



Commitment to Training and Professional Development

Updated: February 2020

OUR PEOPLE

Here at Century, we believe in empowering our people to reach their full potential. We're committed to creating a diverse, welcoming and safe work environment. We want our employees to be passionate about their careers and motivated to achieve their full potential. That's why we support our employees through clear policies, competitive salaries, training and development opportunities.

EMPLOYEE ONBOARDING

New employees participate in a formal onboarding program initiated by Century's Human Resources team. Onboarding and new employee training include the following:

- The Human Resources team hosts an onboarding call to review key policies, such as the Company's Code of Conduct and Ethics, benefits documents and a brief history of the Company.
- All employees are required to take one of two trainings (individual contributor or manager) related to anti-harassment and anti-discrimination. This training must be completed within 30 days of hire.
- All employees are trained on anti-harassment and anti-discrimination every two years.
- Onboarding is then shifted to the new employee's department head or division president, at which point employees are trained in their specific role.

ADDITIONAL TRAINING OPPORTUNITIES

The Company provides ongoing training with all its Division Sales Staff, utilizing motivational and industry sales training experts that train on technique and industry trends and educate sales employees on the state of the market.

The Company offers to all its employees Educational Reimbursement for continuing education. Education reimbursement is in addition to any developmental training recommended by the employee's management team.

Through the Company's 401(k) plan, employees are offered training and education on retirement and financial wellness planning.

The Company has a Management Training Program that is used on an as-needed basis; areas covered in the management training are: Code of Conduct and Ethics, Commitment to Equal Opportunity, anti-harassment and discrimination, policy management, Employee Handbook,

leave policies, accommodation requests, performance management and effective communications.

PROFESSIONAL DEVELOPMENT AND PERFORMANCE MANAGEMENT

We are committed to providing employees with the feedback necessary to improve their performance, reviewing expectations of their position and fostering growth in their current role. Managers conduct performance evaluations that are completed annually for the majority of employees. The evaluations review the employee's competencies, job duties and ability to meet expectations, and the manager may openly discuss departmental, regional or divisional goals. Evaluations are used to determine merit increases, and the manager may make recommendations to the employee for further development training. This is also an opportunity for the employee to provide feedback to their manager and voice any questions or concerns.

JEFF SHORE SALES TRAINING

Across our sales organization, we utilize Jeff Shore Sales Training, which is a program that partners with Century to fundamentally improve our employees' sales strategies, sales skills, and sales techniques. It is a systematic, integrated sales training program designed to drive peak performance across our salesforce. The multi-platform sales training system helps employees adopt the behaviors and tools they need to be successful. The comprehensive training program covers proven, practical skills to promote sales, including:

- Business plan execution
- Staffing, hiring, and orientation best practices for building exceptional teams
- Increasing lead conversion
- Boosting team performance
- Managing conflict and dissatisfied customers for healthy outcomes
- Prioritization strategies to boost your productivity
- Dealing with employee relations issues

SAFETY TRAINING

Safety training is performed through multiple platforms: webinars, classroom settings, field onsite forums, trade toolbox talks, and one-on-one mentoring with third-party safety auditors. Training topics are intentionally chosen to focus on OSHA's annual Top 10 list of fatalities—i.e., fall protection, electrical hazards, personal protection equipment, scaffolding, etc.

Century's Safety department conducts monthly reviews with divisions in collaboration with its third-party vendors to promote a culture of safety awareness and improvement.

For questions related to our Commitment to Training and Professional Development, please email ESG@centurycommunities.com.