



Teammate FAQ Resource

What will happen to my position?

Every teammate and position are crucial to Target's success. You are valued and appreciated for all you continue to do to make us better. Your current position will remain the same, as each of you are important to our growth plans and creating the customer experience. Our goal is for you to experience only changes that benefit you!

As a teammate, what does it mean to now be a part of Northwest?

Our goal with joining Northwest is to not only serve our customers better but also offer you greater benefits and opportunities. Northwest believes that our teammates are Family! We want to ensure that you have the support, growth opportunities, and overall security that you deserve. You'll start seeing more overall resource support including – training, marketing, equipment, and more!

We also believe in celebrating the extraordinary experiences for our customers. Our vision is "To be an Extraordinary Company Creating Extraordinary Experiences". We are grateful that you'll be a part of this experience and live by the Northwest Way, putting the customer first, doing what is right, being humble, and moving forward.

Will my day-to-day duties change?

Your job function is crucial to our success. You will continue to operate the Target Way.

Should I answer the phone differently now?

You will continue to answer the phone the Target Way.

Who do I say I work for?

You are part of the Target Family.

Will my uniform and truck change?

You'll continue to wear your Target uniform and drive your truck.

Will my route change?

Your route may grow to meet growing customer demand!

Are we changing from the ServSuite system?

We will continue to utilize ServSuite.

Who will I report to?

Our teams will remain the same. You will continue to report to your current Manager.



Benefits

Will my benefits change?

Joining the Northwest Family allows your overall benefits to grow. Visit [this link](#) to learn more about benefits available to you moving forward. You'll see more available PTO, additional 401K options, health insurance, and more. The goal is to better support you and your family throughout your Target career.

What happens to my 401K?

Our goal is to offer you a more competitive, comprehensive benefits program. We will offer a higher matching percentage in your 401K, up to 4.5% when you contribute 6%, two different kinds of accounts, and offer a stock purchase program. Learn more [here](#).

If you have questions on our 401K program, please reach out to HRTeam@callnorthwest.com

Will my vacation and/or sick time remain the same?

You should see more available PTO time going forward. Visit [this link](#) for more information.

Hours/Days Now Available	
Year 1	80 Hours (10 days)
Years 2 - 4	120 Hours (15 days)
Years 5 - 9	160 Hours (20 days)
Years 10 - 14	200 Hours (25 days)
Years 15 - 19	224 Hours (28 days)
Years 20+	240 Hours (30 days)



Compensation

Why am I now being paid semi-monthly?

Our pay structure will change to semi-monthly to work within our new system. This will not affect the amount you are paid, only when you receive your paycheck.

Will I still see Target Pest Control on my paycheck?

Target Pest Control will officially be part of the Northwest Family and payroll beginning April 1. To prevent any paycheck hiccups in April and honor you throughout your transition to semi-monthly pay, Northwest payroll will send paychecks under Target Pest Control through the April 16th pay period. Please know that Northwest was intentional in honoring you when making these decisions. You will begin to see Northwest Exterminating on your pay statements starting on the April 30th paycheck.

What should I keep in mind about the semi-monthly pay structure?

Please keep the pay dates below in mind. While your pay will remain the same, we understand going from weekly to semi-monthly paychecks is an adjustment. You may want to adjust your automatic bill payments because of this update.

Will I still be paid in full during this shift to semi-monthly pay?

Yes. In fact, in an effort to better honor you throughout this transition, you'll notice an additional paycheck for your hours worked between 4/1/21-4/15/21. Because of the pay structure change, you **will not** see a paycheck the week of 4/23/21. You will see the pay for weeks 4/16 and 4/23 in your 5/14/21 paycheck with the semi-monthly pay structure.

Why will I not see a paycheck on 4/23/21?

You will see your normal weekly paycheck up until 4/16/21. We will then shift to the semi-monthly structure, with you seeing your first semi-monthly paycheck on 4/30/21, for hours worked 4/1-4/15/21 (You will receive two paychecks for this time period to better honor you in the transition to semi-monthly pay). Please know that you will be paid for all hours worked. See the pay structure table below for more information.

See the semi-monthly pay structure on next page.

Pay Structure Going Forward

Pay Period	Pay Date
03/26/21 - 03/31/21	04/02/21
<i>To better honor you in the transition to semi-monthly, your Northwest Exterminating paycheck will say Target Pest Control through April 16th.</i>	
04/01/21 - 04/01/21	04/02/21
04/02/21 - 04/08/21	04/09/21
04/09/21 - 04/15/21	04/16/21
04/23/2021 No Paycheck Issued (Pay seen on 5/14 check)	
04/01/21 - 04/15/21	04/30/21
04/16/21 - 04/30/21	05/14/21
05/01/21 - 05/15/21	05/31/21
05/16/21 - 05/31/21	06/15/21
06/01/21 - 06/15/21	06/30/21
06/16/21 - 06/30/21	07/15/21
07/01/21 - 07/15/21	07/30/21
07/16/21 - 07/31/21	08/13/21
08/01/21 - 08/15/21	08/31/21
08/16/21 - 08/31/21	09/15/21
09/01/21 - 09/15/21	09/30/21
09/16/21 - 09/30/21	10/15/21
10/01/21 - 10/15/21	10/29/21
10/16/21 - 10/31/21	11/15/21
11/01/21 - 11/15/21	11/30/21
11/16/21 - 11/30/21	12/15/21
12/01/21 - 12/15/21	12/31/21