasonable restrictions on children's activities. Examples of unreasonable restrictions are curfews for children and not allowing children past their patios. We do have reasonable rules that regulate the conduct of ALL residents with regard to noise and treatment of property.

Renting to Families/Occupancy Standards

Occupancy standards (the number of persons allowed in each bedroom) cannot be different for children and adults. In Oregon, occupancy standard cannot be lower than two persons per bedroom. In some instances, substantial square footage or additional rooms that could be used as bedrooms may require allowing additional persons to occupy a unit. Please consult your supervisor if this possibility exists. Children of different genders cannot be required to have separate bedrooms.

Applicants with Disabilities

Applicants with disabilities cannot be asked questions about their disability. They can only be asked the same question as other applicants. Any information an applicant or existing resident gives a Dalton employee must be kept confidential.

Reasonable Accommodation

Some residents or applicants with disabilities may have special needs and require a "reasonable accommodation" to the rules and policies or require a "reasonable modification" to their dwelling so they will have an equal opportunity to use and enjoy the dwelling and common facilities.

Reasonable accommodations might include a parking space close to an apartment, a wheel chair ramp, an assistance animal, or a modification in screening criteria. Residents are responsible for requesting an accommodation from Dalton. We generally ask for verification that the request is disability related and necessary for the resident by a qualified professional. If a structural modification of the apartment is required, the resident ordinarily pays for the modification and is responsible for restoring the apartment to its previous condition upon move out.

11. ENDING EMPLOYMENT

VOLUNTARY TERMINATION OF EMPLOYMENT

If you decide to resign from your job at Dalton, we ask that you give a minimum of two weeks notice which will keep you in good standing status with Dalton. An employee in good standing status is eligible to have their unused accrued PTO/Sick Time paid out up to five (5) days on their last paycheck. An employee who does not give at least two (2) weeks' notice is not eligible to have any accrued PTO/Sick Time paid out (California employees are exceptions to this policy). Please submit a letter of resignation to your supervisor. You are considered to have resigned if you do not return from a leave of absence, turn down a comparable position offered upon return from a leave of absence or have an unexcused and/or unreported absence of two consecutive workdays.

EXIT INTERVIEW

When employment is terminated at Dalton Management, whether voluntary or involuntary, former employees will be mailed an exit interview. This interview is intended to give the employee the opportunity to communicate their view regarding their work with Dalton, including job duties, job training, job supervision, and job benefits.

INVOLUNTARY TERMINATION

Dalton reserves the right to terminate any employee at any time, with or without cause or notice. Generally, when an employee is believed, in the opinion of his/her supervisor, to have a job performance problem or to be engaging in behavior that is unacceptable or counterproductive, the employee will be given an opportunity to improve his/her performance or behavior to an acceptable level by means of a formal disciplinary action process. An employee who is not considered in good standing is not eligible to have their accrued unused PTO/Sick Time paid out at the time of termination. However, the following list, while not complete, gives examples of behavior that can result in immediate termination of employment:

- Breaching confidentiality

- Violating the drug and alcohol-free workplace policy
- Theft; including, but not limited to, the removal of Dalton property or the property of another employee from Dalton premises or site without prior authorization
- Working for another employer while on a leave of absence without the prior consent of Dalton
- Fighting, roughhousing, abusive language or conduct that is hostile or disrespectful toward a co-worker, supervisor, board member, volunteer, or any person(s) associated with or served by Dalton
- Disregarding established safety procedures; knowingly creating an unsafe work situation for self or co-worker
- Falsifying or altering records or timecards
- Possessing weapons or firearms on Dalton property or managed site
- Insubordination
- Violating Dalton equal opportunity or harassment policies or fair housing policy
- Unauthorized use of Dalton or site property, including vehicles
- Unauthorized occupant or pets in an employee apartment

At the time of termination, employees are expected to return all Dalton property, such as keys, computer media containing Dalton proprietary information, cell phones, credit cards, petty cash funds, documents, and handbooks. Questions regarding what is considered Dalton property should be directed to their supervisor. Arrangements for clearing any outstanding debts with Dalton and for receiving final pay also will be made at this time.

VACATING OF APARTMENT

Whether employment is voluntary or involuntarily terminated, employees hereby agree to move out of the apartment and complex by the date given by the supervisor. The employer reserves the right to give a minimum of 24 hours or longer notice to vacate the apartment. If the employee does not vacate the apartment in the time allotted by their supervisor, and eviction action is initiated to remove the former employee, the employee will be held financially responsible for all legal costs including attorney fees. All cleaning and damages will be charged to employee once employee vacates the apartment.

JOB ELIMINATION AND LAYOFFS

From time to time, we may need to lay off an employee as a result of reorganization, job elimination, funding changes or lack of work. Should such a termination be necessary, all affected staff members will be given as much advance notice as is possible and practical. If you lose your job due to a layoff or reorganization, you will be eligible for continuation of your benefits coverage, based on the specifics of OR COBRA. For information on OR COBRA benefits see Office Administrator.

12. SOCIAL MEDIA POLICY

Social media (including, but not limited to, personal and professional websites, blogs, chat rooms and bulletin boards; social networks, such as Facebook, Snapchat, LinkedIn and Twitter; video-sharing sites such as YouTube; and e-mail) are a common means of communication and self-expression. Because online postings can conflict with the interests of Dalton Management, Inc. and its investors and residents, Dalton has adopted the following policy. Breach of this policy may result in counseling and disciplinary action, including termination of employment.

CONFIDENTIALITY & PRIVACY

Do not disclose confidential or proprietary information, or personal identifying information of anyone at Dalton Management or any property or resident, in online postings or publications. Sharing these types of information, even unintentionally, could result in harm to Dalton Management and legal action against you or Dalton.

YOUR IDENTITY ONLINE

You are personally liable for all communications and information you publish online. Dalton may be liable for online activity that uses company assets, a company e-mail address or any e-mail address that can be traced back to Dalton's domain, which generally is any internet address affiliated with the Company. Using your name and a Company e-mail address may imply that you are acting on Dalton or the property's behalf. Because social media and networking activities are public, your Company e-mail address and Company assets should be used only to perform job-related activities, which may include professional networking but do not include personal social networking.

Outside the workplace, you have a right to participate in social media and networks using your personal e-mail address. However, information and communications that you publish on personal online sites should never be attributed to Dalton or any property or appear to be endorsed by, or to have originated from, Dalton Management.

If you choose to disclose your affiliation with Dalton Management or a property in an online communication, then you must treat all communications associated with the disclosure as professional communications governed by this and other Dalton policies.

LIMITATION OF ONLINE PUBLICATIONS

Never identify a resident or co-worker in an online posting without his or her prior written permission.

Never post photos or video on social media of an employee, property, resident or resident's unit, or common area without prior written permission from your supervisor.

Obeys the law and ethics rules. Do not post any information or engage in any online activity that violates applicable local, state or federal laws, or professional rules of conduct.

Comments you post about current and former employees and residents can have legal consequences, even if you make the comments personally and not on the Dalton's behalf.

CREATING AND MANAGING CONTENT

Dalton Management must approve any website, blog, chat room, video-sharing site, bulletin board or other social media that promotes the company or a property. No employee may incorporate the Dalton logo or other intellectual property in a website, blog, chat room, video-sharing site, bulletin board or other social media without Dalton's written permission.

If a blogger or any other online participant posts an inaccurate, accusatory or negative comment about Dalton Management, a property or any of its employees, do not respond to the post without the approval of Dalton Management.

Avoid hostile or harassing communications in any posts or other online communications involving the Company. Harassment is any offensive conduct based on a person's race, sex, gender, gender identity, national origin, color, disability, age, sexual orientation, veteran status, marital status, religion or any other status protected by law.

Nothing in this policy is intended to or will be applied in a manner that limits employees' rights to engage in protected concerted activity as prescribed by the National Labor Relations Act.

13. EMPLOYEE HANDBOOK ACKNOWLEDGMENT

Please read the following information and return this acknowledgment form to your direct supervisor for inclusion in your personnel file. This handbook is provided to you for information and immediate reference. Because we are a dynamic and changing organization, policies included in this handbook are subject to unilateral change, revision, deletion or addition by this organization from time to time with or without prior notice. No policy in this handbook should be interpreted as in any way changing, altering or nullifying our policy of a voluntary employment relationship. Employees are employed at the will of Dalton for an indefinite period. Employees may resign from Dalton at any time, for any reason and may be terminated by Dalton at any time, for any reason, with or without prior notice.

This is to acknowledge that I have received and read my copy of the Dalton Employee Handbook. I am familiar with and understand its contents and agree to comply with its terms during my employment.

(Please print)

Name: _____

Date: _____

Title: _____

Signature: _____