

## TEAMMATE RESOURCE & FAQ

Welcome to the Northwest Family! Growing to offer you better job stability, benefits, and career opportunities is what it's always been about. We are excited for the growth you and our team will continue to have moving forward with Northwest as a partner, the opportunities to serve and honor more customers and enhance your career even further.

Please reach out to your manager if your question is not answered below.

### MY ROLE

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#### **What will happen to my position?**

Every teammate and position are crucial to our 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.

#### **Is my manager staying?**

Yes! Every teammate is crucial to our overall success, both now and in the future.

#### **Who do I say I work for?**

Northwest. You are part of the Northwest Exterminating Family!

#### **Will my day-to-day duties change?**

Your job functions are a crucial part to our success. You will continue to operate in the way that delivers extraordinary to our customers, team, and community.

#### **How is my tenure with Atlanta Environmental treated?**

Your tenure with Atlanta Environmental carries over to Northwest Exterminating.

#### **Will my uniforms/truck change?**

We will have the opportunity to update our uniforms and trucks to Northwest Exterminating.

#### **Is Northwest Exterminating going to be on our truck or uniforms?**

Yes. As we join the Northwest Family, you will begin to see the Mouse and Northwest Exterminating logo on our uniforms, trucks, contracts, and more.



**Will my route change?**

You've helped grow and develop your route. Your route may grow to meet growing customer demand. Northwest hopes to make your route tighter for better work/life balance and as we begin to support both Atlanta Environmental and Northwest customers.

**Should I answer the phone differently now?**

As we slowly transition to Northwest name and brand, we will answer as Northwest. For now, you will continue to answer as Atlanta Environmental. More information will follow!

**BENEFITS – Open Enrollment: June 1st - July 15th**

**How does the Northwest/Rollins 401K Plan work?**

With the Northwest/Rollins 401K Plan, we will now have employer match! Northwest/Rollins matches up to the first 6% contributed. For the first 3% contributed, you will see a 100% match, and a 50% match on the 4-6% contributed. For example, if you contribute 6%, we will match 4.5% overall! Visit this [link](#) for more information on the 401K plan.

**When can I enroll in the Northwest/Rollins Insurance Plans and Benefits?**

Open enrollment begins today, and you'll have until Friday, July 15th to enroll. Your new benefits will start August 1st if you choose to enroll. Visit this [link](#) to learn more about the benefits

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

Starting June 1st, you will move to a Paid Time Off (PTO) structure so that you can use your time as you need, when you need. The PTO structure allows you more flexibility on how you use your time throughout the year. 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)



## Payroll

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### Where will my paycheck come from?

The Atlanta Environmental Services team will officially be part of the Northwest family on 06/01/2022. To prevent any hiccups your June 1st paycheck as well as a transition paycheck on June 15th will come from Atlanta Environmental Services. Starting June 24th, your paychecks will begin coming from Northwest Exterminating.

### What days will I get paid?

End of June, we will move to Northwest's pay schedule. Northwest team members get paid on the 10<sup>th</sup> and 25<sup>th</sup> of each month. Northwest pays team members one pay period in arrears. In other words, pay received on the 10<sup>th</sup> of the month is for work performed from the 16<sup>th</sup> through the end of the previous month. Pay received on the 25<sup>th</sup> of the month is for work performed the 1<sup>st</sup> through the 15<sup>th</sup> of the current month. Northwest pay weeks will be from Sunday through Saturday.

**\*\*Please note anytime a pay date falls on a Saturday or Sunday we will be paid the Friday before.**

**\*\*Please see the pay structure grid below for reference going forward.**

### Pay Structure Going Forward

Pay Period	Pay Date
05/13/22 – 05/30/22	06/01/2022
05/31/22 – 05/31/22	06/10/2022
<i>To better honor you in the transition, your Northwest Exterminating paycheck will say Atlanta Environmental Services until June 24th.</i>	
<b>7 Days Extra Pay +\$200</b>	06/10/2022
06/01/22 – 06/15/22	06/24/2022
06/16/22 – 06/30/22	07/08/2022
07/01/22 - 07/15/22	07/25/2022
07/16/22 - 07/31/22	08/10/2022
08/01/22 - 08/15/22	08/25/2022
08/16/22 - 08/30/22	09/09/2022
09/01/21 – 09/15/22	09/23/2022
09/16/22 - 09/31/22	10/07/2022
10/01/22 - 10/15/22	10/25/2022
10/16/22 - 10/31/22	11/10/2022
11/01/22 - 11/15/22	11/25/2022
11/16/22 - 11/30/22	12/09/2022
12/01/22 - 12/15/22	12/23/2022



## **CUSTOMERS**

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### **Will my customers know about Atlanta Environmental merging with Northwest Exterminating?**

Yes. Customers will be notified in multiple ways – emails, statements, letters, etc. – to keep them in the know on this update and the benefits this will bring to them and their account. All teammates will know ahead of customer communication. More information on this will follow.

## **NORTHWEST EXTERMINATING**

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### **Who is Northwest Exterminating?**

Northwest Exterminating is a family-operated company founded in Northwest Georgia by the Phillips' Family in 1951. They've grown in the Southeast as the Green Services leader through their focus on teammate and customer experience. They provide residential and commercial pest, termite, mosquito, lawn care, wildlife, crawlspace, attic, and other services across 6 states. They're vision is to be 'An Extraordinary Company Creating Extraordinary Experiences' while actively working towards their mission of 'Creating Healthier Living and Working Environments for Homes and Businesses.'

### **Who are the Phillips?**

L.A. and Emma Lene Phillips initially founded Northwest in 1951. Today, Northwest Exterminating is family-operated by their grandsons, Stanford and Stephen Phillips, Co-Presidents of Northwest.

### **What is the Northwest Way?**

Customers First, Do What is Right, Be Extraordinary, Be Humble, and Move Forward. It's something you'll hear referenced by almost every Northwest teammate and the values we try to live and work by daily.