



2019

GUIDE TO ONSITE ROLES & RESPONSIBILITIES

Hull Property Group

Rev-08

3/29/2019

OVERVIEW: ONSITE RESPONSIBILITIES

PROPERTY MANAGEMENT: Assist with Facilities, Operations and Landscaping Tasks

- Conduct a daily property inspection
- Input all facilities related issues in IssueTrak
(IssueTrak training should be coordinated with the Property Management Adm Assistant)
- Complete the following facilities reports:
 - Weekly Roof Inspection Checklist
 - Bi-Weekly Interior and Exterior Lighting Reports
 - Monthly Weekend Observation Report
 - Quarterly Property Inspection Checklist
- Submit all material, supply and equipment requests in AvidBuy
(AvidBuy training should be coordinated with the Accounts Payable Analysis)
- Meet with landscaping contractor and fertilizer/chemical contractor onsite
- Report staffing issues and submit requests for increase/decrease in hours for janitorial and security teams

SAFETY:

- Complete the Riser Room/Valve Bi Weekly Inspection Report
- Complete the Quarterly Waterflow Checklist
- Complete weekly Toolbox Topic

LEGAL: Report Occurrences

- Complete First Report forms to report occurrences on the property

LEASING: Assist with Routine and As Needed Leasing Tasks

- Follow Open/Close procedures for opening/closing tenants
- Refer prospective tenants to appropriate leasing agent
- Review rent roll monthly
- Assist with miscellaneous tasks as requested by a leasing agent

MARKETING: Assist with Routine and As Needed Marketing Tasks

- Refer Tenants to Tenant Portal for event submission and assist with events as needed
- Maintain electronic signage
- Keep website, directories and Marketing Portal up to date
- Review, distribute and promote the Tenant Marketing Guide

CONSTRUCTION: Assist with Construction Responsibilities As Needed

- Work with tenant coordinator on tenant construction
- Submit daily picture reports of construction projects
- Assist with projects as requested by the Gemini project manager

ACCOUNTING: Manage Accounting for Mall Property

- Process all invoices
- Reconcile mall credit card and expenses

PERSONNEL

- Submit Hours, Overtime and PTO Utilizing Efficenter

PROPERTY MANAGEMENT: ONSITE RESPONSIBILITIES

Daily Property Inspection

The onsite manager should spend time each day inspecting the interior and exterior of the property. A list of items and areas to check and the frequency they should be checked is outlined in the [Property Inspection List](#). Property Inspection should be logged daily on the [Property Inspection Log](#).

Property Management Reports

The following reports must be completed and submitted on time per the instructions below.

- **Weekly Roof Inspection Checklist** – Complete and submit via email to roofinspection@hullpg.com.
- **Bi-Weekly Interior and Exterior Lighting Reports** – Mark all outages on interior and exterior PPGs and submit via email to lightingreports@hullpg.com every other week.
- **Monthly Weekend Observation Report** – Complete and submit via email to weekendobservation@hullpg.com during your weekend visit. Use a [Standard Picture Report](#) to populate the information using the [example report](#) as a guide.
- **Quarterly Property Inspection Checklist** – Complete and submit via email to propertymanagement@hullpg.com on using the [Property Inspection Checklist](#) form.

Facilities Issues

All facility related issues discovered during a daily property inspection or identified by a tenant should be entered into IssueTrak for shared situation awareness and tracking. To submit facility issues in IssueTrak follow the process outlined in [Property Management IssueTrak Instructions](#).

All materials, supplies, etc. needed for any mall related project or general up keep should be submitted through AvidBuy. To submit material requests in AvidBuy, follow the process outlined in [AvidBuy Procedures](#).

Tenant Third-Party Contractor Performing Work at HPG Property

Occurrences may include, but are not limited to:

- Replacement of HVAC units
- Installation of satellite dishes. Ensure [Antenna/Satellite Dish License Agreement](#) has been processed through leasing
- Recurring tenant planned maintenance
- Non-recurring service calls related to the maintenance and repair of and/or affecting Landlord owned assets

Tenant-hired third-party contractors may not gain access to, or perform work on, Landlord owned assets without first providing the on-site Mall Manager the following information:

- Current copy of Contractor's Workmen's Compensation and General Liability Certificates (Certificate of Insurance or COI).
- Work order or record of dispatch
- Picture ID

Landscaping

The onsite manager is required to check in with the landscaping contractor every Thursday before they begin work.

- During the meeting address with the foreman any issues identified during daily property inspections
- Point out additional landscaping issues, including but not limited to:
 - Weeds in flower beds, mulch areas, curbs and parking lot
 - Dead plant material
 - Low hanging limbs on trees
 - Grass clippings not being removed or blown properly
- After the company has completed their visit, inspect property to see if the maintenance was performed correctly and to Hull Property Group's standards
- If there are items completed incorrectly, the work is incomplete or there are reoccurring issues noticed during daily property inspections send an email with pictures to the Landscaping Department.

Fertilizer/Chemical Applications

The onsite manager is required to meet with the company applying fertilizer or chemical applications before beginning the work and is asked to monitor the work per the instructions below.

- Take pictures of the product being applied to create and save a picture report
- Have the company complete the [Fertilizer/Chemical Application Report](#)
- Attach fertilizer/chemical application report and picture report in Avid

Security and Janitorial

Report the following issues to the Operations Manager as they occur:

- Staffing issues including nonperformance or inadequate coverage

- Requests for increase/decrease in hours to be entered into [Exhibit E](#) and sent to Operations Manager for approval
- Janitorial Supplies: Upon receipt of request from janitorial contractor, and following verification of same, place order with janitorial supplier for liquid/paper products and Karcher for flooring chemicals.

Sanitation

- Any contractor issues (e.g. lack of scheduled pick up, etc.) as well as any required repairs to equipment, to be submitted to Facilities Manager at time of occurrence.

SAFETY: ONSITE RESPONSIBILITIES

Safety Reports

- [Riser Room/Valve Bi Weekly Inspection](#): Complete and submit via email to safety@hullpg.com.
- [Quarterly Waterflow Checklist](#): Complete and submit via email to safety@hullpg.com.

Fire Protection

- There should be an executed contract for inspections of all components of fire protection:
 - Sprinkler System
 - Extinguishers
 - Hydrants
 - Backflows
 - Pumps
 - Alarm Panels
- Deficiencies Found During Inspections: Copy of report and proposal/quote for repair to be entered into IssueTrak for review and approval by Facilities Manager.

Toolbox Topic

You will receive a Tool Box Topic from the Property Management Admin. Asst. via email each week.

- Read the entire body of the email for information and instructions.
- Print, sign and return via email to the Property Management Admin. Asst. within 7 days of receipt. You do not need to conduct a meeting involving outside contracted employees (e.g. security and janitorial).
- Keep a record in the binder designated for Tool Box Topics.

For additional information on specific emergency situations please refer to the [Emergency Contingency Plans](#) reference section.

LEGAL: ONSITE RESPONSIBILITIES

Reporting Occurrences

The onsite manager should complete a First Report for occurrences on the property per the instructions below. In deciding whether or not to report something, always err on the side of caution. If you are not sure whether an occurrence should be reported, discuss it with Ashley Dolce or other legal counsel at corporate office only including Wayne Grovenstein and Patrick Crawford.

- Fill out the [First Report](#) or [First Report – Workers Compensation](#) with basic information on the occurrence. The following occurrences warrant a report:
 - Slip and fall
 - Personal injury
 - Property damage
 - HPG employee injury
 - Vehicular accident while at work (rental or personal car)
 - Suspicious, criminal or destructive actions
- Send the report and the following information to Ashley Dolce via email.
 - A police report if applicable
 - Photos of the scene and/or property damage
 - Photos of any injuries that were sustained
 - Any applicable surveillance video that captured the occurrence
- Follow up via phone to Ashley Dolce to discuss the occurrence further.
- If applicable or as instructed, continue to follow up with the police or sheriff's department for leads or information regarding the occurrence. Report any updates to Ashley Dolce.

Reporting Occurrences when Onsite Manager is not onsite

In the absence of an onsite team member responding to an occurrence you need to work with security per the instructions below. Make sure that your security staff knows the First Report procedures, as occurrences often happen over the weekend when an onsite team member is not onsite.

- Security to log any occurrence on the [Occurrence Log](#) using descriptors such as slip and fall, property damage, single vehicle accident, theft, etc.
- Security to call onsite manager to notify you of an occurrence. If you are not available to discuss, security should leave a voice message.

- Security staff to fill out an [Occurrence Information Form](#) and submit it to onsite manager in a timely manner.
- Onsite manager to consult the Occurrence Log every morning to make sure all occurrences have been logged.
- Onsite manager to complete the First Report after notification.
- Onsite manager may give a copy of the First Report to security for their records if requested.

Reporting Occurrences on a Construction Site

If an occurrence occurs in a construction area, inform the Gemini Construction Supervisor immediately via phone as well as Ashley Dolce at the corporate office for instruction.

Trespasses and Bans

The onsite manager is responsible for working with local law enforcement to ban individuals for the actions listed below. The forms for banning individuals vary by market. If you are unsure of how to issue a ban contact Ashley Dolce. If the ban is particularly egregious, information should be reported in a First Report.

- Policy Violations
- Theft
- Fraud
- Burglary or Breaking & Entering
- Robbery
- Threatening Acts including verbal threats or assault and battery
- Trespassing
- Vandalism
- Lewd Behavior
- Drugs
- Weapon Possession

Serving of Legal Documents

No employees have the authority to accept civil process complaints or the serving of any legal document.

- If a Sherriff's Deputy, Marshal or any other official process server comes to the mall office refer them to the corporate office in Augusta where they must meet personally with Jim Hull.
- Inform the official that no one other than Jim Hull has the authority to sign for the papers.

- If an attempt is made to serve legal documentation at the Mall, immediately email and call the Legal Team.

LEASING: ONSITE RESPONSIBILITIES

Opening or Closing Tenants

The onsite manager should report an opening or closing date of a tenant immediately via email to the Property Management Admin. Asst. that includes the opening/closing date. Prompt reporting is critical.

- Include pictures of the space for both openings and closings.
- Attach a picture of the storefront for both openings and closings. You must attach the storefront photo to the email so it can be uploaded to Vault for our records.
- If a store is opening, complete the Marketing Update Form to have the proper changes made to the website, directories and Marketing Portal contact list.
- If a new food tenant is opening, complete the [Food Tenant Grease Questionnaire](#) and send to the Facilities Manager.

If a tenant is closing the onsite manager will need to conduct an inspection of the space. Hull Property Group's legal team will contact you to start this process.

- Legal will send you a copy of a letter sent to the tenant notifying all parties of the closing date and the inspection.
- Under **NO** circumstances, should the onsite manager sign any documents related to a Tenant closing.
- The onsite manager performs an inspection to complete the Open/Close email, including photos and a description of the condition of the space.
- HPG's facilities team will perform a final inspection to determine any items in need of repair or attention by legal.
- Legal will send a second letter demanding repair or cost of the items noted.

Food Tenants

It is important to monitor the food tenant ratings. If a food tenant score drops below 90 immediately email leasing@hullpg.com.

Prospective Tenants

Should individuals or businesses contact the mall via phone, email or stop by to inquire about leasing a space follow the instructions below.

- Refer the prospective tenant to the leasing agent assigned to your market.

- Send an email to leasing@hullpg.com with the contact information of the prospective tenant and relevant message details.
- NEVER quote rent or other tenant's sales to a prospective tenant.

Existing Tenants

The onsite manager is responsible for the following interactions with existing tenants.

- Maintain positive relationships with store managers and refer conflicts, complaints or lease violations to the appropriate department.
- Review the Rent Roll sent to you by the first week of each month via email by the Lease Administration Manager and confirm the following:
 - Correct tenant and unit numbers
 - Correct opening dates
 - Respond via email to Lease Administration Manager with changes or indicating that there are no changes

Assisting in Immediate Leasing Needs

Leasing often relies on the onsite manager to assist with various time sensitive tasks. These tasks should be completed according to the leasing agent's time schedule unless otherwise discussed. Examples of immediate leasing needs include taking pictures of a space to send to a prospective tenant or unlocking a space for a prospective tenant to view.

Communicating Information

If you come across or hear of any pertinent information about stores in the mall or businesses coming and going to the market email leasing@hullpg.com as you receive the information.

MARKETING: ONSITE RESPONSIBILITIES

Marketing Phone and Email

The marketing email and phone line is dedicated to marketing inquiries. When providing contact information for the marketing team please use the email and phone line below. Routing inquiries through a consistent contact allows us to respond in an efficient manner.

- Marketing Email: marketing@hullpg.com
- Marketing Phone: 706-447-9587

Tenant Marketing Guide

The tenant marketing guide outlines available marketing opportunities to mall stores. Please distribute the guide to any new stores or store managers and reference the guide when tenants have questions about marketing initiatives. The tenant marketing guides are custom to each mall. Contact the marketing team if you need your guide.

Tenant Portal

Tenant Portal communicates various information to tenants as well as giving them the ability to submit events and promotions. Information includes weather delays, holiday hours and other tenant reminders. Tenants can also share a promotion through social media, the fashion insider, or digital signage.

Tenant Updates

It is important we keep the mall website and directory up to date. At the end of each month a marketing update form will be emailed to you to confirm all platforms are accurate.

Mall Events

We are focused on mall run events that bring our target customer to the property and provide an inspirational and first-class experience for event attendees. If you receive event requests from outside organizations or mall tenants, follow the instructions below. You may also provide the marketing phone and email to inquiring organizations or tenants.

Requests from Outside Organizations

If an outside organization requests to host an event, please refer them to marketing@hullpg.com.

The marketing team will review and determine how to proceed. If the event is approved:

- Inform the event organizer and confirm event details.
- Collect and upload legal paperwork including the Marketing License Agreement (MLA) and Certificate of Insurance (COI) or Hold Harmless (HH).
- Contact the marketing team for example paperwork formatted for your property.
- Attend the event, take pictures and gather feedback from tenants. Complete an event recap form and send to marketing@hullpg.com.

If the event is not approved, the marketing team will tell the organizer.

Requests from Mall Tenants

Tenants requesting to use mall equipment or host events in common area spaces or the parking lot should be referred to the Tenant Portal website.

Media

The marketing team will handle all media inquiries. Do not speak on behalf of the Mall or distribute information to members of the press. Email marketing@hullpg.com with any inquiries. If a reporter, photographer or videographer arrives at the property unannounced please inform the marketing team immediately.

Social Media

The marketing team runs a Facebook page for all malls. We are enhancing our pages to better interact with shoppers and distribute information on specials, hot products, fashion trends and mall news. To submit content to be posted on Facebook refer tenants to the Tenant Portal website.

Fashion Insider Program

The marketing team has launched a Fashion Insider program at multiple properties that allows customers to receive electronic newsletters featuring seasonal trends and gift guides. We encourage our tenants to submit merchandise to promote in our newsletters. Submission should be sent through the Tenant portal website. Please sign up to receive Fashion Insider updates for your property to be informed on seasonal promotions.

Extended Holiday Hours

Black Friday and extended holiday hours are set in advance of the holiday season by the marketing team and distributed to the tenants using Tenant Portal. Extended holiday hours are loosely based on anchor tenant schedules. As your anchor tenants confirm their extended holiday hours please inform the marketing team.

Seasonal Decor

Instructions will be sent in advance of the holiday season outlining the process for décor requests, set setup and take down. All contracts for photography are managed by the marketing team.

Communication Boards: Programming Content

Tenants can submit content to market store promotions, events and hot products. All requests should be submitted through Tenant Portal. If programmed by the marketing team, the content will be designed and uploaded from the Augusta office. If programmed by the onsite manager, the content will be forwarded to the programmer to upload.

Communication Boards: Troubleshooting Technical Issues

All maintenance issues should be logged in IssueTrak. Issues are already created for all communication boards. **Do not create a new issue, but open the existing issue** per the chart below. Check your communication board site plan to ensure you are opening the correct issue. Contact the marketing team if you need the site plan for your property.

- Log into IssueTrak and click “Lookup Issue #”
- Enter the issue number and click “Lookup Issue”
- Click “Edit” and in the Issue Status field select “Open”
- Add a new note detailing the problem, proposed solution and cost. Review the process below on troubleshooting different boards and include all details
- When finished click “Update”. Marketing will review to approve or discuss options
- Once the problem is resolved, the issue will be closed

Property	Software Type	Reference & Issue Trak #
Alton Square Mall	Optec	ALT-RB-OPT (#3234)
Auburn Mall	Smarter Sign	AUB-RB-YESCO (#2490)
Blue Ridge Mall	Daktronics	BRM-RB-DAK (#2255)
Carolina Mall	Daktronics	CARO-RB-DAK (#2256)
Cleveland Mall	EDS	CM-RBA-EDS (#2257) CM-RBB-EDS (#2258)
Danville Mall	Smarter Sign	DAN-RB-YESCO (#2493)
Florence Mall	Smarter Sign	FM-RB1-YESCO (#2491) FM-RB2-YESCO (#2492)
Greenwood Mall	Daktronics	CC-RBA-DAK (#2499) CC-RBB-DAK (#2500)
LaGrange Mall	Daktronics	WGC-RB-DAK (#2488)
Lake City Mall	Daktronics	LCM-RB-DAK (#2489)
Macon Mall	Smarter Sign	MM-RB1-YESCO (#2496) MM-RB2-YESCO (2497)

Milledgeville Mall	EDS and Optec	HSM-RB1-EDS (#2181) HSM-RB2-OPT (#2182)
Mount Berry Mall	Smarter Sign	ROME-RB-YESCO (#3235)
Prince of Orange Mall	Daktronics	POO-RB-DAK (#2501)
Sumter Mall	Smarter Sign	JM-RB-YESCO (#3236)
Statesboro Mall	Daktronics	SM-RBA-DAK (#2259) SM-RBB-DAK (#2260)
Victoria Mall	Optec and Daktronics	VIC-RBA-OPT (#2154) VIC-RBB-OPT (#2176) VIC-RBC-DAK (#2177) VIC-RBD-OPT (#2153)

Troubleshooting Optec, Daktronics, EDS Communication Boards

- Gather information by describing problem and discussing with local sign company via phone
- Use contacts below to troubleshoot with manufacturer if needed
- Input problem into IssueTrak with recommendation for diagnosing and/or repairing sign
- Include estimated cost, parts and labor. Include pictures to show any outage problems

Troubleshooting Prismview/YESCO Communication Boards

- Call Prismview Support to report and discuss diagnoses. Always call first before calling a sign company as the support team can often diagnose via phone.
- Discuss diagnostic or repair cost with local sign company as needed and directed by Prismview Support
- Input information into IssueTrak with recommendation for diagnosing and/or repairing sign
- Include estimated cost, parts and labor. Include pictures when relevant to show the outage problems

Communication Boards: Ordering Parts

- Parts can be ordered through the sign company or directly through the manufacturer
- Always inquire about returning parts and ensure all non-functioning parts are returned per the manufacturer's direction
- Prismview/Yesco communication boards must return bad parts using the RMA# provided and tagged following their instructions

Important Contacts

- Prismview/Yesco/Smarter Sign Support: 800-741-6721

- Daktronics Support: 800-325-8766 or 866-325-7446
- Optec Support: 800-876-1668 or 626-820-5525
- EDS Support: 800-445-9206

CONSTRUCTION: ONSITE RESPONSIBILITIES

Tenant Construction

Tenants must have landlord approval for any construction, renovation or refurbishing projects. You will be contacted by a Tenant Coordinator with Gemini Construction who will guide you through the process of working with the tenant during any construction.

- Tenants may not begin construction until they have received a written Notice to Proceed from the Tenant Coordinator.
- The onsite manager will be notified of the Notice to Proceed at the same time as the tenant.
- If you see work being done on a store and you have not received a Notice to Proceed, contact the Tenant Coordinator immediately.

As construction commences the onsite manager is responsible for taking pictures at least once a day and submitting a [Standard Picture Report](#) by close of business each day.

- Optimum pictures include but are not limited to: laborers performing work, close up and overview of site, fasteners, detail work, heat welding of seams, scaffolding set up, potential safety hazards, material storage and work barricades, etc.

When work has been completed and the tenant is ready to open for business, it is important to note the following:

- Tenants are required to submit their Certificate of Comprehensive General Liability and Property Insurance prior to opening for business.
- Tenants cannot open for business until their signage has been approved and installed.
- Contact the Tenant Coordinator with any questions or uncertainties prior to opening.

ACCOUNTING: ONSITE RESPONSIBILITIES

Chart of Accounts

A complete listing of accounting codes can be found on the [Chart of Accounts](#). You will need to assign your invoices to the corresponding accounting code from the list before submitting for approval.

Invoice Submission and Processing

Hull Property Group uses Avidxchange, a paperless program, for handling invoices. Follow the process below for submitting invoices through Avid:

- Scan invoices along with any backup documentation to hpg@avidbill.com. Each invoice must be sent as a separate PDF file.
- Accounting receives invoices, enters data and initiates approval process.
- You will be alerted by email when you have invoices to approve.
- Log into Avidxchange <https://login.avidxchange.net/Account/Logon> using your username and password.
- Select the invoice assigned to you and take the following steps to approve:
 - Correct the accounting code using the Chart of Accounts
 - Appropriate distribution amounts
 - Attach additional documents to support payment (i.e. an email chain showing approval; before and after photos for property improvement invoices).
 - If applicable, associate the vendor contract to reoccurring invoices following the [Associating Vendor Contracts Instructions](#).
 - If applicable, note tenant bill backs and attach appropriate lease language
- To finalize approval click Approve & Comment. Write a description of the expense summarizing the supporting documentation.
- The invoice will be routed to the appropriate person at the corporate level for approval. If the invoice is not approved it will be sent back with instructions on what is needed to approve. You will receive an email alert.
- If you receive an invoice that you do not approve, click Dispute and add a summary of why the expense is disputed.

Reconciling Credit Card

Mall credit cards should be reconciled monthly using the credit card website <https://www.access-online.com>. Itemized receipts must be included and expenses should be properly coded and documented. Refer to the [“How to Reconcile Your Credit Card Statement”](#) for instructions on reconciliation.

Submitting Expense Reports

If you use personal funds for HPG related purchases, complete and submit the [Employee Expense Report](#) into Avidxchange as you would an invoice.

PERSONNEL: ONSITE RESPONSIBILITIES**Onsite Hours**

One onsite team member must be on the property to unlock the doors at 8:00am. No employee should arrive prior to 8:00am without approval from the Operations Manager.

Each onsite team member must complete a minimum of 1 weeknight visit of their property each month. The weeknight visit must occur on Friday or Saturday evening from 6pm-10pm.

HPG employees are not permitted to have outside employment.

Annual Mall Holiday Hours

Hours are subject to change and may vary by property.

Holiday	Mall Hours of Operation
Easter Sunday	Closed
Memorial Day	Normal Hours
July 4 th	Close 6pm
Labor Day	Normal Hours
Thanksgiving Day	Varies
Christmas Eve	Close 6pm
Christmas Day	Closed
New Year's Eve	Close 6pm
New Year's Day	Close 6pm

Paid Time Off for All Employees

All employees (both exempt and non-exempt) must submit request for time off in Effcenter. If you have questions, contact the Operations Manager.

- You will select Leave Request in Effcenter to enter PTO time.
- PTO requested during the holiday shopping season (beginning ten days prior to Thanksgiving Day and ending January 2nd) may be declined or limited.
- During the following dates PTO will not be permitted due to the peak of the holiday shopping season:

- Beginning 3 days prior to Thanksgiving Day through the Friday immediately after Thanksgiving
- December 23rd, 24th and 26th
- Floating holidays will be accumulated for Christmas Eve, Thanksgiving Day and the day after Thanksgiving. Floating holidays must be taken during the first quarter of the next calendar year.

Non-Exempt Employees

Non-Exempt Employees are required to clock in and out each day following the instructions below. If you have any questions, contact the Operations Manager.

- Clock in and out using www.efficienter.com
- Click “Time Clock”
- Click the link to clock in / out

Overtime for Non-Exempt Employees

Overtime for Non-Exempt Employees must be approved by the Operations Manager. Comments must be submitted for any day that you work over 8 hours.