

## Section I

### INTRODUCTION

This Standard Operations Procedures Manual has been developed to clearly set forth the policies, procedures and responsibilities associated with employment with the Company. By formalizing these standards in a written manual, many benefits are derived both for the Company and its employees. Uniformity will promote greater effectiveness for each employee, allowing for efficient expansion and, therefore, more opportunity. To remain successful, the Company must have all employees combining their efforts. The maintenance staff, the Site Managers, Property Managers and Home Office personnel must all work in a coordinated manner and be supportive of one another. Only in this fashion can we meet our obligations to all our clients and agencies. This manual is designed as a reference source. It provides information and guidance for specific situations and should not necessarily be read from cover to cover.

Therefore, some information is intentionally repeated in more than one section. We appreciate your suggestions for improvement and hope you will give any suggestions or comments in this regard to your immediate supervisor. With your continual help, this manual will serve as a valuable tool in keeping our operations relevant and effective.

#### A. Objectives of this Manual

The primary objective of this manual is to state the policies and procedures of the Company in a manner that allows all employees to clearly understand the requirements of their positions. Most sections of the manual are divided into three (3) primary areas:

1. Overview
2. Detailed Information
3. Mailing Instructions (if applicable)