

## 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.



Scan here for more information:  
password: *northwestfamily*

### **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. 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.

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

Customer will know you work for Definitive, and you are part of the Northwest Exterminating family. As we transition to Northwest, more information and updates will be shared with you about this change and the communication to customers.

#### **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 Definitive Pest Control treated?**

Your tenure with Definitive carries over to Northwest Exterminating.

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

We will have the opportunity to update our uniforms and trucks to Northwest Exterminating. More information will come!

#### **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. More information will come!



### **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 Definitive and Northwest customers.

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

For now, you will continue to answer as Definitive. Any changes will be communicated well in advance!

## **Benefits: Open Enrollment (10/20/2025 – 12/04/2025)**

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

With the Northwest/Rollins 401(k) Plan, you can now benefit from an employer match! The company matches up to 6% of your contributions: you'll receive a 100% match (\$1 for \$1) on the first 3%, and a 50% match (\$0.50 for \$1) on contributions from 4% to 6%. To maximize your company match, contribute at least 6% of your pay! Visit this [LINK](#) for more information on the 401K plan. (*Link password: northwestfamily*)

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

Open enrollment begins today and will run until 12/04/2025. If you choose to enroll your new benefits will start **01/01/2026**, if you choose to enroll. Visit this [LINK](#) to learn more about the benefits. (*Link password: northwestfamily*)

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

For the remainder of 2025 (October through December), each team member will receive 3 days (24 hours) of PTO provided by Northwest. This time can be used as needed through the end of the year.

Beginning January 1, 2026, full-time team members will transition to the Northwest Paid Time Off (PTO) structure. The structure provides flexibility, allowing you to use your time off for vacation, personal days, or sick leave, whichever best meets your needs throughout the year. For more information, please visit this [LINK](#). (Password: *northwestfamily*).

### **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 Definitive Pest Control team will officially be part of the Northwest family on 10/20/2025. Below is a compensation transition overview for the rest of 2025.

### What days will I get paid?

Starting 10/20/2025 you will move to Northwest's pay schedule. Northwest team members are paid on the 10<sup>th</sup> and 25<sup>th</sup> of each month, with pay received one pay period in arrears. Specifically, pay received on the 10th covers work performed from the 16th through the end of the previous month, while pay received on the 25th covers work from the 1st through the 15th of the current month. Northwest's pay weeks run 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.***

### Compensation Transition Overview

Pay Period	Pay Date
<b>Paid by Definitive Pest Control</b>	
10/01/25 - 10/19/25	10/20/2025
<b>Paid by Northwest Exterminating</b>	
10/20/25 - 10/31/25	11/10/2025
11/01/25 - 11/15/25	11/25/2025
11/16/25 - 11/30/25	12/10/2025
12/01/25 - 12/15/25	12/24/2025



**DEFINITIVE**  
PEST CONTROL

## **CUSTOMERS**

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### **Will my customers know about Definitive Pest Control 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, wildlife, crawlspace, attic, and other services across 6 states. Their 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. Their son, Steve Phillips, led Northwest Exterminating until 2017. Today, Northwest Exterminating is led by Co-Presidents Stephen Phillips and Jeff Dunn.

### **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.

### **Who is Rollins, Inc.?**

Rollins is Northwest's parent company. You will occasionally see information, communication, and items with Rollins on them, including our benefits guide. Working with Rollins, Inc. allows Northwest to offer even more to our teammates. We operate fully as Northwest Exterminating.

### **Teammates You Met Today**

**David Cogan**, Regional Manager – 305.613.8562, [dcogan@callnorthwest.com](mailto:dcogan@callnorthwest.com)

**Jen Stone**, VP of Human Resources – 770.231.2279, [jstone@callnorthwest.com](mailto:jstone@callnorthwest.com)