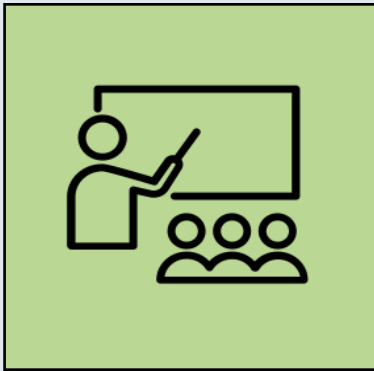


Training Policy

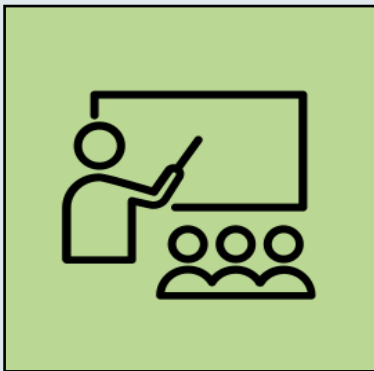
We are excited to announce an updated Company Training Policy.

Please click on the icons below to review the policy update and corresponding materials.



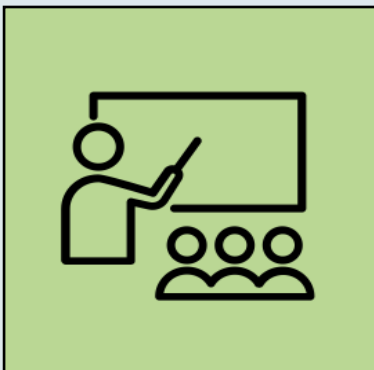
Training Hours & Training Pay Policy

Click here to view the company memo that announced the enhancements to our training policy



New Employee/Cross Training Checklist

Click here to view the New Hire/Cross Training Checklist



Training Accommodation Form

Click here to view the Training Accommodation form.

Feel free to contact the Human Resources Department if you have any questions about the changes to the Training & Training Pay policy.



Memo

To:	All Blackwell Employees
From:	Human Resources Department
Cc:	President, CFO, Territory Managers, HR Administrator, Administrative Assistant
Date:	6/1/2021
Re:	Training Hours & Training Pay Policy

Dear Blackwell Officers,

We wish to announce a group of modifications and enhancements made to our existing Training Hours and Training Pay policy.

As most of you are aware, our former policy required employees' training-hours to be compensated at a \$10 per hour pay rate versus their standard hourly rate. The policy was designed for newly hired and cross-trained employees to receive a form of compensation despite not holding post independently. Training hours could span anywhere from two-days to two-weeks depending on the assignment and level of difficulty.

Effective immediately, the reduced training pay hourly rate is eliminated. All new hires and cross-trained employees will be compensated at their standard hourly rate while training as of 6/1/2021 and onward.

With this policy enhancement comes additional accountability and required documentation.

1. New Hire Employees

Employees are required to complete their assigned training curriculum before holding post independently. The standard number of training hours are outlined below:

- Lobby Attendant: 40-hours
- Desk Security Officer: 80-hours
- Patrol Security Officer: 40-hours
- Dock Security Officer: 40-hours
- Relief Security Officer: 160-hours
- Armed Security Officer: 40-hours
- Lobby Facilitators: 24-hours
- Security Coordinator: 40-hours
- Package Handler: 40-hours

A **New Hire/Cross-Training Checklist** must be completed by the trainer and new employee at the end of the training period. This document must be turned into the respective Territory Manager for review and approval. Once approved, the Territory Manager will sign and forward to HR for payroll processing.

The new hire employee will not receive payroll compensation for their training hours until the New Hire/Cross-Training Checklist is complete and submitted to HR for processing. The employee's training pay will be added to the current pay period. If the documentation is not received by HR for processing during the current pay period, the employee's training hours will be added to the next pay period.

Positions with 80+ required training hours can have payroll accommodations made depending on the employee's start date and how it coincides with the pay periods.

In the event a new hire employee is onboarded with a unique set of circumstances that prevent them from completing the standard training period, accommodations can be made.

Territory Managers are required to fill out a **New Hire Training Accommodation Form** and obtain owner approval before the new employee completes their training hours.

2. Cross-Trained Employees

Existing employees who are established with Blackwell, Inc. (90+ days employed) are eligible for cross-training opportunities. These individuals are eligible for reduced training hours based on their experience and proven job skills.

Sufficient training time will be determined by the Territory Manager, taking into consideration the Supervisor's recommendation and the existing employee's specific work history.

The **New Hire/Cross-Training Checklist** is required for payroll compensation.

Attached are copies of the **New Hire/Cross-Training Checklist** and **New Hire Training Accommodation Form**.

Each position is unique to the property it serves which means not all items on the checklist will apply to every post. Those fields should be marked "N/A" on the checklist.

Do you have questions? Great! Contact Human Resources at 314-993-3800 x4 or HR@blackwellinc.com.

We hope you are as excited about the policy enhancements as we are!

Please allow this company memo to act as sufficient evidence that existing Blackwell employees were made aware of the policy update. Managers, Supervisors, and Leads should ensure this information is forwarded to your teams via the property Pass Along Book and/or other communication means associated with your location.

Sincerely,

Human Resources

HR@Blackwellinc.com

Office: 314-993-3800 x 4

Fax: 314-993-3803



NEW EMPLOYEE/CROSS-TRAINING CHECKLIST

EMPLOYEE INFORMATION

New Hire Name:
New Hire Position:

Trainer Name:
Trainer Position:

TRAINING INFORMATION

Property Name:

Training Agenda:

	Day 1	Day 2	Day 3	Day 4	Day 5
# of Hours					

TRAINING CHECKLIST

Training topics do not apply to all positions. Mark "N/A" in the Training Initials and Employee Initials field if the subject matter is not relevant to the New Hire Employee's position.

Training Topics	Trainer Initials	Employee Initials
IPS & HCMTToGo		
Clock in/out correctly for training shift		
Time change requests		
Update cost centers		
Time off requests		
Review work schedule		
Request shift-swap		
Pick up open shifts		
Review pay statements		
Review profile information		
Customer Service		
5 by 5 rule		
Warmly greet guests/vendors		
Check in guests		
Check in vendors		
Screen guests/vendors for COVID=19 symptoms		
How to properly unlock, lock, and open building entry points		
Operations		
Issue parking validation tickets		
Understand elevator and escort protocol		

Review, operate, and report on CCTV		
Conduct tour of the building and identify critical access points		
Conduct foot patrols		
Review Pass Along information		
Access property and team contact list		
Understand proper chain of command		
Issue key fobs/keys		
Review Lobby Attendant Report (L.A.R.)		
Understand how to submit an L.A.R.		
Understand how to save and recover L.A.R.'s		
Understand package and delivery protocol		
Access necessary software applications, spreadsheets, monitors, and emails to perform role		
Operate desk security controls (security officers)		
Operate dock security controls (security officers)		
Operate patrol security controls (security officers)		
Sanitize desk area		
Review property PPE protocols		
Complete primary temperature screener duties		
Complete secondary temperature screener duties		
Locate office supplies		
Review daily operations for routine vendor visits		
Review employee parking areas		
Office Telephone		
Answer calls professional and politely		
Put on hold, transfer, and pick-up parked calls		
Special Events		
Review Incident Report		
Understand how to submit an Incident Report		
Understand how to save and recover Incident Reports		
Can address emergency situations per protocol		
Address property issues sand know who to contact		
Break Areas		
Identify correct lunchroom/personal break areas		
Blackwell Handbook Policies		
PTO policy		
Attendance and absenteeism policy		
Personal telephone policy		
Uniform policy		
Inspection Form		
Review Inspection Form		
Conduct Inspection Form on New Hire Employee		
Take profile headshot photo and email to territory manager		

ACKNOWLEDGEMENTS

New Employee Acknowledgment:

I attest that I have received thorough training in all applicable areas and that I am comfortable with my post duties. I am competent to hold post independently and without supervision.

New Employee Signature

Date

Trainer Acknowledgement:

I attest that I have issued thorough training to this employee in all applicable areas. I am confident the new employee can hold post independently and without supervision.

Trainer Signature

Date

Territory Manager Acknowledgement:

I attest that I have reviewed the completed New Employee Training Checklist. I performed my own quality control review to ensure the new employee is ready to hold post independently and without supervision.

Trainer Signature

Date



New Hire Training Accommodation Form

This form must be completed and approved prior to employee's first day of training.

Employee Profile:

Employee Name	
Position	
Property	
First Day of Scheduled Training	

Status Summary:

Brief explanation of circumstances that prompted this accommodation request.

Training Schedule Details:

Please list the number of training hours scheduled per day. In the case of a shortened training schedule, leave unused days blank.

Day 1	Day 2	Day 3	Day 4	Day 5

Additional Details:

Provide any additional notes.

Territory Manager Signature:		Date:
Owner Approval:		Date: