

Terrapin Insurance Corp.

123 Main Street
Small Town, VA 24184

To: Cosmos Street Branch Employees, Terrapin Insurance Corp.

From: Elizabeth Garri, Branch Manager

Date: 3/2/22

CC: John Terrapin, CEO

Subject: In office dress-code and remote work update

As employees of Terrapin Insurance Corp., we pride ourselves on providing efficient, friendly, and skillful service for our customers.

In accordance with these goals, I am writing to update you all on a company-wide change to the employee dress code. In the past, Terrapin Insurance Corp. has allowed employees to “dress down” on Fridays, replacing typical business casual attire with jeans and t-shirts. It has come to our attention that this policy may be negatively impacting our reputation in the community. We have had more than 100 customer complaints about “unprofessional attire” in the past year. Therefore, to enhance our company’s image as a provider of high-quality, professional insurance services, employees will be required to dress in business casual for every shift worked in-person for Terrapin Insurance Corp., including here at the Cosmos Street Branch, starting on 3/7/22.

Of course, employees are welcome to continue “dressing-down” on days they choose to work remotely, provided that their appearance on video conferences with clients remains consistent with the standards outlined in section 5 the employee handbook: “Working from home”. Starting 3/7/22, we are also raising the maximum number of shifts employees may choose to work remotely from five to eight per month. Please continue to notify your supervisor of your intent to work remotely no less than five business days before each shift.

Please feel free to reach out to our head of human resources, Jane Doe (jdoe@terrapin.co), with any questions regarding these policy changes. I appreciate your hard work and adaptability as we continue striving to serve our customers and community at the Cosmos Street Branch.