

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:

MY ROLE

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 the Northwest Family 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?

Volunteer Rid-A-Pest! We will continue to operate as you always have – delivering extraordinary services and care to the customers in your communities as Volunteer Rid-A-Pest.

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 Volunteer Rid-A-Pest treated?

Your tenure with Volunteer Rid-A-Pest carries over to Northwest Exterminating.

Will my uniforms/truck change?

No! Your uniforms, office, truck, and other operations items will remain as they are.

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

No! We plan to continue operating as Volunteer Rid-A-Pest for our customers. All branding will remain the same. Should anything change, you'll be the first to know and there will be a plan in place.



Will my route change?

You've helped grow and develop your route. Your route may grow to meet growing customer demand. Our hope is to make your route tighter for better work/life balance and to continue to grow it!

Should I answer the phone differently now?

You will continue to answer as Volunteer Rid-A-Pest.

Benefits: Open Enrollment (12/08/2025 – 01/21/2026)

How does the Northwest/Rollins 401K Plan work?

With the Northwest/Rollins 401K Plan, you 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. (Link password: northwestfamily)

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

Open enrollment begins today and will run until 01/21/2026. If you choose to enroll your new benefits will start **02/1/2026**, 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?

Starting 01/01/2026, full-time team members will transition to the Northwest Paid Time Off (PTO) structure, giving you the flexibility to use your time as needed. This new structure allows greater flexibility in how you manage your time throughout the year. PTO hours will be prorated for this year, but starting next year, you will receive the full amount of PTO based on the chart below. Visit this [LINK](#) for more information. (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

Where will my paycheck come from?

The Volunteer Rid-A-Pest team will officially be part of the Northwest family on 12/08/2025. Your 12/19/2025 paycheck will come from Volunteer Rid-A-Pest. Starting 01/09/2026, your paychecks will begin coming from Northwest Exterminating.

What days will I get paid?

On 01/01/2026, you will move to Northwest's pay schedule. Northwest team members get paid on the 10th and 25th of each month. Northwest pays team members one pay period in arrears. In other words, pay received on the 10th of the month is for work performed from the 16th through the end of the previous month. Pay received on the 25th of the month is for work performed from the 1st through the 15th of the current month. Northwest work week is 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
Paid by Volunteer Rid-A-Pest	
12/01/2025 -12/14/2025	12/19/2025
Paid by Northwest Exterminating	
*12/15/2025 – 12/31/2025	01/09/2026
01/01/2026 – 01/15/2026	01/23/2026
01/16/2026 – 01/31/2026	02/10/2026
02/01/2026 – 02/15/2026	02/25/2026
02/16/2026 – 02/28/2026	03/10/2026

*12/15 will be paid on 01/09/2026



CUSTOMERS

Will my customers know about Volunteer Rid-A-Pest merging with Northwest Exterminating?

At this time, customers will not be notified! Our goal is to continue to serve Volunteer customers as we always have – with the same extraordinary people, services, care, and name/brand. There are no changes planned to the company’s name, and we plan to operate business as usual. If anything changes, you’ll be the first to know.

ABOUT NORTHWEST EXTERMINATING

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. 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. 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

Blake Harston, Regional Manager – 404.569.5035, bharston@callnorthwest.com

Shampagne Tucker, Human Resource Manager – stucker@callnorthwest.com

Jen Stone, VP of Human Resources – jstone@callnorthwest.com