

Premiere Property Services, Inc.

Remote Work Arrangement Policy

Effective Date: November 12, 2020

Revision Date: First Version

Please Review and Forward Questions to General Manager Ian or Safety Manager Jamie

I. Scope

This policy applies to all full-time and part-time eligible employees of Premiere Property Services, Inc. employees to the extent provided in Section IV(C)(1) below.

Guidance on application of this policy to employees who are telecommuting as of the effective date of the policy is provided in Section VII(B).

II. Purpose

The purpose of this policy is to allow employees the opportunity to work at alternate work locations for all or part of their workweek. Premiere recognizes that there are some circumstances whereby business or employee's personal needs may require an alternate or remote work arrangement. Premiere promotes such arrangements where they support an employee's personal needs as well as the needs and success of the business.

III. Definitions

Alternate work locations: approved locations, other than the employee's central workplace, where official Premiere business is performed. The most common alternate work location is the home of an employee, subject to the approval described in this Policy.

Central workplace: an employer's place of work where employees normally are located.

Remote Working: a work arrangement where the employee enters into a formal agreement with Premiere to perform his/her usual job duties in an alternate work location at least one day per week.

IV. Policy

Remote Work is a voluntary work alternative that is appropriate for some employees and some jobs but not all employees and all positions. No Premiere employee is entitled to or guaranteed the opportunity to remote work. Whether a particular employee may do remote work is a decision made on a case-by-case basis taking into consideration an evaluation of the likelihood of the employee succeeding in a remote work arrangement and an evaluation of the supervisor's ability to manage remote workers. Remote work arrangements most commonly are for partial remote work, for example remote working one day per week.

Employees who are approved for remote work will be required to sign a Remote Work Agreement with Premiere consistent with this Policy.

All remote working employees perform essentially the same work that they would in the central workplace in accordance with their same performance expectations and other agreed-upon terms. Remote work agreements may be established for a long-term or short-term period.

An employee's classification, compensation, and benefits will not change if the employee is approved for telecommuting.

Premiere may establish remote work as a condition of employment, based on Premiere's business needs. In such cases, this requirement should be included when the position is advertised and in correspondence offering employment.

A. Eligible Positions and Employees

Supervisors, in consultation with Premiere ownership and management, will analyze the nature of a position and how the work is performed and determine which positions are appropriate to designate or approve for remote working. Several factors may be considered in determining the feasibility of telecommuting, including Premiere's ability to supervise the employee adequately and whether any duties require use of certain equipment or tools that cannot be replicated at home. Other critical considerations include whether

- there is a need for face-to-face interaction and coordination of work with other employees;
- in-person interaction with outside colleagues, clients, or customers is necessary (taking into account potential impact on internal and external customers or colleagues, including potential inconvenience to others and impact on management's collaboration and teaming objectives);
- the position in question requires the employee to have immediate access to documents or other information located only in the workplace;
- trade secret, confidentiality, data protection and other intellectual property protection issues associated with the role;
- the alternate work location is in the West Michigan Area;
- the remote work arrangement will impact service quality or Premiere operations, or increase workload for other employees;
- the position can be structured to be performed independently of others with minimal need for support and little face-to-face interaction; and
- performance can be measured by quantitative or qualitative results-oriented standards, not time spent doing the job.

Typically, a position being designated as remote work eligible indicates that partial rather than full-time remote working is feasible. Premiere will also identify broad categories of positions that are not eligible for remote working, including but not limited to direct service and place-specific positions such as shop supervisors, estimators, field technicians, receptionist and front desk positions, operations positions, health and safety staff, schedulers, technician managers. This list of positions is not exclusive, and Ownership reserves the right to identify other positions that are not eligible for telecommuting.

If an employee in an eligible position requests approval for telecommuting, the managers, in consultation with Premiere ownership, will determine whether the employee is eligible. Generally, the following conditions must be met to approve an employee for telecommuting:

- The employee has been in the position for at least twelve months;
- The employee has no active formal disciplinary actions on file for the current or immediately preceding review period;
- The employee has a demonstrated ability to work productively on his/her own and is self-motivated and flexible; and
- The employee received at least a satisfactory evaluation in the previous evaluation cycle.

Managers must ensure that telecommuting decisions are made for appropriate, non-discriminatory reasons.

B. General Expectations and Conditions

1. **Compliance with Policies.** Employees must agree to comply with Premiere rules, policies, practices and instructions and understand that violation of such may result in the termination of the remote work arrangement and/or disciplinary action, up to and including dismissal. Employees who remote work will be subject to the same policies as other employees, including policies relating to information security and data protection; see item 7 below.

3. **Hours of Work.** The total number of hours that telecommuting employees are expected to work will not change, regardless of work location. Premiere also expects the same level of productivity from telecommuting employees that is expected from employees at the central workplace. Telecommuting employees will be required to record all hours worked in a manner designated by Premiere. Hours worked in excess of those specified in the telecommuting agreement will require the advance approval of the supervisor.
Telecommuting is not intended to serve as a substitute for child or adult care. If children or adults in need of primary care are in the alternate work location during employees' work hours, another person must be present to provide the care.
Supervisors may require employees to report to a central workplace as needed for work-related meetings or other events or may meet with employees in the alternate work location as needed to discuss work progress or other work related issues.
4. **Use of Leave.** Employees cannot use telecommuting in place of sick leave, Family and Medical Leave, Workers' Compensation leave, or other types of leave.
However, Premiere may determine whether or not it is appropriate to offer telecommuting as an opportunity for partial or full return to work based on Premiere's return-to-work policies following an injury or illness and the criteria normally applied to decisions regarding the approval of telecommuting.
5. **Liability.** Premiere assumes no responsibility for injuries occurring in the employee's alternate work location outside the agreed upon work hours or for injuries that occur during working hours but do not arise out of and in the course of employment. Premiere also assumes no liability for damages to employee's real or personal property resulting from participation in the remote work program.
Workers' compensation coverage is limited to designated work areas in employees' homes or alternate work locations. Employees agree to practice the same safety habits they would use in Premiere's central workplace and to maintain safe conditions in their alternate work locations. Employees must follow normal procedures for reporting illness or injury.

7. **Home Office.** The home office location must be a designated and distinct workspace that provides sufficient work area to support a productive work environment and have uninterrupted and reliable access to the internet.
8. **Equipment and Materials.** Normally, Premiere will provide equipment and materials needed by employees to effectively perform their duties; however, Premiere will not duplicate resources between the central work place and the alternate work location. Remote work employees may use Premiere equipment only for legitimate Premiere purposes. Remote work employees are responsible for protecting Premiere-owned equipment from theft, damage and unauthorized use. Premiere will maintain, service and repair Premiere-owned equipment used in the normal course of employment. Premiere will stipulate who is responsible for transporting and installing equipment, and for returning it to the central workplace for repairs or service. The remote work agreement may also permit employees to use their own equipment, provided the use of such equipment has been approved by the Management or designee. When employees are authorized to use their own equipment, Premiere is not responsible for the cost, repair or service of the employee's personal equipment, unless otherwise expressly agreed to in advance in the remote work agreement.
9. **Costs of Telecommuting.** Premiere is not obligated to assume responsibility for home internet expenses or home phone lines, operating costs, home maintenance, or other costs incurred by employees in the use of their homes as a remote work location.
10. **Premiere Property Services, Inc. Information.** Employees must safeguard Premiere information used or accessed while telecommuting.

C. Telecommuting Agreement

Remote work must be documented as approved through a remote work agreement. The remote work agreement establishes the specific conditions that apply to employees working in alternate locations. The remote work agreement must be approved by the Premiere Ownership and Management.

A term agreement typically will be for one year, with a renewable term, but an agreement may be made for a shorter term. Renewal is not guaranteed; the remote work arrangement, employee performance and other circumstances will be considered by the supervisor in determining whether to renew the agreement.

1. Modification or Termination of the Telecommuting Agreement.

Remote work agreements are granted solely at the Company's discretion and the manager has the right to terminate or amend an approved flexible & remote work arrangement at any time for any reason with or without notice (for example, changes may be prompted by substandard performance or change in business needs, other staff changes, or any other reason they deem necessary).