



TEAMMATE RESOURCE & FAQ

Welcome to the McCall 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 McCall 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

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 McCall?

Our goal with joining McCall is to not only serve our customers better but also offer you greater benefits and opportunities. McCall 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 exceptional experiences for our customers. Our vision is "Is to be the most respected pest control company in the Southeast" which we achieve through our Focus: Customers First... Excellence in All We Do. We are grateful that you'll be a part of this experience!

Who do I say I work for?

You are now a part of the McCall Service Family! Customers will still know you work for Greenhouse. Any information and updates around this change will be relayed well in advance!

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 exceptional to our customers, team, and community.

How is my tenure with Greenhouse treated?

Your tenure with Greenhouse carries over to McCall Service.

Will my uniforms/truck change?

We will have the opportunity to update our uniforms and trucks to McCall Service.

Is McCall Service going to be on our truck or uniforms?

Yes. As we join the McCall Family, you will begin to see the McCall branding 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. McCall hopes to make your route tighter for better work/life balance and as we begin to support both Greenhouse and McCall customers.

Should I answer the phone differently now?

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

Will we keep the Orlando office?

Yes! The Orlando office will mark McCall's 6th office in Florida, and we are excited to keep this standalone location to continue to grow with you.

Benefits: Open Enrollment (5/16/2023 – 6/30/2023)

Visit your teammate resource website for more information:
www.mccallservice.com/welcome-to-the-family PW: McCallfamily

How does the McCall/Rollins 401K Plan work?

With the McCall/Rollins 401K Plan, you will now have employer match! McCall/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: McCallfamily)


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

Open enrollment begins 5/16/2023, and you'll have until 6/30/2023 to enroll. Your new benefits will start on 8/1/2023 if you choose to enroll. Visit [THIS LINK](#) to learn more about the benefits. (Link password: McCallfamily)

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

Starting 05/16/2023, full-time team members will move to the McCall 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.

	Current Policy	With McCall
Year 1	40 Hours (5 Days)	80 Hours (10 Days)
Years 2-4	80 Hours (10 Days)	120 Hours (15 Days)
Years 5-9	120 Hours (15 Days)	160 Hours (20 Days)
Years 10-14	120 Hours (15 Days)	200 Hours (25 Days)
Years 15-19	120 Hours (15 Days)	224 Hours (28 Days)
Years 20+	120 Hours (15 Days)	240 Hours (30 Days)





Payroll

Where will my paycheck come from?

The Greenhouse team will officially be part of the McCall family on May 16th. Your May 26th paycheck will come from Greenhouse. Starting May 25th, your paychecks will begin coming from McCall Service.

What days will I get paid?

On May 16th, you will move to McCall's pay schedule. McCall team members get paid on the 10th and 25th of each month. McCall 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 the 1st through the 15th of the current month. McCall 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
05/09/23 - 05/15/23	05/26/23
<p>Your expected 5/9 – 5/15 paycheck will say Greenhouse Environmental.</p> <p>To better honor you in the transition, you will see a 6 Day Bonus from McCall Service on 5/26. Your paycheck moving forward, beginning 6/9, will come from McCall Service*!</p>	
6 DAY BONUS	05/25/23
05/16/23 - 05/31/23	06/09/23
06/01/23 - 06/15/23	06/23/23
06/16/23 - 06/30/23	07/10/23
07/01/23 - 07/15/23	07/25/23
07/16/23 - 07/31/23	08/10/23
08/01/23 - 08/15/23	08/25/23
08/16/23 - 08/31/23	09/08/23

*Your McCall Service paycheck will say 'from' Northwest Exterminating when received. You can learn more about McCall's partnership with Northwest and who Northwest is [here](#).



CUSTOMERS

Will my customers know about Greenhouse merging with McCall Service?

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.

ABOUT MCCALL SERVICE

Who is McCall Service?

McCall Service is a family-operated company founded by the Cooksey family in North Florida. They've continued to grow in Florida as a strong, well-known brand to customers, providing exceptional residential and commercial services. They currently offer pest, termite, mosquito, lawn care, wildlife, crawlspace, attic, and other services. They strive to create exceptional, people-first service.

McCall joined the Northwest Exterminating Family in 2020 to further grow and continue to offer the team more. Northwest is part of the Rollins Family of Brands. Backed by Northwest, we're able to offer better benefits, resources, and growth opportunities.

Who is the Cooksey Family? Who is the Phillips Family?

Both McCall and Northwest Exterminating are family-operated! The Cooksey Family has led McCall for three family generations and is currently led by Josh Cooksey. The original Mr. Cooksey started with Lawn Care and progressed the business by adding valuable services, offering exceptional service, and bringing his three sons in to support the growth of the business.

Northwest Exterminating is also in its third generation of family leadership. L.A. and Emma Lene Phillips founded Northwest in 1951; Steve Phillips, their son, led the way for many decades following to grow company throughout the Southeast. Grandsons, Stephen and Stanford, are the current Northwest leaders, and they remain dedicated to the original vision: to be an extraordinary company creating extraordinary experiences.

What is the McCall Way?

Own It, Aspire to be Exceptional, Customers First Team Always, Do What is Right, and Future Focused. These are the tenants that each of our teammates live and work by daily to create the exceptional experience for not only our customers, but also our fellow teammates and communities.

Who is Rollins, Inc.?

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