



The Camel Culture

"One Rule" Guidelines

Full Version | Contains Legal Info





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

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

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

02 THINGS TO KNOW

02 THINGS TO KNOW

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

Insurance

Wellness

Employee Assistance Program (EAP)

03

OUR

BENEFITS

03 OUR BENEFITS

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
(Company Code = Gallagher)**

Updated 06.20.17





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

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

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.





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

06 REFERRAL BONUS

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**. Email: 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

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

07 FMLA & PML

07 FMLA & PML

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

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

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

Results-Only Work Environment
(ROWE)

Unrestricted Paid Time Off (UPTO)

08 ROWE & UPTO

08 ROWE & UPTO

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.





One Rule "Do the right thing."

16 "Short" Legal Topics

Jury Duty

Military Duty

Consolidated Omnibus Budget
Reconciliation Act (COBRA)

Mothers

Equal Employment Opportunity
(EEO)

Employment At-Will

Arrests/Convictions

Rest & Meal

Workers' Compensation

Americans With Disabilities Act
(ADA)

Team Member Classifications

Overtime

Anti-Harassment

Anti-Retaliation

Separation

09

A LITTLE

LEGAL INFO

09

A LITTLE LEGAL INFO

JURY DUTY

Mandatory jury duty or court appearances occur from time to time. Just make sure you schedule your time out on the appropriate calendar and with your direct manager. Thank you for your service!

Updated 10.04.16

MILITARY DUTY

A military leave of absence will be granted to team members who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

Unrestricted PTO may not be used in conjunction with military leave. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions, and limitations of the applicable plans for which the team member is otherwise eligible.

Holiday benefits will continue to accrue during a military leave of absence. Team members on military leave for up to 30 days are required to return to their work responsibilities after the end of service, allowing reasonable travel time. Team members on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Team members returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Tennessee Military Leave

Team members who are members of the Tennessee Army and Air National Guard on active state duty (or) members of the Tennessee State Guard and Civil Air Patrol are entitled to take an unpaid leave of absence from their respective duties when, under competent orders, they are engaged in the performance of duty or training in the service of this state, including the performance of duties in an emergency. In such instances, team members will suffer no loss of time, pay (not specifically related to leave of absence time), regular leave or vacation, or impairment of efficiency rating for all periods of service (Ch. 803 (H. 2295), L. 2012).

Thank you for your service!

Updated 10.04.16

CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)

A change in employment classification like: resignation, termination, a reduction in a team member's hours, or a team member's divorce; that would result in loss of eligibility to participate in the health insurance plan may qualify a team member for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). For more information on this guideline contact

[Greg Howell](mailto:greg@cjadvertising.com). Email: greg@cjadvertising.com

Updated 07.12.17

MOTHER'S

We have a lactation room for nursing mothers.

The room is located at the back of the building on the second floor in room 223. All nursing mothers that would like to take advantage of the lactation room can request to use this room through Facilities. There is an "Open/Occupied" sign on the door to communicate.

Updated 07.15.16



EQUAL EMPLOYMENT OPPORTUNITY (EEO)

We do not discriminate.

It's our guideline to select the best-qualified person for each position in the organization. No team member of the company will discriminate against an applicant for employment or a fellow team member because of race, color, creed, religion, gender, pregnancy, national origin, age, disability, veteran status, sexual orientation, gender identity, genetic information, or other protected characteristics. This guideline applies to all employment practices and personnel actions, including but not limited to hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

We require immediate reporting of all perceived incidents of discrimination. If you believe that you are being discriminated against, or if you believe that your employment is being affected by such conduct directly, you should immediately discuss your concerns with **Stephanie Hawkins, SPHR**. Phone: 615-324-1145 | Email: Stephanie_hawkins@ajg.com

Updated 07.15.16

EMPLOYMENT AT-WILL

While the company strives to make the employment relationship a mutually satisfying one, we can make no assurances, either expressed or implied, concerning the duration of employment.

All team members are at-will, meaning that either the company or the team member can terminate employment at any time with or without cause or notice. In addition, it should be noted that no one has the authority to make promises or guarantees of employment that are inconsistent with our at-will guideline. Therefore, no statement or promise by a supervisor, manager, or department head may be interpreted as a change in guideline nor will it constitute an agreement made with a team member. The at-will nature of employment can only be modified through a written employment agreement signed by the Founder/President and team member.

Updated 07.14.16

ARRESTS/CONVICTIONS

Team members must disclose to **Greg Howell (greg@cjadvertising.com) any and all felony or misdemeanor arrests or convictions that occur after the date of hire.**

Failure to report any arrest or convictions is grounds for termination. While an arrest will not necessarily be grounds for employment termination, the company will determine whether the arrest and surrounding facts bear a significant relationship to the team member's suitability to continue to perform the required duties of his or her position. Similarly, while a conviction will not automatically result in termination, the company will determine the impact of such conviction on the suitability of the team member continuing to perform the required duties of his or her position.

Updated 06.20.17

REST & MEAL

Full-time, hourly and salary team members are allowed two paid 15-minute breaks per day. Part-time, hourly team members are allowed one paid 15-minute break during their shift. Team members are expected to take a minimum of a 30-minute break for lunch per day, which is an unpaid break.

Your manager has the authority and responsibility to set your work schedule and is also responsible for approving the timing and length of your lunch break. In setting your work schedule, your manager will attempt to consider your needs and preferences.

Updated 07.15.17



WORKERS' COMPENSATION

We provide a comprehensive workers' compensation insurance program at no cost to team members.

It is important that team members follow all applicable safety rules and policies—in some cases, the failure to follow such policies can limit or preclude the team member's benefits.

This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period, or immediately, if the team member is hospitalized. Team members who sustain work-related injuries or illnesses should inform their supervisor immediately no matter how minor an on-the-job injury may appear. This will enable an eligible team member to qualify for coverage as quickly as possible.

A non-emergency panel of approved physicians can be provided to you by [Greg Howell](mailto:greg@cjadvertising.com). Email: greg@cjadvertising.com

Neither we nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during a team member's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by our organizations.

Updated 06.20.17

AMERICANS WITH DISABILITIES ACT (ADA)

We will make every effort to accommodate team members with disabilities.

The Americans with Disabilities Act (ADA) prohibits discrimination against "qualified individuals." A qualified individual is an applicant or team member who can perform the essential functions of the job in question with or without reasonable accommodation.

Disability is defined as:

A physical or mental impairment that substantially limits one or more major life activities;

A record of such an impairment; or Being regarded as having such an impairment. We will reasonably accommodate qualified applicants and team members unless making the accommodation imposes an undue hardship on the company's business. We will reasonably accommodate known disabilities for team members. Therefore, team members needing accommodation should speak directly with [Greg Howell](mailto:greg@cjadvertising.com) (greg@cjadvertising.com). We expect the reasonable accommodation process to be an interactive discussion by which the company and team member search for a mutually acceptable, reasonable accommodation.

We are committed to ensuring that qualified individuals are treated in a nondiscriminatory manner during the pre-employment process and that team members with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment. We are also committed to not discriminating against any qualified team members or applicants because they are related to or associated with a person with a disability.

There will be no retaliation for making a request for a reasonable accommodation. We may ask for documentation from a healthcare provider to support a request for accommodation. Any medical documentation provided will be kept confidential. Updated 07.16.16

TEAM MEMBER CLASSIFICATIONS

For the purpose of salary administration and eligibility for overtime payments and team member benefits, we classify our team members as follows:

Full-Time: An individual who is scheduled to work a minimum of 30 hours per week on a regular basis. Full-time team members may be "hourly" or "salary" as defined below.

Part-Time: An individual who is scheduled to work less than 30 hours per week on a regular basis. Part-time team members may be "hourly" or "salary" as defined below.

Hourly: Team members who are required to be paid at least minimum wage and be paid overtime (i.e. time and one-half their regular rate of pay) for hours worked in excess of 40 hours in a workweek, in accordance with applicable state and federal law.

Salary: Team members who are not required to be paid overtime, in accordance with applicable federal and state wage and hour laws, for work performed beyond 40 hours in a workweek. Executives, managers, professional team members, outside sales representatives, computer and certain team members in administrative positions are exempt.

Updated 07.15.17



OVERTIME

Hourly staff must track their time in order to comply with the Fair Labor Standards Act.

Part-Time

All hourly part-time team members will be compensated per the following:

- Hourly, part-time team members are compensated per hours worked. Part-time status is based on the assumption that the time worked per week will be less than 30 hours.
- Hourly, part-time team members who work more than 40 hours in a given week will be compensated at one and one-half times their regular hourly rate for any hours in excess of 40.

Full-Time

All salary full-time team members will be compensated per the following:

- Salary, full-time team members will be compensated for 40 hours, regardless of whether they work or record less than 40 hours.
- Salary, full-time team members who work more than 40 hours in a given week will be compensated at one and one-half times their regular hourly rate for any hours in excess of 40.

Accurately recording time worked is the responsibility of every hourly team member. Federal and state laws require us to keep an accurate record of time worked in order to calculate team member pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Hourly team members should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period, in the payroll system.

Overtime work must always be approved before it is performed. Hourly team members must never work "off-the-clock."

Overtime:

We will comply with requirements of the Fair Labor Standards Act. An hourly team member, as defined in that Act, will be paid overtime at one and one-half times their regular hourly rate for hours worked over 40. The standard workweek is 40 hours (Monday, 12:01 a.m. to Sunday, 12:00 midnight). A salary as defined by the Fair Labor Standards Act is not entitled to overtime pay.

Overtime pay is based on actual hours worked. Time off on PTO or any leave of absence will not be considered hours worked for purposes of calculating overtime. Overtime must be reported for the day and week in which the time was worked and will not be carried from one week or pay period to another for any reason. Compensatory time will not be given to hourly team members in lieu of overtime pay.

Managers must authorize/approve overtime hours prior to the work being performed by hourly employees. Team members who fail to obtain such authorization may be subject to discipline.



ANTI-HARASSMENT

We are committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment.

We do not tolerate any form of harassment. Each person in the organization is responsible for fostering mutual respect, for being familiar with this guideline, and for refraining from conduct that violates this guideline.

Actions, words, jokes, or comments that are derogatory, unwelcome, offensive, or inappropriate based on an individual's sex, race, disability, ethnicity, age, religion, veteran status (past, present, or future service in the Uniformed Services of the United States), or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of team member misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Other sexually harassing conduct in the workplace, whether physical or verbal, committed by team members, supervisors, managers, officers, or non-team members is prohibited. This includes, for example, offensive sexual flirtation, advances, propositions, abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, and the display in the workplace of sexually suggestive objects or pictures.

This applies to all team members. Harassment will also not be tolerated by or toward contractors, applicants for employment, customers, or vendors. This policy also applies whenever a team member is representing the company. This includes regular work hours, company sponsored trips, training, conferences, social events, and meetings.

We expect team members to promptly report all perceived incidents of harassment. If you believe that you are being harassed, or if you believe that your employment is being affected by such conduct, you should immediately discuss your concerns with [Stephanie Hawkins, SPHR](#). Phone: 615-324-1145 | Email: Stephanie_hawkins@ajg.com. Should team members know of an incident of any form of harassment, they are not only encouraged but expected to promptly bring the incident to the attention of their direct manager.

Managers are expected to have a high level of consciousness regarding the company's policy and must promptly advise HR of any potential incidents of harassment or discrimination. Specifically, with respect to sexual harassment conduct, no supervisor, manager, or officer shall threaten or insinuate either explicitly or implicitly that any individual's submission to or rejection of sexual advances will in any way influence any personnel decisions regarding that person's employment, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment.

Complaints of harassment will be investigated as confidentially and timely as possible with the cooperation of all parties. Where we find this policy has been violated, appropriate corrective action will be taken. Conversely, if a team member intentionally files a false report of harassment, it will be considered a violation of this policy and will be subject to corrective action. There will be no retaliation for complaints of harassment made in good faith under this policy. Anyone engaging in any form of harassment or retaliation will be subject to disciplinary action up to and including termination of employment.

ANTI-RETALIATION

We specifically prohibit retaliation against any individual engaged in a protected activity.

Protected activities include, but are not limited to, making an honestly believed complaint of sexual or other forms of harassment; participating as a witness or otherwise in a harassment investigation; or requesting accommodations based on religion or disability. Thus, team members can raise concerns, make reports, request accommodations, and participate in investigations without fear of retaliation.

Retaliatory conduct is seen as adverse action that could dissuade a reasonable worker from making or supporting a charge of discrimination (or harassment) and includes actions such as termination, demotion, refusal to promote, threats, unjustified negative evaluations, unjustified negative references, or increased surveillance. Retaliation will not be tolerated and will be cause for discipline up to and including termination.

If you believe that you are being retaliated against, or if you believe that your employment is being affected by such conduct, you should immediately discuss your concerns with [Stephanie Hawkins, SPHR](#). Phone: 615-324-1145 | Email: Stephanie_hawkins@ajg.com.



SEPARATION

Terminations are to be treated in a professional manner by all concerned.

Management should seek to ensure thorough and evenhanded termination procedures, consistent with business needs. This guideline and its administration will be implemented in accordance with our equal opportunity statement. Either the team member or employer can terminate the employment relationship with us at any time, for any reason. We subscribe to the guideline of at-will employment. Continued employment with us is the sole and exclusive option of management.

Employment with us is normally terminated through one of the following actions:

Resignation—Voluntary termination by the Team member. **Job Abandonment**—Team member is absent for two consecutive business days either without advance permission or proper notification. Give notice to your direct manager or HR.

Involuntary—Termination by the company for any reason at any time, with or without cause.

Resignation

A team member desiring to terminate employment, regardless of team member classification, is requested to give as much notice as possible. A notice of two weeks, or 10 working days, is generally considered to be sufficient notice time to find a replacement.

Management has the right, where business needs require, to release the team member without the notice period. Should a team member resign and there is any conflict of interest, or if the team member refuses to reveal the circumstances of his or her resignation and the future employer, management may require the team member to leave the company immediately rather than work during the notice period. This is not to be construed as a reflection upon the team member's integrity but is an action in the best interest of the company.

We will conduct an exit interview with the team member in voluntary resignation situations, collecting pertinent information about a team member's experience working with us.

Job Abandonment

If you are absent from work for more than two consecutive business days without either obtaining permission in advance from the company or notifying the company of the reason for your absence, you may be considered to have voluntarily resigned your employment with the company.

Involuntary

A team member may be dismissed at any time for any reason, with or without cause, at the sole and absolute discretion of management. In the case of dismissal, the company may, at its sole discretion, give some notice of its intent to dismiss a team member, but the company is not required to give any such notice.

There is no payment of PTO since team members do not accrue PTO.

Any and all guidelines, the companies maintain, can be changed at anytime.



WHO YOU GONNA CONTACT? ABOUT...

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...

INSURANCE BENEFITS AND COVERAGE

To see your current elections and/or make life event updates, log in to 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

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

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

REFERRAL BONUSES, SALARY ADVANCES, AND WORKERS' COMP

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

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

(Company Code = Gallagher)

