



Dispute Resolution Policy

(Updated March 2011)

Landrum Professional and your jobsite employer hope that all employment-related disputes, claims and complaints can be resolved through Landrum Professional's Open Door Policy. This gives you, your jobsite employer, and Landrum Professional a fair chance to resolve any problems promptly and efficiently. However, if a dispute, claim, or complaint cannot be resolved informally through the Open Door Policy, Landrum Professional's Dispute Resolution Policy must be followed.

The policy requires that any employment-related dispute or claim involving either your jobsite employer or Landrum Professional not resolved through the Open Door procedure, including but not limited to claims related to harassment, discrimination and/or retaliation, must first utilize voluntary non-binding mediation through a mutually agreeable mediator. Each party has the right to be represented by counsel of their choosing at the mediation. Unless otherwise mutually agreed, all mediation shall be held in Pensacola, Florida.

If not resolved by mediation, the dispute will be resolved by binding arbitration in Escambia County, Florida (or other county mutually agreed to) by an impartial arbitrator selected in compliance with the voluntary arbitration rules of the American Arbitration Association. The arbitrator shall have the authority to award all statutory remedies.

The terms of this policy apply to all disputes or claims, including statutory or common law claims, relating to or arising out of matters pertaining to employment, including unlawful employment, discrimination, harassment and/or retaliation prohibited under state and federal civil rights laws. The policy also applies to retaliation claims under state workers' compensation and whistle-blower laws, failure to hire claims, and claims of retaliation, wrongful termination, and contract, compensation, benefits claims, and wage and hour disputes.

This policy is to be interpreted in accordance with the substantive law of the State of Florida and does not alter the at-will nature of an employee's employment. These are the exclusive procedures for resolving such disputes, other than as required by law.

I have received and read the above policy regarding resolution of employee disputes. I agree to abide by the terms of the above policy and understand that if I have any questions or need to make a complaint or report pursuant to this policy, I must contact Landrum Professional's Human Resources Department at 850-476-5100 or 800-888-0472.

Employee Name (Print): _____

Employee Signature: _____

Client Name: _____

Date: _____