



# **NEW EMPLOYEE ORIENTATION**

## **PROPERTY MANAGEMENT DIVISION**



**V10/15/19**

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## Welcome to NVT Staffing

Welcome to NVT Staffing's concierge program. NVT Staffing is a leader in the industry providing top-notch concierge support on temporary, on-going, temp-to-hire and direct hire basis. NVT was founded in 1990. We not only dominate the market place, but are continually growing. Our clientele expect nothing but the best from NVT and we expect the same from our employees.

The following document outlines the basics of our concierge program. The success of our program inherently depends on NVT's strict adherence to the guidelines. Not following NVT's rules and regulations is grounds for immediate dismissal. If you have any questions regarding the information in this packet, please speak to an NVT representative during your interview.

## Working as a Concierge through NVT:

**NVT Standards:** NVT personnel are expected to provide exceptional customer service to residents, prospective residents, guests and property staff. Our standards not only create an impression, but also a forthcoming expectation.

NVT uses the motto "Smile Like You Mean It". We understand it may be tough to always be upbeat and pleasant, but it is a major requirement for this position. You must leave your personal problems at home. Your attitude on a daily basis is what separates the amateurs from the PROFESSIONALS!

### NVT STAFFING'S HOURS OF OPERATION

NVT Staffing's Property Management division is open Monday – Friday, 6am-5:30pm. All questions or concerns should be addressed with your Staffing Consultant during normal business hours. NVT does have an afterhour's emergency line, however, unless in extreme emergencies, this line is for client use only.

**Missing Work/Punctuality/Arrival Time:** NVT and our clients rely on you to arrive **on-time** to every shift that you agree to work. Calling out of an assignment within 7 days, or not reporting to an assignment is unacceptable and will not be tolerated. Doing so is grounds for **immediate dismissal** from NVT. Plan accordingly if taking public transportation. Metro is not always reliable. In the unforeseen event you are late, or think you might be late, you **MUST IMMEDIATELY CONTACT NVT** by telephone.

All employees are required to check into their shift a minimum of 15 minutes prior to their scheduled start time. At the completion of an assignment, all employees must successfully check out within one (1) hour of their scheduled end time.

Punctuality is one of the most important, if not the most important regulation that we abide by. Concierge work is shift work; therefore, other people rely on you to relieve them, so it is imperative that you arrive when you are expected. Many property management personnel rely on public transportation to commute to and from work. NVT utilizes geo-fencing technology to ensure that all employees arrive to work as scheduled.

On rare occasions your relief may not arrive as scheduled. **DO NOT LEAVE YOUR ASSIGNMENT!** Please contact NVT immediately to discuss the best plan of action. By taking an assignment, you acknowledge that this may occur, and you may have to stay until relief arrives.

**WARNING:** Calling out of an assignment for emergencies (including medical and transportation emergencies) will require official documentation.

NVT Staffing has a 3-strike policy (for minor infractions). This policy is strictly enforced across the board to help protect our employees, our clients, as well as NVT's program.

Our "3-strike" policy:

Strike 1: Verbal warning; NVT notes the infraction in our database

Strike 2: One-week suspension from the property management program; NVT notes the infraction in our database

**Strike 3: Discharged from the property management program. NVT notes the infraction in our database**

### NVT EMERGENCY CONTACT NUMBER: 703-776-9121

NVT provides Concierge/Leasing and Management services to several of the leading property management companies in the Wash/Metro area. Concierge positions are frequently called into NVT with very little notice. Most Concierge positions are Metro accessible and frequently consist of weekend and evening shifts.

**Text Message Notification:** Because of the frequency of last minute requests, NVT needs to reach a large group of candidates quickly and efficiently. To minimize response time, NVT uses text messaging to contact candidates for open positions. Therefore, in order to be contacted for weekend shifts, you must be able to receive text messages.

**This is an example of a text message that you will receive:** Can you work from 11pm-7am at Archstone Crystal House? If not, please **DO NOT** respond.

\*When responding to a text message, please remember that NVT works primarily on a first response basis. The first candidate that responds by text is most likely assigned to the job assignment. **If you are unable to work an assignment, please DO NOT respond to the message. Please do not call in reference to shift opening texts/responses. We will contact YOU!**

**ONLY text NVT when responding to a shift we have broadcasted. If you have any questions, please call NVT and speak to a representative.**

**MASS CALL NOTIFICATION:** NVT also utilizes a mass telephone messaging system to notify our registered Concierge of open positions. You will receive a phone call from NVT Staffing with a recorded message notifying you of the time and location of an opening. Please listen to the entire message for instructions on responding to an opening. If you respond to a message and you do not hear back from NVT, please consider the position filled. If you miss the mass notification call, please disregard the message and do not respond, unless otherwise directed. Please note that we do not utilize the mass call system for just for job openings. We also use this system to broadcast general announcements as well, such as “today the office will be closing early, please be sure to update your availability weekly, etc.” You must listen to the entire message and do what the prompts tell you to do. Please do not CALL the office in response to the mass call notification.

**NVT ID BADGE:** All NVT employees must wear an NVT Staffing ID badge while on assignment. The badge must be visible at all times. If you are reported to NVT for not wearing your badge, you will be removed from our program. The badge is required by NVT clientele for security purposes. If your badge is lost or stolen, please contact NVT immediately.

**The ID badge doubles as a checklist.** We require you to utilize the checklist at the **end of every assignment**. The checklist will ensure that you complete all tasks before you leave the property. The proper way of using your ID card is to hand it to the person that is relieving you and have them ask you the questions listed on the back of the card. This will help alleviate a lot of common problems.

**FAIR HOUSING CERTIFICATION:** All NVT employees are required to complete an authorized Fair Housing Certification course within 30 days of employment at NVT Staffing. This course is offered through many vendors and NVT Staffing recognizes all authorized courses. If you are not certified, you can complete the course online through the National Center for Housing Management at a reduced price. The link to the course is located in your employee web portal.

**SHIFT CHECK IN/OUT PROCEDURES:** All NVT employees are required to check in/out of each assignment, as well as complete a shift log which will be emailed to the property upon submission. To ensure the success of our program, it is essential that all employees check in and out of their shifts within NVT’s parameters. In order to do this, each employee must have a smartphone capable of location services. To check into your assignment you must be within one (1) hour of your start time and within 500 ft. of the address of your scheduled assignment.

In order to check out, all employees must complete an assignment shift log. Employees are not permitted to check out of their assignment until a shift log has been properly submitted. This procedure must be completed within one (1) hour of your assignment end time.

If you experience an error with this system, please contact NVT immediately. Failure to comply with these procedures will result in an automatic Disciplinary Action notice generated by NVT Staffing.

**FRONT DESK MANUAL/GETTING TO KNOW YOUR PROPERTY:** Most locations have a front desk manual that is located at the front desk. This binder contains vital information about the property. Please ask the concierge that you are relieving where the binder is located and immediately review it before starting your shift. If the binder does not contain all pertinent information necessary to perform required tasks, please ask the concierge to supply you with the following information:

- Building, Area, and Community Knowledge
- Know your building
- Loading Docks
- Elevators
- Restrooms
- Courtyard
- Know the Communities amenities
- Gym
- Pool
- Wi-Fi/Work rooms
- Parking
- Dry Cleaning
- Familiarize yourself with the area
- Metro
- Maintenance Personnel Emergency Contact
- Dining/Entertainment
- Cab Services
- Directions (when applicable)

**ONLINE PROPERTY GUIDE:** To assist you with becoming familiar with new properties and aid you while working your assignment, NVT has created an online Building Manual for each property that we service. A link to this manual is located next to the Shift Log on the assignment Check In/Out page of your employee portal. \*Note: If you open a property manual and it is not complete, please show the property manager and ask them to contact NVT.

The Online Building Manual provides vital information that you may need to reference while on the job. The Online Manual features the following information:

- NVT Expectations
- Emergency Contact Information
- Fire Panel Instructions
- Loading Dock/Freight Elevator
- Maintenance Request/Work Orders
- Vendor Instructions
- Community Approved Vendors/Contractors
- Vendor Instructions
- Community Approved Vendors/Contractors
- Community Amenities
- Coffee Services/Refreshments
- Newspaper Distribution
- Community Loaner Items
- Phone Etiquette/Transferring Call Instructions
- Package Distribution/Deliveries/Pick-up
- Guest Accommodations/Emergency Housing
- Parking/Towing

Maid/Janitorial Services  
Pet Policies  
Noise Complaints  
Daily Routines  
Timecard Procedures

### **WHILE ON THE JOB (On location Information):**

·In your free time you should, organize the package room and perform tasks assigned in the concierge check off sheet.  
·As a temporary concierge you are required to complete the NVT Staffing shift log and the Property shift log, each and every shift.  
·If you open the main door to a building for any person(s) who does not have a key card, it is your responsibility to check the person into the building.

**Phone Etiquette:** Using proper phone etiquette while on assignment is essential to all concierge positions. Answering the phone correctly and providing a “warm transfer” is what distinguishes you as a professional and is what NVT expects.

Proper Phone Etiquette:

“Good morning, thank you for calling (“Management Company”) (“Name of property”) this is (“your name”) how may I help/assist you?”

- Answer within 3 rings
- Be enthusiastic.
- Answer with a smile ☺

Warm Transfers: details details details

- Relay pertinent information to members of the property staff ie: Maintenance Techs, Leasing Agents, Property Manager, and Assistant Property Manager.
- Name, apartment #, phone #, good time to call back
- Nature of call
- Always repeat the information back to resident/customer

**Greeting Guests:** Like the old saying goes, “you only have one chance to make a first impression”. Making a positive first impression is the difference between doing your job and doing a GREAT job while on assignment. There are two types of first impressions: First, verbal, encompassing language and tone of voice and second, non-verbal, including poise, posture and presence. Please make sure to stand and greet every resident with a smile as they walk through the door.

#### **When greeting guests**

- Always be ready to interact at all times
- Always have on a smile
- Use “Sir/Maam” or “Mr./Miss”
- Use open hand gestures. Do not point
- Shake hands when appropriate

**Professionalism** – It is important for NVT associates to maintain a professional working relationship with the properties, residents, and staff.

- Good morning/afternoon/evening
- How may I assist you
- My Pleasure/I'd be happy to.
- Is there anything else I can do for you/help you with?

**Acknowledgment** – It is essential to always stand and greet each and every individual that you encounter.

- Authority
- Attentiveness
- A high level of customer service
- SECURITY

**Attitude:** It is essential that our concierge staff conduct themselves in a professional and friendly manner. Every location should be treated with the same degree of professionalism. Remember **“SMILE LIKE YOU MEAN IT!”**

### **Package Log: YOU MUST CHECK THE ID'S OF ALL RESIDENT'S PICKING UP PACKAGES!**

Please make sure to review the package tracking system at every location before you begin working. Each location has their own method of recording the pick-up and delivery of packages. Also, please make sure to keep the package room organized at all times. In your downtime, please take a moment to ensure all packages are in their correct location. You are responsible for the packages that you distribute to residents.

**NVT Towing Policy:** At no time is an NVT Concierge permitted to authorize the towing of a vehicle while on assignment without written consent from a full-time employee of the property. If you are directed to tow a vehicle, you must have an email or a handwritten note from a full-time staff member of the property. Upon receiving approval, you must forward a copy of the document to NVT Staffing. If you are working an overnight shift, please contact the on-call maintenance technician to request an email authorization.

**Emergencies:** Do not hesitate to call **911** for any emergencies that may occur while you are on duty. If there is a water or gas leak, please contact emergency personnel and the property manager immediately.

**Contacting the Property Manager:** Unless presented with a maintenance emergency, do not contact an off duty manager. **NEVER** offer a resident a manager's telephone number. If you must contact a manager, contact them directly and ask him/her if they are in a position to speak to the resident.

**Locked Out Residents:** In the event of a lockout, every property has different procedures that you should adhere to. Upon arriving on assignment, check NVT's Reference Guide for the properties specific lockout procedures. It is a good idea to review the

properties lockout policy with the concierge that you are relieving. If you are granted key access, please ensure that you verify the resident's apartment in the system, as well as hold their driver's license until they return the key. Also, in the building shift log, note the time and date of who took the key. In the event that the building does not grant you key access, and indicates for you to ask residents to contact a locksmith, please explain to the resident that you are a temporary concierge, but you'll be happy to assist them in finding a locksmith.

**Resident Privacy:** Resident privacy is an important concern for all of our properties. While on assignment, if you are asked to confirm if a resident resides at the property, please relay that you are not able to confirm or deny that information.

**Food, Drink and Cell Phone Usage:** While on assignment it is important to remember that you are not permitted to have food or drink at the front desk. If you must have something to drink, please store it in a safe, hidden area under the desk so that it cannot be seen by residents or guests. Cell phone usage for any reason is strictly forbidden. This includes gaming, social media, texting, talking, web surfing.

**Building Link and MRI Training Videos:** It is mandatory that you view the training videos in your employee web portal. Training videos can be found by clicking on the NVT – PROPERTY MANAGEMENT ORIENTATION/TRAINING link in the Property Management section of your portal. All concierge are expected to have an understanding of building link and MRI systems upon start of their first shift. **You will be tested on this information during your interview at NVT Staffing.** If you have any questions regarding the Building Link, please contact a NVT Staffing Consultant immediately.

**NVT QUICK REFERENCE GUIDE:** All properties have been asked to display NVT's Quick Reference Guide. This guide is essential to your success at each and every property. Upon your arrival, you should immediately locate a completed copy of the guide. The guide will aid you in emergency situations, maintenance contact information, lockout procedures, as well as where to send your timecard. If a reference guide is not available, please log into your employee portal, print off a guide and ask your relief to complete the required information.

## **NVT DRESSCODE: NO EXCEPTIONS**

**IF YOU ARE NOT IN THE PROPER UNIFORM, YOU WILL BE ASKED TO LEAVE THE PROPERTY**

### **Overall Office Appearance**

**Name Badge: Please be sure to wear your name badge AT ALL TIMES on the left side of your suit.**

### **Clothing:**

- All clothing must be clean and neatly pressed
- All clothing must be the appropriate size
- Your clothing must fall and drape appropriately- no pulling or stretching of the fabric
- Your suit jacket MUST BE WORN AT ALL TIMES and buttoned

### **Hair:**

- Your hair must be neat and presentable at all times
- Your hairstyle must be businesslike and presentable at all times. It should look sharp and not interfere with work.
- Hair color should be neat and look natural in color
- Beards, mustaches and goatees must be clean and trim. Your face must be clean shaven at all times, too
- You may wear headbands if they are the same color as your hair and have no ties or bows on them

### **Make-up:**

- Make-up must look natural and not take away from your natural appearance
- Bright, unnatural colors are not permitted

### **Jewelry:**

- Jewelry must be simple and not excessive
- Necklaces need to be the same- simple. Plain gold, silver, black or white
- Only 2 earrings per ear are acceptable
- Oversized earrings/extra long dangling earrings are not acceptable
- Body/facial piercings that are visible must not be visible at any time. These include ear gauges and tongue piercings

### **Tattoos:**

- Any visible tattoos must be covered at all times

### **Fingernails:**

- Fingernails must be nicely trimmed at all times
- Women must wear neutral, conservative shades or French manicured tips. No chips! Neutral colors include red, pink, clear and peachy oranges. Nontraditional colors such as blue, black, green, yellow and orange are unacceptable along with designs

### **Personal Hygiene:**

- Perfume, aftershave and cologne must be used in moderation
- Antiperspirant and deodorant must be worn at all times
- Appropriate under garments must be worn at all times. Dark undergarments that are visible to the eye under your white shirt, are not permitted

## **Women's Office Attire**

### **Suits:**

### Jackets:

- Jackets must be part of a full, matched suit
- You must wear a solid black suit. No plaid, patterns, pinstripes or embroidery
- All suit jackets must either be single breasted or double breasted. A lapel/button down collar is required. No mandarin collars, ribbons, belts, ties are accepted around your waist. No flared styles and full length sleeves are required
- The length of your jacket must not be shorter than hip length and no longer than mid thigh
- All suits must either be wool or a wool blend, polyester blend, silk or cotton. Denim, sweater/t-shirt style blend, leather, linen, velour, sateen, velvet or other shiny materials are not allowed
- Buttons must be black, standard shape. No gold or silver buttons are permitted

### Slacks:

- When slacks are worn with a jacket, it must be part of a full, matched suit
- Slacks must be solid black
- Slacks cannot be excessively tight or baggy. Pockets must not pull or gape open
- Pleated front and flat slacks are acceptable. Straight leg or with a slight flare are acceptable along with a cuff along the bottom. Legging styles, spandex, hip hugger, low cut jean style, Capri's or crop pants are not allowed. Slacks must be properly hemmed and not drag against the floor (no frayed hems). If belt loops are visible, then a BLACK belt must be worn with your slacks.

### Skirts:

- When a skirt is worn with a jacket, it must be part of a full, matched suit
- Your skirt must be solid black
- Skirts may not be tight or revealing
- A-line or pencil skirts are acceptable. Ruffles, pleats or pockets are not acceptable for skirts and slits cannot exceed 3 inches above the knee. If belt loops are present, then a black belt must be worn.
- The length of your skirt cannot be higher than 3 inches above your knee. Mid calf and ankle length are also acceptable. Floor length skirts are not acceptable
- Dresses are not to be worn at any time

### Solid White Blouses:

- All blouses must be white, button up and pointed collar
- All blouses must be clean and wrinkle free
- Your blouse needs to fit comfortably with no gaping or pulling of the buttons
- Your blouse must be tucked in at all times
- If you decide to wear a short sleeve blouse, your suit jacket cannot be removed at any time

### Shoes:

- Shoes must be worn at all times
- Your shoes must be solid black leather, faux leather or patent leather. Classic pump style, dress flats, sling backs and wedges are acceptable. Open toed (peep toed) heels, sandals, clogs or sneakers are NOT allowed
- If you decide to wear boots, you may wear them with your slacks OR longer skirts. Over the calf boots can be worn with knee-length skirts, but thigh highs or ankle boots are not acceptable
- Boots must be solid black. Cowboy boots, buckles, spikes and chains are not acceptable. If you wear boots, your heels cannot exceed 3 inches in height and the top of your boot must hit below the knee
- Hosiery must be worn with skirts at all times, but is not required with slacks. If you decide to wear hosiery, it must be plain with no patterns and match your natural skin tone or be black

## Maternity Apparel

### Jackets, Pants, Skirts and Shoes:

- All uniform requirements will remain the same (black suit, white blouse, closed toed black shoes, etc).
- Your white blouse must be fully buttoned (again, please avoid extra tight fitting shirts and make sure there is no pulling or gaping), but can remain untucked if you so desire

## Men's Office Attire

### Suits:

#### Jackets:

- Jackets worn with slacks must be a matching set from a full, matching suit
- You must wear a solid black suit. No plaid, patterns, pinstripes or embroidery
- Single and double breasted are acceptable. Lapel collar is required
- The length of your jacket cannot be shorter than hip length and cannot be longer than mid-thigh
- All suits must either be wool or a wool blend, polyester blend, silk or cotton. Denim, sweater/t-shirt style blend, leather, linen, velour, sateen, velvet or other shiny materials are not allowed
- Buttons must be solid black, no gold or silver buttons are allowed

#### Slacks:

- When slacks are worn with a jacket, it must be part of a full, matched suit
- Slacks have to be solid black. No plaid, patterns, pinstripes or embroidery
- Tight, oversized or revealing slacks are not allowed. Please make sure pockets don't pull or gape
- Pleated front and flat front slacks are acceptable. A cuff at the bottom of the leg is fine, but please make sure all slacks are properly hemmed so there is no extra fabric dragging along the floor
- All slacks must either be wool or a wool blend, polyester blend, silk or cotton. Denim, sweater/t-shirt style blend, leather, linen, velour, sateen, velvet or other shiny materials are not allowed



**Solid White Shirts:**

- All white shirts must be straight or button down collared styles.
- Shirts must be wrinkle free and pressed looking
- No revealing designs or excessively tight shirts are allowed. The buttonhole area must not pull or gape
- If you decide to wear a short sleeved white button-down shirt, your suit jacket cannot come off for any reason

**Ties & Belts:**

- Your tie must be worn at all times
- The pattern and color of your tie must be complementary to your suit and shirt fabrics
- Solid black tie
- Belts must be worn and they must be black

**Shoes & Boots:**

- Shoes must be worn at all times
- All shoes MUST be black leather, faux leather or patent leather. Black sneakers and athletic shoes are not allowed
- Dark dress socks are required. No deck, loafer, tennis or canvas shoes
- Boots are allowed during inclement weather and must be sleek in style
- Boots must be solid black. Cowboy boots, buckles, spikes and chains are not acceptable. If you wear boots, the heels cannot exceed 3 inches in height and if you have buckles on your shoes, they cannot be larger than half an inch



**ACKNOWLEDGEMENT**

Please sign and date this document to acknowledge that you have read and understand NVT Staffing's Property Management Division's policies and procedures. If you have questions regarding our training material, please contact an NVT staff member.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





## NVT Staffing Property Management Reference Guide

### Property Information

Property Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Property Telephone Number: \_\_\_\_\_

Property Website: \_\_\_\_\_

### Property Staff

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

Emergency Contact Number: \_\_\_\_\_

Assistant Property Manager: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_

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

Emergency Contact Number: \_\_\_\_\_

Lead Concierge: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_

Maintenance Technician: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_

**Time Cards:** Please complete your timecards using the following information for this property.

Company Name: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Department: Concierge Desk

Supervisor Email Address: \_\_\_\_\_

Supervisor Telephone Number: \_\_\_\_\_

### Resident Lockout Procedures:

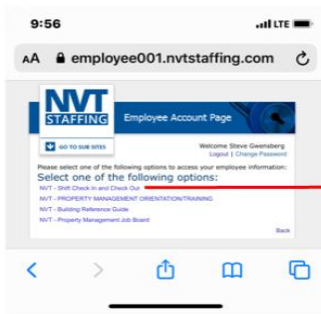
YES / NO While working on-site at this property, you will be responsible for resident lockouts and will be required to assist residents.

Yes / No Temporary Concierge at this property are granted access to Key Track Systems

If not, what are your property's procedures for resident lockouts while a temporary concierge is on duty? Please list emergency contacts if applicable.

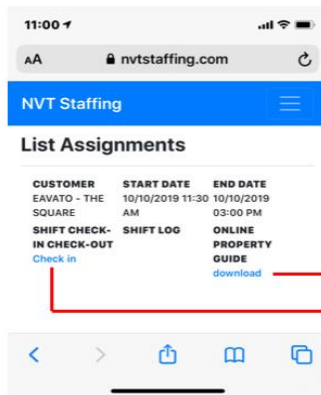
## NVT SHIFT CHECK IN/OUT (GEO-FENCING):

Please reference the directions below to check in and out of your shift.



### Shift Check In/Out

NVT requires all employees to check in and out of their assignments. To do this, please log into your employee portal by visiting [www.nvtstaffing.com](http://www.nvtstaffing.com) and clicking on Employee Login. Once logged in, click on the "Property Management Division" link. Next, click on the "NVT - Shift Check In and Check Out link."



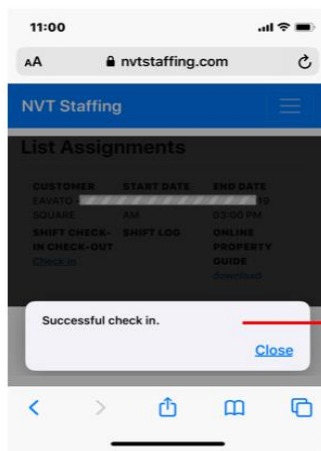
### Check In

The check in button will only appear if you are located within 500 ft. of the address that you are assigned to work and within 1 hour of your assigned start time. Upon logging in, you will receive a pop-up notification asking you to "Allow Location Services." You must allow this function to check into your assignment. The Check In link remains viewable until the scheduled end time of your assignment.

NOTE: NVT does not and cannot follow your location. This is a one time geo-fencing check in and must be completed at the start of each assignment.

### Online Property Guide

All properties will have an online guide that you should reference while on assignment. Please familiarize yourself with the assigned properties information. If the guide is not complete, please contact NVT and notify the property manager.

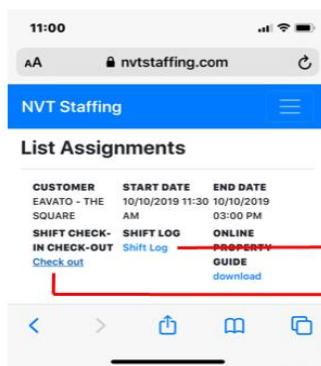


### Successful Check In

If you have successfully checked into your assignment, you will receive the following notification: Successful check in.

If you do not check in within NVT parameters, NVT will receive a notification that you are not at your assignment and you will receive an automated warning notice generated by our system.

To check into your assignment, you must be within 500 ft. of your assigned location and click the Check In button prior to your start time. The Check In button will not appear if you are more than 1 hour early to your job assignment or if you are not within 500 ft. of your assigned location.



### Shift Log

To check out of your assignment, you must complete the required fields in your shift log. Your completed shift log will be emailed to the building and NVT Staffing at the end of your assignment for record purposes.

Please complete your shift log as accurately as possible. This information is vital to assisting the concierge that is relieving you.

### Check Out

All NVT employees are required to check out within 1 hour of their scheduled assignment. Failure to check out of their assignment will result in an automatic warning notice which is emailed to NVT management.

# NVT Electronic Concierge Check List

NVT concierge employees are **REQUIRED** to complete the concierge checklist for every job assignment. The checklist is stored on NVT's server and emailed to the property at the end of the shift.

The check list must be completed prior to leaving the property and within one (1) hour of your scheduled assignment end time. Please ensure you complete the checklist thoroughly. Many properties already require a shift log in a similar format, so feel free to copy and paste your shift log into the "Shift Notes" section, located at the bottom of the page.

## NVT Staffing

### Shift Log

Name of concierge that you are relieving:

Name of concierge that is relieving you:

Are you relieving a temporary employee?

Is a temporary employee relieving you?

Did your relief arrive on time? \*

Where did you leave the keys? \*

**Shift Notes \***

### Inspection 1

Start Time: \*

- | Concierge Desk   | Interior  | Exterior  |
|--|---|---|
| <input type="checkbox"/>   | <input type="checkbox"/> Coffee Services                  | <input type="checkbox"/> Glass (Clean)              |
| <input type="checkbox"/> Cleanliness                             | <input type="checkbox"/> Common Areas                     | <input type="checkbox"/> Lighting                   |
| <input type="checkbox"/> Desk/Binders Organized                  | <input type="checkbox"/> Organized                        | <input type="checkbox"/> No Trash / Solicited Items |
| <input type="checkbox"/> Doors Closed and Secure                 | <input type="checkbox"/> Elevators                        | <input type="checkbox"/> Floor Mats                 |
| <input type="checkbox"/> Logs Current (Dates, Signatures & ID's) | <input type="checkbox"/> Furniture/Pillows                | <input type="checkbox"/> Trash Cans                 |
| <input type="checkbox"/> Supplies in Proper Place                | <input type="checkbox"/> Lighting                         | <input type="checkbox"/> Tree Leaves / Snow / Ice   |
| <input type="checkbox"/> Trash Can(s) Emptied                    | <input type="checkbox"/> Mail Room/Package Room Organized | <input type="checkbox"/> No Solicitations           |

### Inspection 2

Start Time: \*

- | Concierge Desk   | Interior  | Exterior  |
|--|---|---|
| <input type="checkbox"/>   | <input type="checkbox"/> Coffee Services                  | <input type="checkbox"/> Glass (Clean)              |
| <input type="checkbox"/> Cleanliness                             | <input type="checkbox"/> Common Areas                     | <input type="checkbox"/> Lighting                   |
| <input type="checkbox"/> Desk/Binders Organized                  | <input type="checkbox"/> Organized                        | <input type="checkbox"/> No Trash / Solicited Items |
| <input type="checkbox"/> Doors Closed and Secure                 | <input type="checkbox"/> Elevators                        | <input type="checkbox"/> Floor Mats                 |
| <input type="checkbox"/> Logs Current (Dates, Signatures & ID's) | <input type="checkbox"/> Furniture/Pillows                | <input type="checkbox"/> Trash Cans                 |
| <input type="checkbox"/> Supplies in Proper Place                | <input type="checkbox"/> Lighting                         | <input type="checkbox"/> Tree Leaves / Snow / Ice   |
| <input type="checkbox"/> Trash Can(s) Emptied                    | <input type="checkbox"/> Mail Room/Package Room Organized | <input type="checkbox"/> No Solicitations           |

### Inspection 3

Start Time: \*

- | Concierge Desk   | Interior  | Exterior  |
|--|---|---|
| <input type="checkbox"/>   | <input type="checkbox"/> Coffee Services                  | <input type="checkbox"/> Glass (Clean)              |
| <input type="checkbox"/> Cleanliness                             | <input type="checkbox"/> Common Areas                     | <input type="checkbox"/> Lighting                   |
| <input type="checkbox"/> Desk/Binders Organized                  | <input type="checkbox"/> Organized                        | <input type="checkbox"/> No Trash / Solicited Items |
| <input type="checkbox"/> Doors Closed and Secure                 | <input type="checkbox"/> Elevators                        | <input type="checkbox"/> Floor Mats                 |
| <input type="checkbox"/> Logs Current (Dates, Signatures & ID's) | <input type="checkbox"/> Furniture/Pillows                | <input type="checkbox"/> Trash Cans                 |
| <input type="checkbox"/> Supplies in Proper Place                | <input type="checkbox"/> Lighting                         | <input type="checkbox"/> Tree Leaves / Snow / Ice   |
| <input type="checkbox"/> Trash Can(s) Emptied                    | <input type="checkbox"/> Mail Room/Package Room Organized | <input type="checkbox"/> No Solicitations           |



## AGREEMENT FOR NON-ENTRY

By signing this agreement, you acknowledge that at no time, will you enter a private residence (not including model apartment homes) while on assignment through NVT Staffing.

If you are asked to enter a residence by a property's employee or resident, you must inform them that you are not permitted to do so. They will need to contact NVT Staffing and speak with the Manager of the Property Management division.

If granted key access while on duty, you must verify that the resident is a lease holder on the current lease and has permission to enter the property. After verifying the resident is a current lease holder, they must present you with a valid picture ID.

At no time shall you allow access to a residence to anyone that is not a valid lease holder, unless prior consent has been noted by the management office or through the property's approved key access log system.

Entering a private residence is strictly against NVT Staffing's policies and procedures. Violation of this policy is grounds for immediate termination.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



NVT Staffing, Inc. Confidentiality Agreement

**Acknowledgement of Duty to Maintain Confidentiality**

As an employee of NVT Staffing, Inc., I understand that in the course of my duties, I may be exposed to and will have access to certain confidential information ("Confidential Information") concerning the business affairs of NVT Staffing, Inc., its customers, suppliers, and/or employees (including personal information of employees, such as names, addresses, payroll and financial information, as well as healthcare insurance and medical data). I will not disclose or reveal Confidential Information to third parties without prior authorization from my supervisor. In addition, I will not discuss with or disclose any Confidential Information to other NVT Staffing, Inc. employees without prior authorization from my supervisor. I acknowledge that a violation of my duty to maintain confidentiality at NVT Staffing, Inc. may result in disciplinary action, including discharge.

Signature: 

Name: Steven Gwensberg

Date: 5/11/2016

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Exhibit A

Foulger-Pratt Confidentiality Agreement

**Acknowledgement of Duty to Maintain Confidentiality**

As an employee of Foulger-Pratt, I understand that in the course of my duties, I may be exposed to and will have access to certain confidential information ("Confidential Information") concerning the business affairs of Foulger-Pratt, its customers, suppliers, and/or employees (including personal information of employees, such as names, addresses, payroll and financial information, as well as healthcare insurance and medical data). I will not disclose or reveal Confidential Information to third parties without prior authorization from my supervisor. In addition, I will not discuss with or disclose any Confidential Information to other Foulger-Pratt employees without prior authorization from my supervisor. I acknowledge that a violation of my duty to maintain confidentiality at Foulger-Pratt may result in disciplinary action, including discharge.

Signature: 

Name: Steven Gwensberg

Date: 5/11/2016

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



**Exhibit B**

**Acknowledgement of Employment Status, Benefits Waiver and  
Confidentiality Agreement**

1. In consideration of my assignment to BOZZUTO by STAFFING FIRM, I agree that I am solely an employee of STAFFING FIRM.

2. I am eligible only for such benefits as STAFFING FIRM may offer to me as its employee. I further understand and agree that I am not eligible for or entitled to participate in or make any claim upon any benefit plan, policy or practice offered by BOZZUTO, its parents, affiliates, subsidiaries or successors to any of their direct employees.

3. With full knowledge and understanding, I hereby expressly waive any claim or right that I may have, now or in the future, to such benefits and agree not to make any claim for such benefits.

4. Confidentiality.

(a) I will not use, disclose, or in any way reveal or disseminate to unauthorized parties any information I gain through contact with materials or documents that are made available through my assignment at BOZZUTO or which I learn about during such assignment.

(b) I will not disclose or in any way reveal or disseminate any information pertaining to BOZZUTO or its operating methods and procedures that come to my attention as a result of this assignment.

(c) Under no circumstances will I remove physical or electronic documents or copies of documents from the premises of BOZZUTO.

5. I understand that I will be responsible for all direct and consequential damages resulting from any violation of this Agreement.

6. The obligations of this Agreement will survive my employment by STAFFING FIRM.

**BOZZUTO:**

**STAFFING FIRM:**

**BOZZUTO MANAGEMENT COMPANY**

**[Northern Virginia Temporaries, Inc.]**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_