

On-Call Pay Policy & Procedures

Policy:

This policy addresses the situation where the Company provides “on-call” compensation to an employee who maintains his/ her availability during off-duty hours to come back to work to perform emergency or needed tasks. Any exceptions to the procedures must be approved in writing by the President/ Senior Vice President or Regional Vice President.

Procedures:

1. The President/ Senior Vice President and/ or Regional Vice Presidents will define the departments and job titles eligible for on-call pay based on operational needs.
2. The Regional Manager of each designated area will decide specifically which employee(s) in each job title will be assigned to take calls and receive the additional compensation. These decisions shall be made fairly and equitably using work and skill related factors.
3. Each job title that the Company classifies as exempt (under the Fair Labor Standards Act) will not be eligible to receive on-call pay unless approved in advance by the President/ Senior Vice President and/ or Regional Vice Presidents.
4. On-call status begins after the completion of the workday and continues until resuming work the following workday, unless a defined length of time is determined prior to the time the call commences.
5. Employees assigned to on-call status are expected to maintain a “Fit for Duty” status (adhere to the Company’s policies including Drug Free Workplace Policy). Employees are required to notify their supervisor immediately if during their on-call schedule they are not in a “Fit for Duty” status because he/ she is not in compliance with the Company’s policies or has other circumstances that do not allow response to a call. The response should be made by the employee only; family and/ or non-family members are not allowed to accompany the employee in resident apartment homes at work location.
6. Employees will be considered engaged by the Company from the time they respond and accept the on-call request until the work is completed. If the service is done by a vendor, the employee is to remain at the property until repairs are completed. This time will be considered worked time and will be recorded as such on the time keeping system.
7. For each week, to include weekends, that a maintenance employee is scheduled “on-call”, they are guaranteed five (5) hours of pay regardless if the hours are actually worked or not. Acceptance of on-call requests will be compensated for time worked over five (5) hours, which includes travel time to the on-call request, but not returning from the on-call request. Circumstances causing an increase in travel time should not be included in the time worked. Employees are reimbursed for mileage in accordance with the Company’s Travel Policy **to and from** the on-call site through the Company’s Employee Mileage Log and Reimbursement Form.
8. It is the employee’s responsibility to report their on-call travel time and any work time that was not entered into the timekeeping system. It is the supervisor’s responsibility to enter the reported times into the timekeeping system.

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9. Employees are generally not eligible for on-call status if they are:
 - Taking PTO leave
 - Absent for bereavement leave
 - On a leave of absence
 - Not able or available for work or not “Fit for Duty”
10. An employee who is on-call must meet the following criteria:
 - Ensure cell phone is in working status before on-call status begins and maintain it in operational mode at all times during the on-call period.
 - Stay within the cell phone range.
 - When notified by cell phone, must respond within 10 minutes.
 - Arrive at the work site within 30 minutes or less after receiving the call (exceptions may apply to rural properties).
 - Arrive in attire that meets RAM dress code and have RAM ID badge visible for identification.
11. If an employee does not meet the criteria as defined in #9, he/ she may forfeit the on-call opportunity from the time of the first attempt to contact him/ her.