

HAMPSHIRE PROPERTY MANAGEMENT GROUP

Respectful Communication & Conduct Policy

Policy Owner: Hampshire Property Management Group

1. Purpose

Hampshire Property Management Group (“HPMG,” “we,” or “the Company”) is committed to providing professional, courteous, and responsive service to the communities and associations we manage. We believe that respect must run in both directions. Our employees are expected to treat every homeowner, resident, board member, vendor, and guest with courtesy and professionalism, and we require the same standard of conduct in return.

This policy establishes HPMG’s zero-tolerance position toward abusive, threatening, or disrespectful conduct directed at our employees, and describes the steps the Company will take when that standard is not met. Its purpose is to protect the safety, dignity, and wellbeing of our staff while ensuring that community business continues to be handled fairly and without interruption.

2. Scope

This policy applies to all interactions between HPMG employees and any person who contacts or engages with the Company or its staff — including homeowners, residents, tenants, board members, vendors, contractors, and their guests or representatives. It applies to every method of communication, including telephone calls, voicemails, email, text and electronic messages, letters, in-person conversations, and any contact on or about a managed property.

3. Our Commitment

HPMG employees will treat every person they interact with respectfully, listen to concerns in good faith, and work to resolve issues within the scope of their authority. Employees will remain professional even when a matter is contested, and will escalate questions they cannot answer to the appropriate person. We ask the communities we serve to hold us to this standard — and to extend the same respect to the individuals working on their behalf.

4. Expected Conduct

All persons who communicate with HPMG staff are expected to:

- Communicate in a civil, respectful, and reasonable manner, even when frustrated or in disagreement.
- Recognize that many decisions — including those regarding fees, credits, assessments, vendor work, and community rules — are governed by the association’s board, its governing documents, or third parties, and are not within the personal control of the employee answering the phone.
- Allow employees to do their work, provide information, and follow up without being subjected to hostility, intimidation, or repeated harassment.

5. Prohibited Conduct

The following behaviors will not be tolerated and are grounds for action under this policy:

- Yelling, screaming, cursing, name-calling, or the use of profane, demeaning, or insulting language toward an employee.

- Personal attacks, belittling remarks, or blaming an individual employee for matters outside of that employee's control.
- Threats of any kind — including threats of violence, threats to an employee's safety or property, or threats made to intimidate or coerce an employee.
- Repeated argumentative, badgering, or harassing contact after a matter has been explained or answered.
- Any harassing, discriminatory, or abusive conduct based on a person's race, color, religion, sex, national origin, disability, age, or any other protected characteristic.

Raising a legitimate concern, disagreeing with a decision, or pursuing a matter through proper channels — including consulting an attorney — is not a violation of this policy. It is the manner of the conduct, not the substance of the concern, that this policy addresses.

6. Employees' Right to End Abusive Contact

HPMG employees are authorized to end any communication that becomes abusive, threatening, or disrespectful. An employee may state that the conversation will end if the conduct continues, and may then hang up the phone, close the interaction, or discontinue the exchange. Ending an abusive contact is not a refusal of service; the underlying matter will still be addressed through the appropriate channel.

7. Enforcement — Graduated Response

HPMG will respond to violations of this policy in a measured, documented way. Depending on the severity of the conduct, the Company may begin at any step below, and serious misconduct — such as threats of violence — may result in immediate restriction without prior warning.

Step 1 — Verbal Notice

On a first incident, the employee (or a supervisor) may inform the individual that their conduct is unacceptable and ask that communication continue respectfully. The interaction may be ended if the behavior does not stop. The incident will be documented internally.

Step 2 — Written Warning

If the conduct continues or recurs, HPMG will issue a written warning to the individual describing the behavior, referencing this policy, and stating that further violations will result in a restriction of communication and property access. A copy will be provided to the association's board.

Step 3 — Restriction of Communication and Property Access

If abusive conduct continues after a written warning — or in cases of serious misconduct — the individual will lose the privilege of direct communication with HPMG staff. From that point forward, all communication regarding the individual's account or community matters must be conducted directly through the association's Board of Directors or through a licensed attorney. The individual may also be restricted from contacting employees on the property and from entering HPMG offices or non-common areas, consistent with applicable law and the association's governing documents.

8. Communication Through the Board or Attorney

Once an individual has been placed under a communication restriction, HPMG will continue to fulfill its management obligations, but will do so through the association's Board of Directors or the individual's legal representative rather than through direct contact with the individual. This ensures that community business is handled properly and on the record, while protecting our staff from further abusive contact. The restriction remains in effect until lifted in writing by HPMG in coordination with the association's board.

9. Documentation

HPMG will maintain a written record of reported incidents, including the date, the employee involved, a description of the conduct, and any action taken. This documentation supports consistent enforcement of the policy and provides a clear record should a matter later require review by the board or legal counsel.

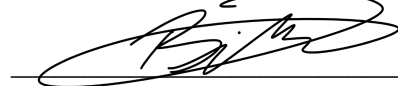
10. Reinstatement

An individual subject to a communication restriction may request, in writing, that direct communication be restored. HPMG, in consultation with the association's board, will consider such a request based on the individual's demonstrated commitment to respectful conduct. Any reinstatement will be confirmed in writing.

11. No Waiver; Governing Documents and Law

Nothing in this policy waives or limits any right or remedy available to HPMG or to an association under its governing documents or applicable law. Where this policy and an association's governing documents both apply, they are intended to be read together. This policy may be amended by HPMG at any time.

Adopted by Hampshire Property Management Group



Authorized Signature

Name / Title: Brian Megliola, Owner