

## **LYON QUALITY STANDARDS**

**The following are standards for work procedures and conduct while working at any property managed by The William Lyon Property Management Company or Lyon Management Group, Inc. ("Lyon"). These are standards which the employees and vendors of Lyon currently practice.**

### **WORKING HOURS**

1. Monday - Saturday: All work will start no earlier than 7:00 a.m. and stop no later than 6:00 p.m. each day. No power equipment should be run before 8:00 a.m. Monday through Friday and not before 9:00 a.m. on Saturday.
2. Sundays and Holidays: No work shall occur unless agreed upon by vendor and property.

### **SITE ACCESS**

1. The Vendor/Contractor will contact the Property Director or Designated Point of Contact each day to discuss status of the project, obtain keys and/or coordinate resident notification.
2. Vendor/Contractor will not permit unauthorized persons on site for any reason.
3. All workers are required to wear uniforms while working on the property. Minimum to be shirts identified with the company name.

### **SITE PROCEDURES**

1. No Vendor/Contractor will park in or block access to rental office, prospective or resident reserved parking spaces.
2. Authorized parking is permitted in pre-approved parking sites identified by a Lyon representative prior to work commencing.
3. The staging and/or storage of materials is permitted at a location authorized by a Lyon representative prior to work commencing.
4. No overnight parking of vehicles, equipment or storage of materials shall be allowed unless authorized by a Lyon representative.

### **APARTMENT ACCESS**

1. Vendor/Contractor will knock twice before unlocking the apartment door and announce themselves before entering an apartment.
2. After entering the apartment, close the apartment door leaving it unlocked while performing work. Only enter rooms in the apartment where work is required. Door hanger identifying work in progress must be used.
3. After work has been completed, the work area will be cleaned up and all trash removed from the apartment.
4. Any items that may have been moved in the work area are to be put back in place before leaving. Vendor/Contractor is responsible for damages incurred to any and all items which may have occurred during the course of work.
5. Any utilities that may have been turned on in the work area will be turned off before leaving.
6. Apartment floor must be clean before leaving.

7. All doors to the apartment, including the dead bolt lock, must be locked upon leaving the apartment.

### **STANDARDS OF BEHAVIOR**

1. This property is fully occupied with adults and children. As such, proper standards of behavior will be strictly adhered to. Foul language will not be tolerated. Playing of personal radios will not be allowed. Workers will not harass any residents on the property at any time.
2. All workers are required to wear uniforms while working on the property. Minimum to be shirts identified with the company name.
3. Workers will not use any of the resident facilities. That includes, but is not limited to, tennis courts, swimming pools, laundry rooms and exercise facilities.
4. Smoking, use of alcohol, or use of a controlled substance is not permitted on the job site. Vendor/Contractor may smoke in their vehicle during approved break periods only.
5. Restroom facilities are available at location(s) identified by a Lyon representative. Vendor/Contractor is not to use restrooms located within a resident's apartment.
6. Workers are permitted to eat lunch at location(s) identified by a Lyon representative.
7. Workers will have access to property supplied trash containers at location(s) identified by a Lyon representative.
8. Vendor/Contractor is responsible for the cleanliness of the work area at all times. Accumulation of construction debris and trash will not be permitted. The site will be left clean at the end of each workday. All debris resulting from Vendor/Contractor operations, which is required by law to be disposed of as hazardous waste, must be removed from property and done so at Vendor/Contractor's expense.
9. Vendor/Contractor is not to discuss work details with residents. All resident concerns are to be immediately turned over to Vendor/Contractor on-site supervisor and Property Director. Responses to all such concerns are to come from the Lyon representative only.

### **SITE SAFETY**

1. Vendor/Contractor will obey all applicable Federal, State and local laws, ordinances and rules governing hazardous materials.
2. Vendor/Contractor will provide all safety equipment as required. The Contractor will provide safety fences, signs or warning tapes as required. At the end of each workday, the site will be left with all safety precautions in place. Open excavations will be fenced with temporary orange fencing.
3. Vendor/Contractor will be responsible for all safety practices, meetings and notices throughout the course of the work. Vendor/Contractor will follow prescribed guidelines of OSHA S.B. 198.