Memorandum

To: Managers and Supervisors

cc: Executive Committee/Accounting

From: Shanon Brusse

October 26, 2016

Re: After Hours Call Out Procedure



Please read carefully as the policy for Emergency After Hours call outs has changed. The manager should always be listed as the first point of contact on the Emergency After Hours Answering Service. As the manager, you are required to evaluate the severity of the situation and use your best judgment as to if personnel should be dispatched onsite. All mileage should be submitted with your weekly payables.

If any employee (maintenance or manager) is housed onsite (resides at the property they are assigned to work) no flat fee or mileage will be compensated to the employee unless mileage is incurred for offsite purposes.

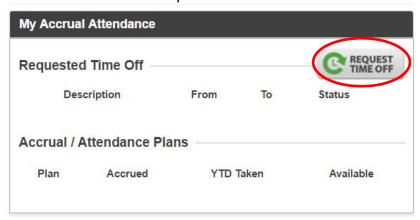
Staff: Emergency After Hours Call – If your maintenance employee is called out after hours, a flat fee of \$50 will be paid to the employee in addition to time and half for any hours worked onsite. This time should be documented by using the punch in/punch out method through the Netchex system.

There are two steps to this procedure and these should be followed exactly.

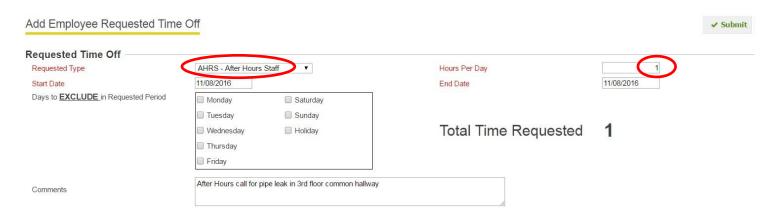
 When the employee arrives and leaves the site, they must punch in/punch out through Netchex. Please note the **Div/Bu/Dept** code should have the words (CALL OUT) as the prefix to the building location. See example below:

014/MF/4101C (CALL OUT-1161 LAKE AVE)
014/MF/4102C (CALL OUT-1205 ST CHARLES AVE)
014/MF/4103C (CALL OUT-1750 ST CHARLES AVE)
014/MF/4104C (CALL OUT-COTTON MILL)
014/MF/4105C (CALL OUT-LIGHTHOUSE)
014/MF/4106C (CALL OUT-MAGAZINE PLACE COA)
014/MF/4107C (CALL OUT-MARINA VISTA)
014/MF/4108C (CALL OUT-METAIRIE TOWERS)
014/MF/4111C (CALL OUT-PIER 8)

2. The next step is to process the flat fee through Netchex. Log in to your Netchex account (not punch in/punch out) and on your dashboard click on the Request Time Off Icon.



3. Pull down the Requested Type menu and select AHRS – After Hours Staff. Fill in the Start Date (date of the call out) and the Comments section with detailed information about the nature of the call. In the Hours Per Day field, place a "1" in the box and hit Submit. (If the call out falls on a Saturday, Sunday or Holiday, uncheck the box in the Days to exclude section.)

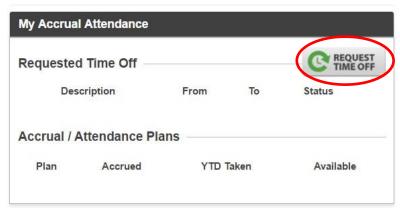


The Manager should receive a notification from Netchex to approve this time and should ensure the call out was approved and accurate. Please be sure this process is followed during the time period in which it occurred.

Manager: Emergency After Hours Call – If a manager is called out after hours, a flat fee of \$75/hour will be paid to the manager for up to 2 hours. Any call outs that require a manager onsite for longer than 2 hours must be approved by the Director of Maintenance or the Director of Operations – Multifamily prior to the 2 hour limit reached.

The following steps should be taken to document the call out.

 To process the flat fee through Netchex. Log in to your Netchex account as an employee and on your dashboard click on the Request Time Off Icon.



2. Pull down the Requested Type menu and select AHM – After Hours Management. Fill in the Start Date (date of the call out) and the Comments section with detailed information about the nature of the call. In the Hours Per Day field, place a "1" in the box and hit Submit. (If the call out falls on a Saturday, Sunday or Holiday, uncheck the box in the Days to exclude section.)

