



The Camel Culture

# "One Rule" Guidelines

Limited Version | Legal Info Removed





One Rule "Do the right thing."  
10 Awesome Culture Perks

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Birthday Cards

Morale Surveys

Book Club

Camels with a Cause (CWAC)

FiSH!

Thank You Cards

Educating

Team Member Recognition

Dog Friendly

Kid Friendly

# 01 CAMEL CULTURE

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## **BIRTHDAY CARDS**

We celebrate each team member's birthday by sending them something special via USPS. Updated 10.20.16

## **MORALE SURVEYS**

We send an anonymous monthly morale survey to all team members. After the survey is collected, the results are reviewed by leadership, team member of the year, and selected peers from various departments. Updated 06.20.17

## **BETTERBOOKCLUB**

In the spirit of embracing growth, we constantly strive to foster a culture of learning. For 10 years and counting, we've been paying our team members to read! Updated 10.20.16

## **CAMELS WITH A CAUSE (CWAC)**

CWAC is a charity/fundraising/community support organization that allows team members to get involved in helping causes they believe in. Updated 10.20.16

## **FiSH!**

FiSH! is our team member led morale team. Its sole purpose is to "make the day" of team members when they need it most. Updated 10.20.16

## **THANK YOU CARDS**

Displaying appreciation throughout the organization is something we love. That's why we have the custom "Thank You" cards available for handwritten notes of appreciation. Updated 10.20.16

## **EDUCATION**

We believe in continued team member learning and development. We will pay for all approved outside training!  
Updated 10.20.16

## **TEAM MEMBER RECOGNITION**

At monthly company staff meetings, team members are recognized by their peers or managers for representing our core values and going above and beyond the normal call of duty. Team members who are recognized choose a "Thanks For Bustin' Your Hump" envelope which contains a cash bonus and lotto ticket!  
Updated 06.20.17

## **DOG FRIENDLY**

If team members' dogs occasionally need to come to the office, we welcome them!

When you bring your dog(s) to work:

- Check your dog(s) in at the front desk.
- Avoid forcing your coworkers to interact with your dog(s).

Updated 06.20.17

## **KID FRIENDLY**

If team members' kids occasionally need to come to the office, we welcome them!

When you bring your kid(s) to work:

- Check your kid(s) in at the front desk.
- Avoid forcing your coworkers to interact with your kid(s).

Updated 06.20.17





One Rule "Do the right thing."  
Seven Simple Guidelines

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- No Dress Code
- Open Door Policy
- Smoking & Substance Abuse
- Safety
- Pay
- Parking
- Building Access

# 02 THINGS TO KNOW

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## **NO DRESS CODE**

Anyone not using their best judgment or causing a distraction by their choice of attire will be addressed case-to-case.

Updated 06.20.17

## **OPEN DOOR POLICY**

To maintain close working relationships with team members and gain fast access to information, we strongly encourage an open flow of communication.

Updated 06.20.17

## **SMOKING & SUBSTANCE ABUSE**

Team members and visitors are only permitted to smoke in our one designated area behind the building.

Updated 06.20.17

## **SAFETY**

Open flames are not allowed within the building. Personal electrical devices used in an office or cubicle are allowed on a case-by-case basis. If the facilities department deems anything to be a safety hazard, they will either ask the team member to move the item or remove the item.

Updated 06.20.17

## **PAY**

**When:** Team members are paid bi-weekly on Fridays. There are 26 pay periods in a year.

**How:** We pay via direct deposit or check

**Bonuses:** We offer profit sharing, recognition rewards, AmEx gift cards for reading, and prize giveaways throughout the year. Not to mention, the team member of the year gets \$1,000!

Updated 06.20.17

## **PARKING**

We have free parking! You'll be issued a parking permit your first day. If you lose your parking permit, contact the facilities department for a replacement.

The spaces marked "Reserved" and "Visitor" are for guests, and those with pre-designated permission to park there. All other spaces are first to come, first served. Violations are issued via email to team members who are parked in the wrong spaces, not displaying the proper tag, parked incorrectly.

Updated 06.20.17

## **BUILDING ACCESS**

As a vital part of our security system, a building access card is issued to all team members on their first day.

The access card is your electronic key to enter the building and other secured areas (if applicable). Everyone is required to have an access card to enter the building. Please do not loan others your assigned access card. If your access card is lost or stolen, please immediately notify the facilities department, so access can be suspended and a replacement card can be issued.

The front desk is open Monday through Friday 8am-4pm unless specified otherwise.

Updated 06.20.17





One Rule "Do the right thing."

Three Helpful Benefits

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Insurance

Wellness

Employee Assistance Program (EAP)

**03**

**OUR**

**BENEFITS**

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# 03 OUR BENEFITS

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## INSURANCE

We are happy to offer insurance for permanent, full-time team members. Questions? Contact **Katherine Duck** at Arthur J. Gallagher & Co.  
**Phone: 615-324-1172**  
**Email: Katherine\_duck@ajg.com**

Medical, dental, and vision insurance coverage for dependents and domestic partners of all enrolled team members are also available at the expense of the team member requesting coverage. Supplemental insurance for short-term disability, accident, and additional life (term or universal) are also available to all team members and their dependents at the expense of the team member requesting coverage. Plan descriptions should be referred to for specific information and can also be found on the HR wall.

For all insurance benefits, eligibility for the coverage begins on the first of the month following the 60-day introductory period after the team member's first day of employment.  
Updated 06.20.17

## WELLNESS

Through the company's insurance plan, team members are able to use **FitnessBlue**.

This wellness perk gives you access to a network of gyms nationwide. There is a one-time \$29 enrollment fee, and membership is \$29 per month.  
Updated 11.01.16

## EMPLOYEE ASSISTANCE PROGRAM (EAP)

ComPsych, as part of our medical insurance program, provides benefits, health care, counseling, legal, and financial resources to team members.

ComPsych provides many resources, including 24-hour direct phone access to Masters'-level specialists who provide counseling resources, legal and financial support, and health care navigation (including claims review, nurse-support for diagnosis and treatment options, and preparation for medical appointments). If you have a personal or health care need, there is a good chance ComPsych can assist.

### Contact information is as follows:

**Phone: 888-628-4809**

**Online: [guidanceresources.com](http://guidanceresources.com)  
(Company Code = Gallagher)**

Updated 06.20.17





One Rule "Do the right thing."  
This Perk Though!

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# 04 SALARY ADVANCE

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# 04 SALARY ADVANCE

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## THE DETAILS

To help team members during hardship, we offer an Emergency Salary Advance. You may request a “no questions asked” advance against future wages one time per twelve-month period. Requests for an advance are made directly to [Robert Johnson](#). Email: [rjohnson@malhamleveragegroup.com](mailto:rjohnson@malhamleveragegroup.com)

### How much can you borrow interest-free?

100 percent of your current gross pay of two weeks.

### How long do you have to pay it back?

Repayments can be made in up to 10 equal installments through payroll deductions, and the deductions will begin on the first pay period following the advance.





One Rule "Do the right thing."

Perks We Share

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# 05 PROFIT SHARING

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# 05 PROFIT SHARING

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## THE DETAILS

**We provide year-end profit sharing.**

### **How It Works:**

Team members will receive one-tenth of one percent of cj's annual profit.  
The amount doubles if tenure is over 5 years and triples if tenure is over 10 years.

### **Reporting:**

A KPI posted in the War Hall shows combined net profit, as well as the projected profit share.  
This KPI is updated monthly.

### **Disclaimers:**

Must have been on the job for 6 months to participate.  
Partial first years are paid on a pro rata basis.





# 06 REFERRAL BONUS

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# 06 REFERRAL BONUS

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## THE DETAILS

**If you know (or meet) someone that you think would be a great fit at cj, please refer them! For Referral Bonus questions, contact [Greg Howell](mailto:greg@cjadvertising.com). Email: [greg@cjadvertising.com](mailto:greg@cjadvertising.com)**

All you need to do is give their contact information to the hiring manager and instruct the candidate to complete an application on our website, including the referring team member's name as the referral source. If we end up hiring them, you'll get a bonus.

10% at your referral's return of a signed 60-day offer to leave agreement.

40% at your referral's 6-month anniversary.

50% at your referral's one-year anniversary.

Bonus amounts may vary and are always posted with the open position.





One Rule "Do the right thing."  
Two Major Benefits Explained

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Family & Medical Leave Act (FMLA)  
Paid Medical Leave (PML)

# 07 FMLA & PML

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# 07 FMLA & PML

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## **FAMILY & MEDICAL LEAVE ACT (FMLA)**

The Family and Medical Leave Act (FMLA) entitles eligible team members to take unpaid, job-protected leave for specified family and medical reasons. For all FMLA questions, please reach out to **Stephanie Hawkins, SPHR**. Phone: 615-324-1145 | Email: [Stephanie\\_hawkins@ajg.com](mailto:Stephanie_hawkins@ajg.com)

### **The Details for All Team Members:**

Team Members are eligible from day one and we offer Paid Medical Leave for FMLA. Please note that UPTO does not apply to FMLA.

Team members who have been employed for at least twelve (12) consecutive months as full-time, may be absent for a period not to exceed four (4) months for adoption, pregnancy, childbirth, and nursing an infant. You may be granted up to 12 weeks of unpaid time away from work to care for yourself, your spouse, child, or parent if certified by a health care professional. You are entitled to be returned to the same, or substantially same, job upon your return to work. Your benefits under any company "group plan" will remain in force, as long as premiums are paid. Provide notice to **Stephanie Hawkins, SPHR** for leave that is foreseeable – 30 days' notice or for leave that is unforeseeable – as soon as practicable.

### **Reasons for FMLA:**

- The birth of a child or placement of a child with the team member for adoption or foster care.
- To care for a spouse, child, or parent who has a serious health condition.
- For a serious health condition where the team member is unable to perform essential job functions.
- For any qualifying need that may arise due to the fact that a spouse, child, or parent is in the military on covered active duty or call to covered active duty status.
- Under some circumstances, team members may take FMLA leave on an intermittent or reduced schedule basis.

## **PAID MEDICAL LEAVE (PML)**

This company benefit allows team members to continue to earn 100 percent of their pay while they take time away from work. For all PML questions, please reach out to **Stephanie Hawkins, SPHR**. Phone: 615-324-1145 | Email: [Stephanie\\_hawkins@ajg.com](mailto:Stephanie_hawkins@ajg.com)

### **The Details for All Team Members:**

- Starts from day one for team members
- Paid Medical Leave will accrue three weeks per year
- In order to be approved, the leave MUST qualify under FMLA
- No more than nine weeks of Paid Medical Leave will be approved in a 12-month period
- It covers 100 percent of your wages

### **Reasons for PML:**

- Address a serious health condition
- Care for a spouse, child, or parent who has a serious health condition
- The birth of a child





One Rule "Do the right thing."  
Two "How We Live" Items

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Results-Only Work Environment  
(ROWE)

Unrestricted Paid Time Off (UPTO)

# 08 ROWE & UPTO

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# 08 ROWE & UPTO

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## **RESULTS-ONLY WORK ENVIRONMENT (ROWE)**

**In a ROWE it does not matter where, or when, work is done—it only matters that the work is done on time and to an acceptable quality level.**

In our ROWE, each team member is respected by, and accountable to, their team to produce results.

## **UNRESTRICTED PAID TIME OFF (UPTO)**

**We offer Unrestricted Paid Time Off (UPTO) to allow team members flexibility in taking time off. UPTO applies to all permanent staff the first day of employment.**

UPTO means that there is no limit to the amount of PTO that a team member may take. The underlying premise of this benefit is that each team member will ensure that their work is done, all tasks and responsibilities are taken care of, and all team and client needs are met. The intention of this benefit is to give team members the opportunity to be the most productive while maintaining a healthy work/life balance.



# WHO YOU GONNA CONTACT? ABOUT...

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Insurance Benefits and Coverage  
Company Guidelines  
FMLA and Paid Medical Leave  
Referral Bonuses, Salary Advances, and Workers' Comp  
Employee Assistance Program (EAP)



# WHO YOU GONNA CONTACT? ABOUT...

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## **INSURANCE BENEFITS AND COVERAGE**

To see your current elections and/or make life event updates, log in to [gallaghermarketplace.com](http://gallaghermarketplace.com). For all other questions, contact [Katherine Duck](#) at Arthur J. Gallagher & Co. (Gallagher for short) Phone: 615-324-1172 | Email: [Katherine\\_duck@ajg.com](mailto:Katherine_duck@ajg.com)

## **COMPANY GUIDELINES**

Printed copies are on the HR wall next to this document. If you still have questions about a guideline after reviewing it, ask your manager or contact [Greg Howell](#). Email: [greg@cjadvertising.com](mailto:greg@cjadvertising.com)

## **FMLA AND PAID MEDICAL LEAVE**

Arthur J. Gallagher & Co. (Gallagher for short) has partnered with us to assist with general HR consulting. Our main point of contact is [Stephanie Hawkins, SPHR](#). For all FMLA and PML questions, please reach out to Stephanie using the contact info below. Phone: 615-324-1145 | Email: [Stephanie\\_hawkins@ajg.com](mailto:Stephanie_hawkins@ajg.com)

## **REFERRAL BONUSES, SALARY ADVANCES, AND WORKERS' COMP**

For Salary Advance requests, contact [Robert Johnson](#). Email: [rjohnson@malhamleveragegroup.com](mailto:rjohnson@malhamleveragegroup.com)

For Referral Bonus questions, contact [Greg Howell](#). For Workers' Compensation questions or claims, contact [Greg Howell](#). Email: [greg@cjadvertising.com](mailto:greg@cjadvertising.com)

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Resources for counseling, legal support, financial support, health care navigation (including help with claims, treatment options, or nurse support) is available 24/7 via our EAP.

Contact information is as follows:

Phone: 888-628-4809

Online: [guidanceresources.com](http://guidanceresources.com)

(Company Code = Gallagher)

