

RESIDENT

GS 101 Training Handbook

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Core Values

We are looking for people not satisfied with “good.”

The quote from Benjamin Franklin, “If better is possible then good is not enough,” is something that speaks to us. With hard work and great talent we always strive for excellence.

® Excellence

® Big Thinking

We are looking to do things that others think are impossible. In the words of Walt Disney, “It’s kinda fun to do the impossible.” We live on coming up with big ideas and executing them.

We have a very diverse workforce from all walks of life. No matter who you are, where you are from, what you do, your voice matters and is heard. As Mahatma Gandhi said, “Be the change you wish to see in the world.” We challenge our team to be the change.

® Inclusivity

® Customer Love

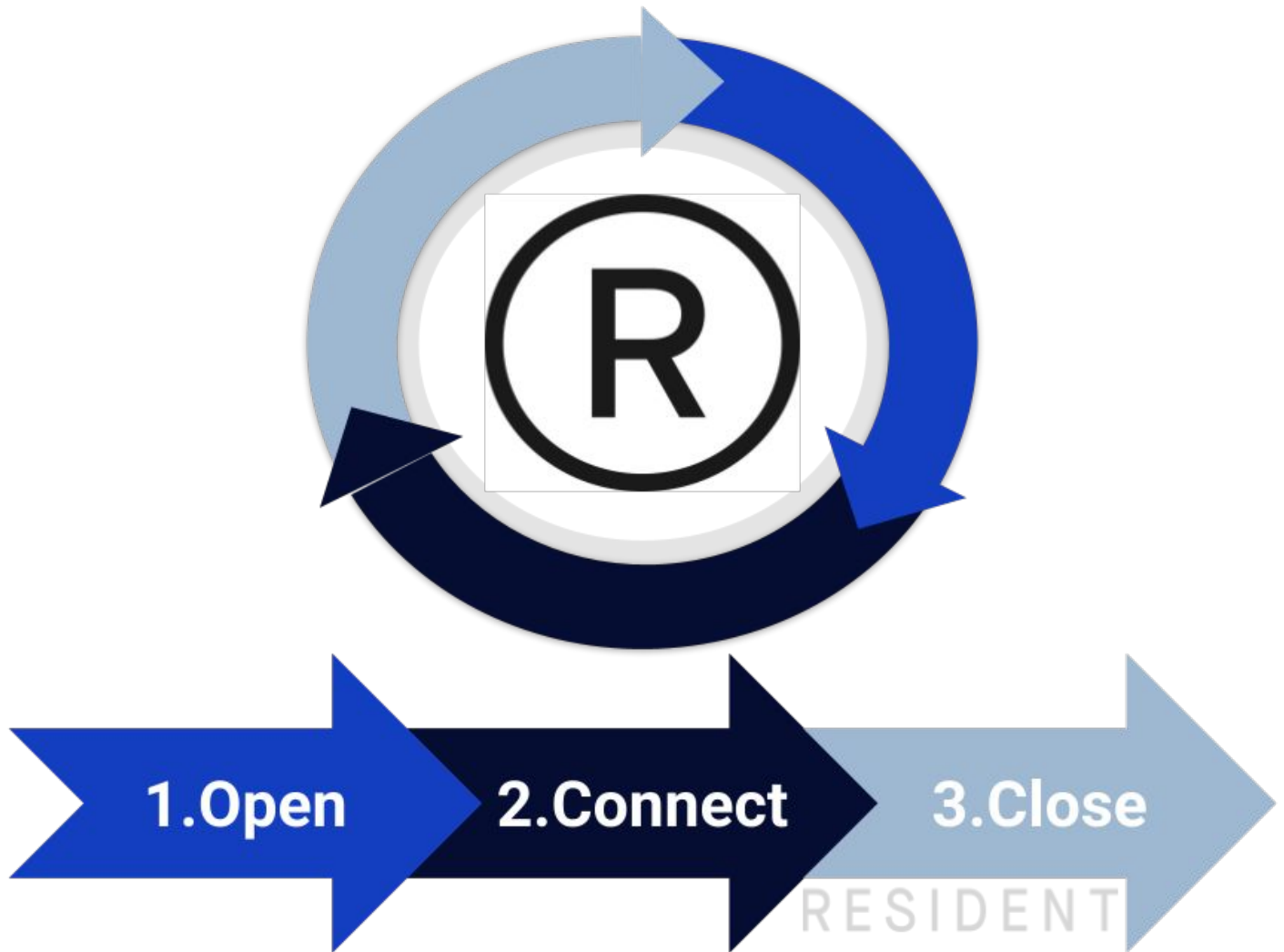
We want our customers to feel something special every time they think of us. The famous quote by Maya Angelou really summarizes this, “I’ve learned that people will forget what you said, people will forget what you did, but people will remember how you made them feel.”

We never stand still and wait. We make the right decisions, wrong decisions, and everything in between, but we are always making decisions and moving forward. As Henry Ford said, “If everyone is moving forward together, then success takes care of itself.”

® Forward
Momentum



Open Close Connect





CertiPUR-US Certification

Notes:

RESIDENT

Overview of Mattress Brands

Nectar: The original brand, Nectar mattresses are gel memory foam. Nectar is by far the biggest seller of Resident's brands. There are three Nectars: Nectar Classic, Nectar Premier, Nectar Premier Copper.

Nectar Hybrid: Launching soon, Nectar Hybrids are a combination of foam and coils. This is the newest line for Resident. There are three Nectar Hybrids: Nectar Classic Hybrid, Nectar Premier Hybrid, Nectar Premier Copper Hybrid.

DreamCloud: Luxury hybrid mattress, DreamCloud was the second line launched by Resident and the 2nd best selling brand for Resident. There are three DreamCloud mattresses: DreamCloud, DreamCloud Premier, and DreamCloud Premier Rest.

Awara: A natural latex hybrid mattress, Awara is the environmentally conscious choice of the Resident brands. There are two Awara mattresses: Awara and Awara Premier.

Siena: One of the newest brands in Resident, Siena is an affordable memory foam mattress for people who want a foam mattress but don't want to pay the price of a Nectar. There is only one Siena.

Nectar Notes:

Nectar Classic

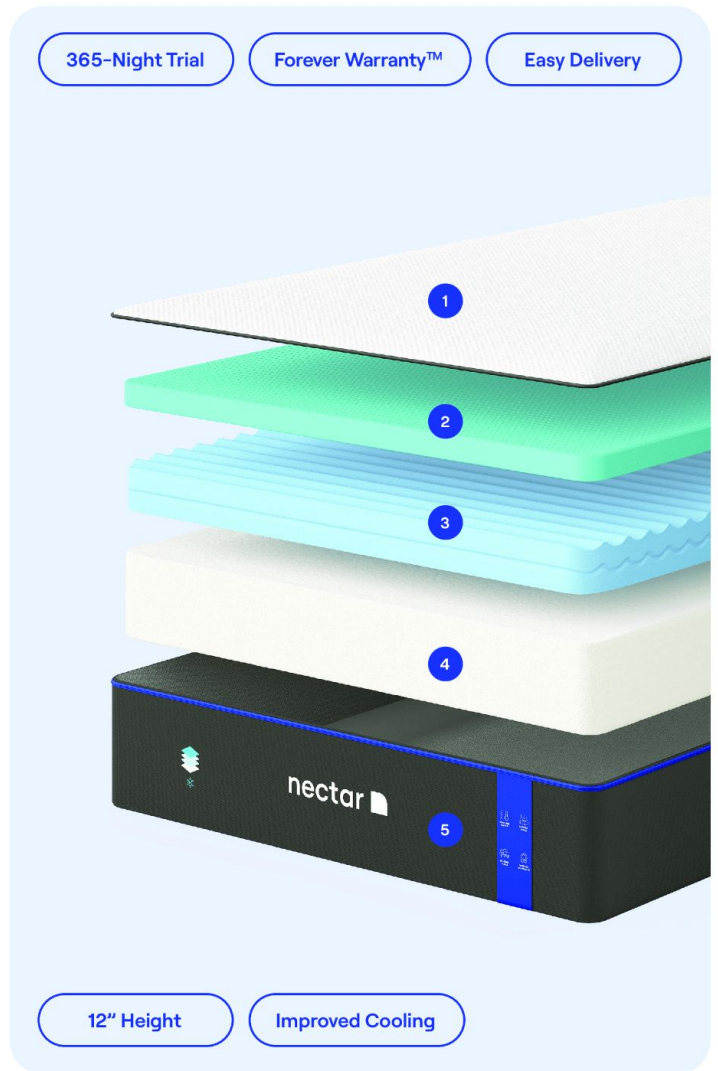


- 1 Soft, Cooling Cover**
Sleep easy breezy on an airy, heat-wicking, breathable cover with cooling technology.
- 2 Gel-Infused Memory Foam**
Cushion every curve with two inches of high-density, pressure-relieving gel memory foam.
- 3 Dynamic Response Layer**
Four inches of soft, premium foam provides support, plus crucial rebound and bounce.
- 4 Stability Base Layer**
A sturdy six inches of conventional foam gives structure, so the top layers perform their best.
- 5 Shift Resistant Lower Cover**
No sagging or slip and slide here. Your mattress stays put, even if you jump on it.



CertiPUR-US® Certified

Our foams meet CertiPUR-US® standards for content, emissions, and durability, and are analyzed by independent accredited testing laboratories. All of our foams are free of ozone depleters, PBDEs, TDCPP or TCEP flame retardants, mercury, lead, heavy metals and formaldehyde.



nectar



Nectar Premier

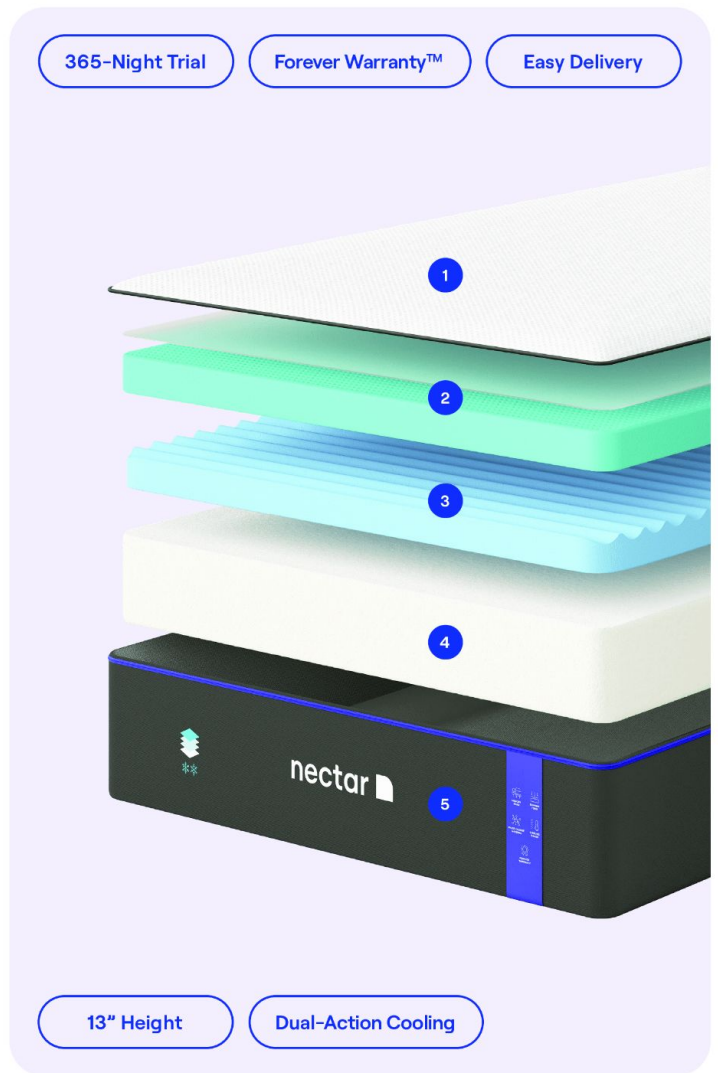
nectar  PREMIER

- 1 Quilted Cooling Cover**
Sleep easy breezy on an airy, heat-wicking quilted cover with cooling technology.
- 2 Gel-Infused Memory Foam with ActiveCool HD**
Three inches of gel memory foam with phase change material reacts to your body's changing temp.
- 3 Dynamic Response Layer**
Three inches of soft, premium foam provide support, plus crucial rebound and bounce.
- 4 Stability Base Layer**
A sturdy seven inches of conventional foam gives structure, so the top layers perform their best.
- 5 Shift Resistant Lower Cover**
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nectar 

Nectar Premier Copper

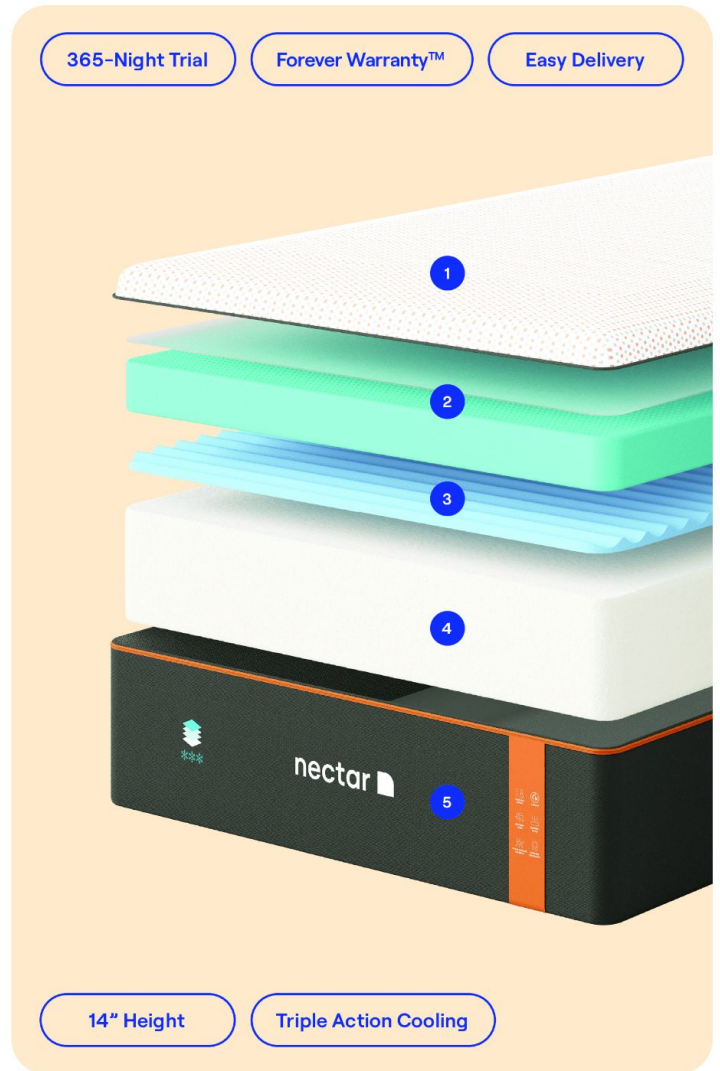
nectar  PREMIER COPPER

- 1 Dual-Action Cooling Copper Cover**
Sleep your coolest on an airy, quilted cover with heat-conductive copper fibers and cooling technology.
- 2 Gel-Infused Memory Foam with ActiveCool HD**
Four inches of gel memory foam infused with phase change material reacts to your body's changing temp.
- 3 Dynamic Response Layer**
Three inch of soft, premium foam provides support, plus crucial rebound and bounce.
- 4 Stability Base Layer**
A sturdy seven inches of conventional foam gives structure, so the top layers perform their best.
- 5 Shift Resistant Lower Cover**
No sagging or slip and slide here. Your mattress stays put, even if you jump on it.



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nectar 

nectar nectar Premier
nectar Premier Copper

Profile Height	12"	13"	14"
Warranty	Forever	Forever	Forever
Fabric/Cover	Polyethylene Blend Cooling Cover	2X Polyethylene Blend Cooling Cover	2X Polyethylene Blend with Copper - Cooling Cover
Top Layer	3" Gel Memory Foam	3" High-Density, Gel Memory Foam with Surfaced Infused Phase Change Materials	4" High-Density, Gel Memory Foam with Surfaced Infused Phase Change Materials
Layer 2	2" Transitional Foam	3" Soft Transitional Foam	3" Soft Transitional Foam
Base Layer	7" Base Support Layer	7" Base Support Layer	7" Base Support Layer
Trial Period	365 Nights	365 Nights	365 Nights



Nectar Hybrid Notes:

Nectar Classic Hybrid

nectar  CLASSIC HYBRID

- 1 Quilted Cooling Cover with Microban Antimicrobial Protection**
Sleep easy breezy on an airy, circle-knit cover with cooling technology and an antimicrobial finish for your freshest rest.
- 2 Gel-Infused Memory Foam**
Cushion every curve with two inches of high-density, pressure-relieving gel memory foam.
- 3 Dynamic Transition Layer**
One inch of premium foam adds support, plus crucial bounce and rebound to transition from foam to springs.
- 4 Edge-Support Innerspring Coil Layer**
Eight inches of individually wrapped coils provide breathable edge-to-edge support.
- 5 Stability Base Layer**
A final inch of sturdy foam ensures support and stability, so the top layers perform their best.
- 6 Shift-Resistant Lower Cover With Handles**
No sagging or slip and slide here. Your mattress stays put, even if you jump on it.



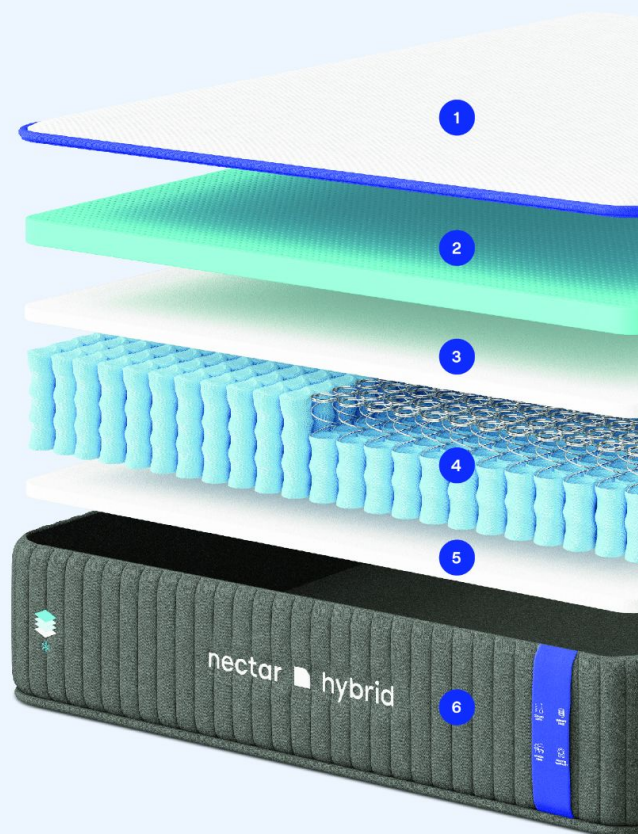
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365-Night Trial

Forever Warranty™

Easy Delivery



12" Height

nectar 

Nectar Premier Hybrid

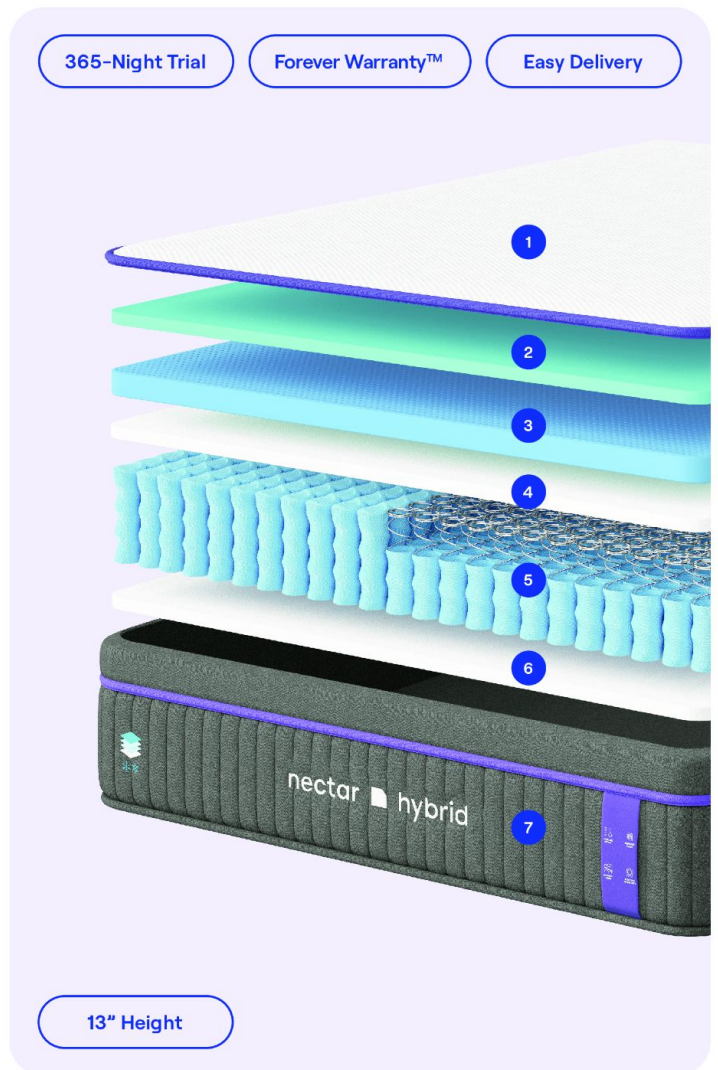
nectar  PREMIER HYBRID

- 1 Quilted Cooling Cover with Microban Antimicrobial Protection**
Sleep easy breezy on an airy, circle-knit cover with cooling technology and an antimicrobial finish for your freshest rest.
- 2 Plush Memory Foam**
One inch of contouring memory foam cushions pressure points, and conforms to your unique shape to give support where you need it.
- 3 ActiveLift HD Layer**
Two inches of innovative, ultra-supportive foam promote better spinal alignment.
- 4 Dynamic Transition Layer**
One inch of premium foam adds support, plus crucial bounce and rebound to transition from foam to springs.
- 5 Edge-Support Innerspring Coil Layer**
Eight inches of individually wrapped coils provide breathable edge-to-edge support.
- 6 Stability Base Layer**
A final inch of sturdy foam ensures support and stability, so the top layers perform their best.
- 7 Shift-Resistant Lower Cover With Handles**
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nectar 

Nectar Premier Copper Hybrid

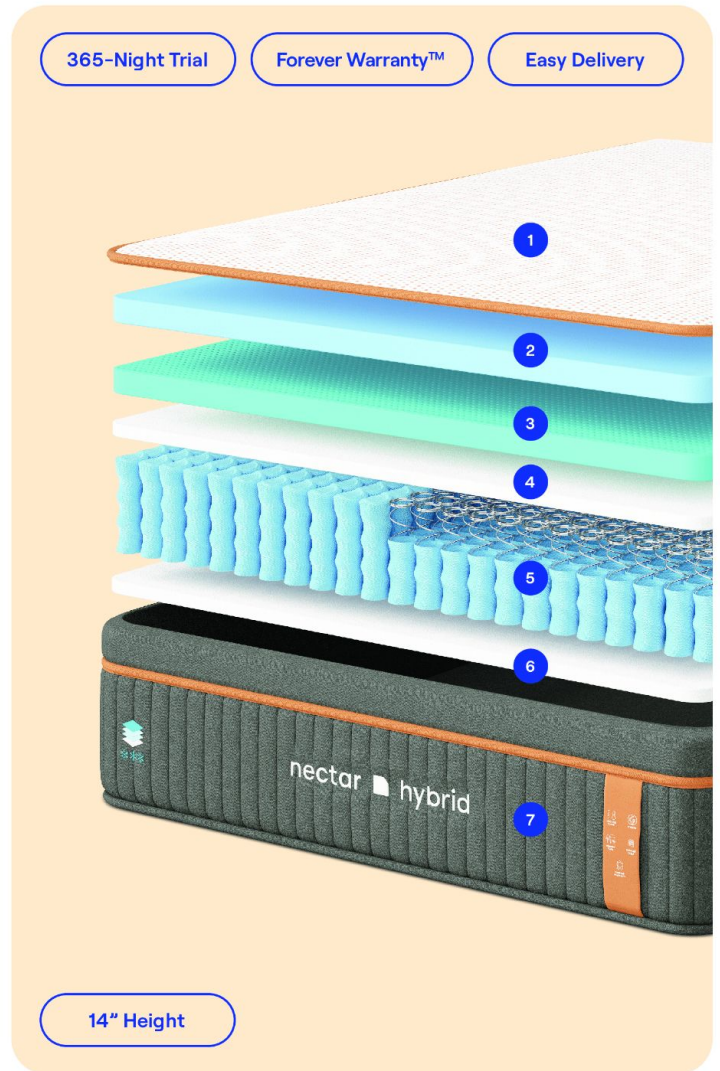
nectar  **PREMIER COPPER
HYBRID**

- 1 Quilted Cooling Cover With Copper Fibers & Microban Antimicrobial Protection**
Catch your coolest ZZZs on a dual-action cooling cover with heat-conductive copper fibers, plus an antimicrobial finish for your freshest rest.
- 2 Plush Memory Foam**
Two inches of contouring memory foam cushions pressure points, and conforms to your unique shape to give support where you need it.
- 3 ActiveLift HD Layer**
Two inches of innovative, ultra-supportive foam promote better spinal alignment.
- 4 Dynamic Transition Layer**
One inch of premium foam adds support, plus crucial bounce and rebound to transition from foam to springs.
- 5 Edge-Support Innerspring Coil Layer**
Eight inches of individually wrapped coils provide breathable edge-to-edge support.
- 6 Stability Base Layer**
A final inch of sturdy foam ensures support and stability, so the top layers perform their best.
- 7 Shift-Resistant Lower Cover With Handles**
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nectar 

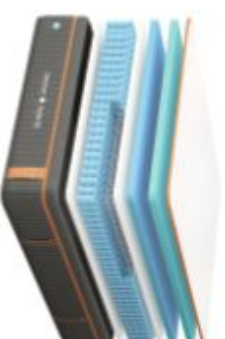
Hybrid

nectar

nectar
Premier

nectar
Premier Copper

Profile Height	12"	13"	14"
Fabric/Cover	Quilted Cooling Cover with Microban Treatment	Quilted Cooling Cover with Microban Treatment	Quilted Cooling Cover with Microban Treatment
Memory Foam	Gel Infused Memory Foam	1" Plush Memory Foam	2" Plush Memory Foam
Activelift HD Layer	N/A	2" Activelift HD Foam	2" Activelift HD Foam
Dynamic Transition Layer	1" Premium Foam	1" Premium Foam	1" Premium Foam
Springs	8" Individually Wrapped Coils with Edge Support	8" Individually Wrapped Coils with Edge Support	8" Individually Wrapped Coils with Edge Support
Base Layer	1" Base Support Foam	1" Base Support Foam	1" Base Support Foam



DreamCloud Notes:

DreamCloud



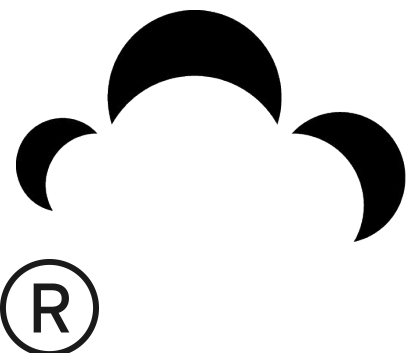
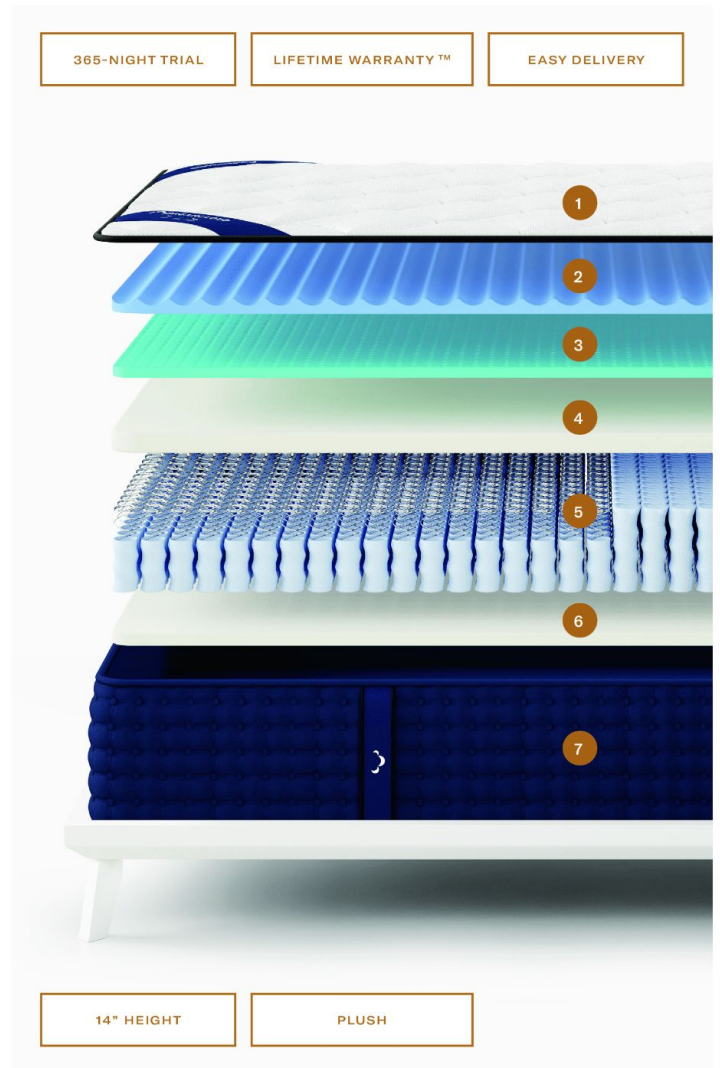
DREAMCLOUD | CLASSIC

- 1 Cashmere Blend Quilted Cover**
Climb into comfort with a buttery soft, breathable cashmere blend cover.
- 2 Countouring Soft Foam**
One and a half inches of soft foam offers support, pressure relief, and relaxation after a long day.
- 3 Gel-Infused Memory Foam**
An inch of responsive gel memory foam adapts to your unique contour to deliver cushioning where you want it most.
- 4 Dynamic Transition Layer**
Two inches of standard foam ensures that while our springs support you, you won't feel them.
- 5 Individually Wrapped Coils With Edge Support**
Eight and a half inches of innerspring steel coils promotes airflow and breathability, helps reduce motion transfer, and provides enhanced edge support.
- 6 Base Support Layer**
An inch of sturdy standard foam gives solid support for the layers on top.
- 7 Shift-Resistant Lower Cover with Handles**
Your mattress stays perfectly in place, without sagging or slipping.



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DREAMCLOUD

DreamCloud Premier



DREAMCLOUD

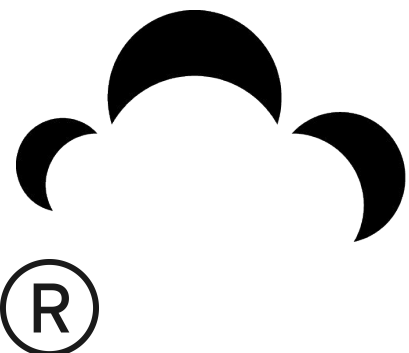
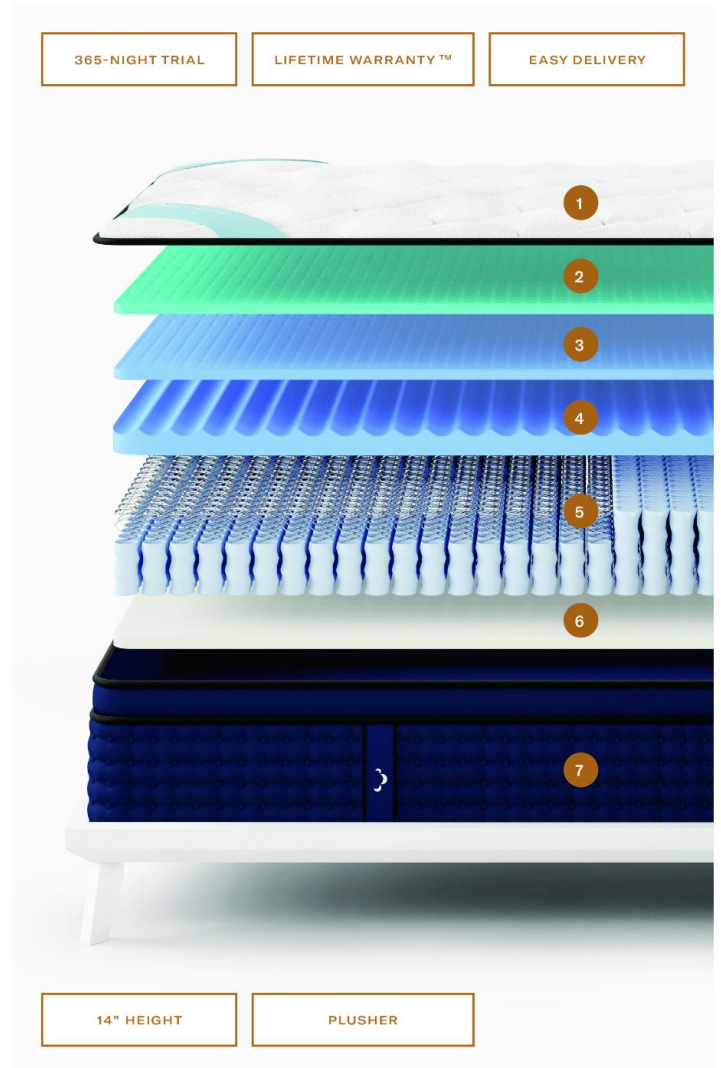
PREMIER

- 1 Cashmere Blend Quilted Cover**
Climb into comfort with a buttery soft, breathable cashmere blend cover.
- 2 Pressure-Relieving Memory Foam**
An inch of responsive memory foam quilted into the Euro Top adapts to your unique contour to deliver cushioning where you want it most.
- 3 Contouring Soft Foam**
One inch of soft foam stitched into the Euro Top offers support, pressure relief, and relaxation after a long day.
- 4 Dynamic Transition Layer**
Two and a half inches of soft foam ensures that while our springs support you, you won't feel them.
- 5 Individually Wrapped Coils With Edge Support**
Eight and a half inches of innerspring steel coils promotes airflow and breathability, helps reduce motion transfer, and provides enhanced edge support.
- 6 Base Support Layer**
An inch of sturdy standard foam gives solid support for the layers on top.
- 7 Shift-Resistant Lower Cover with Handles**
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DREAMCLOUD

DreamCloud Premier Rest



DREAMCLOUD

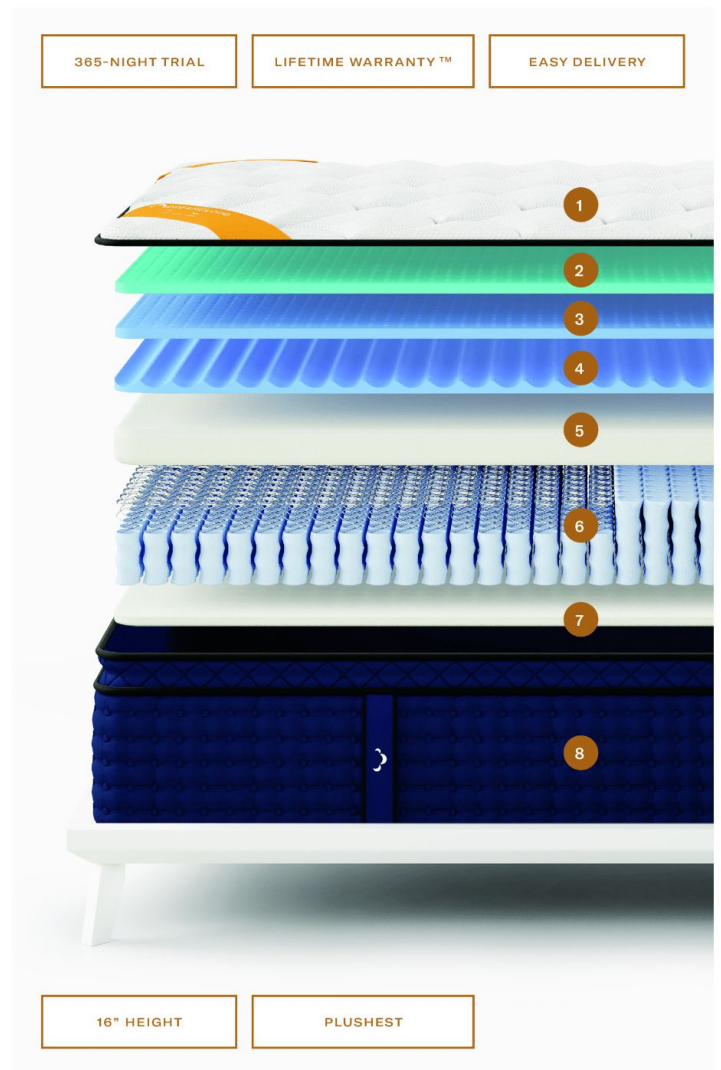
PREMIER REST

- 1 **Cashmere Blend Quilted Cover**
Climb into comfort with a buttery soft, breathable cashmere blend cover.
- 2 **Pressure-Relieving Memory Foam**
An inch of responsive memory foam quilted into the Pillow Top adapts to your unique contour to deliver cushioning where you want it most.
- 3 **Contouring Soft Foam**
One inch of soft foam stitched into the Pillow Top offers support pressure relief, and relaxation after a long day.
- 4 **Supportive Soft Foam**
Another inch of soft foam below the Pillow Top offers you supreme support and comfort.
- 5 **Dynamic Transition Layer**
Three and a half inches of standard foam ensures that while our springs support you, you won't feel them.
- 6 **Individually Wrapped Coils With Edge Support**
Eight and a half inches of innerspring steel coils promotes airflow and breathability, helps reduce motion transfer, and provides enhanced edge support.
- 7 **Base Support Layer**
An inch of sturdy standard foam gives solid support for the layers on top.
- 8 **Shift-Resistant Lower Cover with Handles**
Your mattress stays perfectly in place, without sagging or slipping.



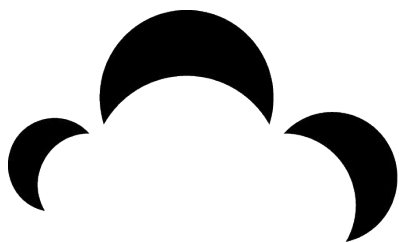
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16" HEIGHT

PLUSHEST



DREAMCLOUD



Profile Height	14"	14"	16"
Cover	Cashmere Blend Quilted Cover (Tight Top)	Luxury Blend Cashmere (Euro Top)	Luxury Blend Cashmere (Pillow Top)
Layer 1	1.5" Soft Foam	1" Memory Foam (Euro Top)	1" Memory Foam (Pillow Top)
Layer 2	1" Gel Infused Memory Foam	1 " Soft Foam (Euro Top)	1" Soft Foam (Pillow Top)
Layer 3	2" Standard Foam (Support Layer)	2.5" Soft Foam (Support and Transition)	1" Soft Conventional Foam (Comfort Layer)
Layer 4	N/A	N/A	3.5" Standard Conventional Foam
Coil Layer	8.5" Individually Wrapped Coils	8.5" Individually Wrapped Coils	8.5" Individually Wrapped Coils
Base Layer	1" Standard Foam (Base Layer)	1" Standard Foam (Base Layer)	1" Standard Foam (Base Layer)



Awara Notes:

Awara Classic

AWARA CLASSIC

- 1 Luxurious Cover with New Zealand Wool**
Naturally sourced cotton and wool. Together, they wick moisture and promote breathability.
- 2 Breathable Natural Dunlop Latex**
2" of FSC®-Certified organic Dunlop latex contours to your curves and supports pressure points and joints.
- 3 Premium Coil Support Core**
Individually wrapped 8" coils improve airflow and reduce motion transfer, even if your partner tosses and turns.
- 4 Easy Move Base with 4 Reinforced Handles**
A beautiful cotton blend cover wraps around the supportive base. The sturdy handles make any move a breeze.



No ~~X~~
Poly
Foams

No
Lead

No Formaldehydes



CHEMICAL
FREE FIRE
RETARDANT



awara



Awara Premier

AWARA PREMIER

- 1 Natural Cotton Cover**
Slip into soothing softness on our premium, breathable cotton-blend cover.
- 2 Plush Euro Top with Wool**
Quilted with natural New Zealand wool that wicks moisture, our Euro Top keeps you cool and comfortable while you sleep.
- 3 Natural Dunlop Latex**
4" of FSC®-Certified organic Dunlop latex contours to your curves and supports pressure points and joints.
- 4 Premium Coil Support Core**
Individually wrapped 8" coils improve airflow and reduce motion transfer, even if your partner tosses and turns.
- 5 Easy Move Base with 4 Reinforced Handles**
A beautiful cotton blend cover wraps around the supportive base. The sturdy handles make any move a breeze.



No
Poly
Foams



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CHEMICAL
FREE FIRE
RETARDANT



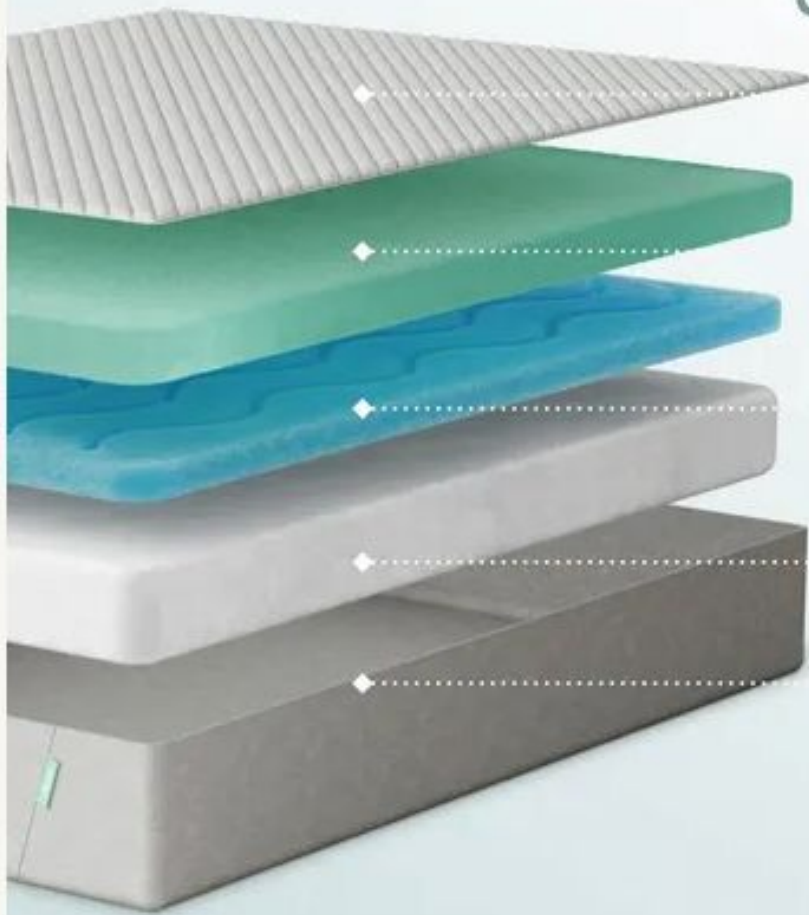
awara



Siena Notes:

Siena

5 LAYER CONSTRUCTION



- 1 Soft and comfy cover
- 2 Body adapting memory foam
- 3 Body supporting layer
- 4 Foundational foam
- 5 Shift-Resistant Lower Cover

 **Siena**

365 Night Trial Period & *Forever Warranty*TM

- 1 YEAR TRIAL PERIOD

30-NIGHT ADJUSTMENT PERIOD
FULL REFUND



- FOREVER WARRANTY

ORIGINAL PURCHASER ONLY
1.5" INDENTATION
NOT PRORATED
VOIDED BY STAINS



Other Product Offerings

Bed Frame with Headboard

Nectar's Bed Frame with Headboard has 8-inch legs and sturdy wooden slats that provide a durable foundation for your mattress, no box spring required. The button-tufted, upholstered headboard offers soft comfort and style.



1

Sturdy Support

- Durable wooden slat foundation
- Central beam adds additional stability and support

2

Classic Style

- Button-tufted upholstered headboard
- 8 inch wooden legs
- Elegant, classic style

3

Simple Set Up

- Sets up in minutes
- All materials, tools and instructions are included in the box



Trenton Metal and Wood Frame

Elevate your mattress with the industrial elegance of metal and the warmth of wood. Our metal bed frame provides perfect mattress support with no need for a box spring. Built for durability, this frame is perfect for sleepers of all sizes.



1

Sleek and Stylish

- 20th century industrial and contemporary design elements
- Upscale estetic

2

Space Saving

- Platform design allows for ample under bed storage

3

Built to Last

- Constructed with sturdy, powder coated steel and laminated veneer construction wood



Millburn Minimalist Frame

Get the industrial style bedroom of your dreams with this powder-coated steel metal bed frame. Available in classic black or white, the Nectar Millburn combines functionality and elegance in a design that adds versatility to any decor.



- | | | |
|---|------------------------|--|
| 1 | Subtle Elegance | <ul style="list-style-type: none">• Contemporary modern design with an industrial edge |
| 2 | Durable and Versatile | <ul style="list-style-type: none">• Sturdy, long lasting powder coated steel• Available in black or white |
| 3 | Easy Assembly and Care | <ul style="list-style-type: none">• Sets up in minutes with included tools and hardware• Easily clean or dust with a damp cloth |



Claremont Upholstered Foundation

This upholstered wood bed frame offers timeless style and total support with no need for a box spring. Featuring soft upholstery, a padded headboard and corners, plus mid-century modern legs, the Claremont is the perfect match for your Nectar mattress.



1

Upscale Comfort

- Padded headboard and soft, rounded corners
- High quality fabric in slate and linen colors

2

Delightful and Durable Design

- Thick, durable fabric
- Sturdy natural wood slats and mid-century modern legs

3

Family Friendly

- Soft rounded corners for little ones
- Thick, durable, pet-friendly fabric



Storage Bed

The storage bed comes with two deep, wide drawers for all your storage needs, an elegantly upholstered frame in a choice of colors made of sturdy manufactured wood. It's a classic and timeless design that's never going out of style.



1

Sturdy Support

- Naturally sourced, solid pine slat foundation
- Central beam for solid support

2

Classic Style

- Designed with classic simplicity in mind
- Clean, classic lines to fit well with any bedroom decor

3

Simple Set Up

- Sets up in minutes
- All materials, tools and instructions are included in the box



Bed Frames without Headboard

Upholstered Foundation

This mattress foundation was designed for optimum comfort and style. The 8 inch legs give a nod to mid-century design, while still being a comfortable enough height for you to slip in and out of bed comfortably. Designed to give you and your mattress unparalleled support, and the best sleep of your life. Guaranteed.



1

Sturdy Support

- Naturally sourced, solid pine construction built to last

2

Classic Style

- Clean, classic lines to fit well with any bedroom decor
- Mid-century modern look with 8" solid wood legs

3

Simple Set Up

- Sets up in minutes
- All materials, tools and instructions are included in the box



Adjustable Frame

Elevates your sleep experience to the next level with adjustable comfort. Soothing vibrations help massage away all the stress of your day at the touch of a button, Zero Gravity positions relieve pressure on your back while improving circulation and the built in USB ports provide added convenience.



1

Adjustable Support and massage

- Elevate your head and/or feet while enjoying a massage
- Zero Gravity setting provides additional pressure relief

2

Smart Technology

- Adjust at the push of a button on the app or wireless remote
- Features dual USB ports and programmable memory

3

Versatile and Brilliant

- Supports any sleep position need
- Includes anti-snore setting
- Dual Twin XL frames can sync together for king size mattresses



Platform Bed

The Bevel Wood Platform Bed is simple yet sophisticated and can work in any home. Made of solid pine and natural spruce, our platform bed frame provides premium support under any mattress for an incredible night's sleep at an affordable price. Engineered for durability that's made to last without sacrificing style, the Platform Bed comes in three colors, sure to match any decor.



1

Built to Last

- Solid pine and spruce construction and 4" spaced slats
- Wooden center support for effective weight distribution

2

Simple and Stylish

- 10" angled legs nod to mid-century modern fashion
- Supports all mattresses with no need for a box spring

3

Ease of Use

- Simple assembly, sets up in minutes
- All materials, tools and instructions are included in the box



Aurora Bed Frame

Made with natural pine wood and reinforced steel, The Nectar Aurora is super solid and built to last. You and your mattress get all the support you need, with no need for a box spring, while your bedroom gets a style upgrade. That's a win-win.



1

Natural Beauty

- Wooden finish in natural or walnut colors
- Clean, elegant lines and stylish, easy to care for finish

2

Durable Construction

- Solid pine construction
- Powder coated black steel headboard brackets are built for durability

3

Easy Set Up, Easy Clean up

- Sets up in minutes with provided tools and materials
- Cleaning is a breeze with a damp washcloth



Foldable Bed Frame

Our Foldable Metal Bed Frame offers excellent mattress support with no need for a box spring and no tools required for assembly. Made of sturdy steel with a functional design, this 14-inch metal platform bed frame can be easily folded up when it's not in use.



1

No Assembly Required

- Comes completely assembled
- Open the box, unfold and you're done

2

Easy to Store

- Designed to fold flat and hide away as needed
- Lean in a closet, garage or even under another bed in the house

3

Solid and Stable

- Sturdy steel construction for support without need of a box spring
- Solid support for any mattress



BUNDLE - Gift With Purchase



Antimicrobial Mattress Protector

- Waterproof and laminated to keep the mattress damage-free from accidents and spills.
- Antimicrobial treatment.
- Head and Foot Tags - so you always know which way is up!



Antimicrobial Sheets



- Rayon/poly blend, 250 thread-count.
- Antimicrobial treatment.
- Each sheet set includes: (1) fitted sheet, (1) flat sheet, and (2) standard-size pillowcase.
- Twin and Twin XL includes 1 pillow.
- Head and Foot Tags - so you always know which way is up!

Antimicrobial Pillows

- Cool-to-the-touch molded memory foam pillows with cooling fibers woven into the cover.
- High quality foam contours and supports your head and neck.
- Antimicrobial treatment.
- Standard 19" x 27"- King size 19" x 35"
- Twin and Twin XL includes one pillow.

