

Landrum Professional's Open Door and Discrimination and Harassment Policies

Open Door Policy

We want to help you to be successful in your employment. We want you to know that our door is always open to you. If you feel you are not being treated fairly, or if you have been confronted with any type of job-related problem that prevents you from performing at your best level (including but not limited to improper treatment by supervisors or co-workers, minimum wage or overtime compensation problems, retaliation from your reporting of improper or illegal conduct, compensation issues, or any other type of problem or complaint), you are required to take advantage of the following Open Door procedure which we have developed to handle job-related complaints or problems:

1. First, discuss the problem or complaint with your immediate supervisor.
2. Second, discuss the problem with your jobsite employer's owner or general manager.
3. If you and your supervisor and jobsite employer cannot resolve the problem, you should then take the problem to Landrum Professional's Human Resources Manager at 850-476-5100 or 800-888-0472. **Landrum Professional will make every effort to help resolve the situation, but we have to be made aware of the problem to be able to assist you.**
4. Finally, if you are not satisfied with the answer you receive in the third step, please submit your problem or complaint in writing, within three days of notification of the decision at the third step, to the President of Landrum Professional, H. Britt Landrum, Jr., who will advise you of a final decision.

If you feel uncomfortable discussing a problem or complaint with your supervisor or if your supervisor is the cause of your problem or complaint, you may skip the first step and appeal directly to the owner/manager, and then to the Landrum Professional Human Resources Manager. Of course, you are always free to contact us regarding any problem that you have, even if it is personal in nature.

Discrimination & Harassment

Landrum Professional and your jobsite employer are committed to providing a work environment free of all forms of discrimination and harassment based upon race, sex, color, religion, national origin, age, disability, marital status, veteran status, or any other legally protected status. As an employee, you have an obligation to refrain from improper discrimination and harassment. With regards to sexual harassment, no one (male or female) should be subjected to unsolicited and/or unwelcome sexual overtones, comments or conduct, either verbal or physical.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, that lowers morale and that interferes with our work effectiveness. Sexual harassment may be overt or subtle. Forms of harassment include demands for sexual favors, sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions, threats, sexually suggestive objects, e-mails, pictures and suggestive or offensive gestures or touching.

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion towards a person because of their sex, color, race, religion, national origin, marital status, veteran status or age. It includes but is not limited to epithets, slurs or negative stereotyping, threatening, hostile or intimidating acts, and written or graphic material that denigrates or shows aversion towards a person.

Remember...**any incident of discrimination or harassment, sexual or otherwise, is unacceptable.** If you should find yourself subjected to conduct which may violate this policy or makes you uncomfortable in your work, here are the appropriate steps you must take:

1. **Ask the offending party to stop.**
2. **If the conduct continues, or is negatively affecting your employment, promptly report the conduct to your immediate supervisor.**
3. **If the issues are not promptly resolved to your satisfaction, or if your supervisor is one of the individuals involved, contact Landrum Professional's Human Resources Manager at:**
 - 850-476-5100 in the Pensacola area
 - 800-888-0472 outside the Pensacola area
4. **If your complaint is still not addressed to your satisfaction, or if you are, for some reason, unable to use the above complaint process, you must address your concerns in writing to the President of Landrum Professional, at 6723 Plantation Road, Pensacola, Florida 32504, giving the facts of the incident(s) and the names of the individuals involved.**

All claims will be promptly investigated, thoroughly and impartially, and corrective action will be taken where appropriate. Employees who make good faith complaints of discrimination or harassment will be protected against retaliation. You should immediately report any retaliation under the complaint procedure set forth in this policy. Confidentiality will be protected to the extent possible. Any violation of this policy may result in disciplinary action up to and including unpaid suspension and/or dismissal.

If you have any questions about this policy or how to make a complaint, contact Landrum Professional's Human Resources Manager at the telephone numbers above .

I have received Landrum Professional's Open Door and Discrimination & Harassment policies, updated February 2010. I agree to abide by the policies, including the reporting mechanism contained therein. I understand that I may contact a Landrum Professional Human Resource Manager at (850) 476-5100 or (800)888-0472 if I have any question regarding the policies.

Employee's Name (Print): _____

Client Name (Print): _____

Employee's Signature: _____

Date: _____