

# #RAISEYOURGAME

# Culture Eats Strategy For Breakfast



PACIFIC WORKERS' COMPENSATION  
LAW CENTER  
LAWYERS FOR INJURED WORKERS

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# Thank You For Joining Our Team



*Eric Farber, CEO & Founder*

Dear New Team Member,

Thank you for becoming part of the Pacific Workers' Compensation family. I'm grateful for each person who has joined us on this journey. When my partner, our managing attorney Bilal Kassem, and I started this company, there were just four of us. We dreamed of a future where our company could provide good jobs and benefits to our employees and world class customer service to our clients.

What our team has been able to accomplish since 2014 was beyond anything we could imagine. We've grown at a rate that earned us recognition from the Law Firm 500 and the Inc 5000 as one of the 500 fastest-growing law firms and 5,000 fastest-growing companies in the country. We have helped thousands of injured workers.

None of this would have been possible without our unique culture and company principles. This book serves as your introduction to all of the things that have made us great. We've asked you to join our team because we think you can make us even better. If you have questions about anything you read, please don't hesitate to ask. Our team is excited to welcome you, and your supervisor, your designated mentor, and all your other coworkers will always be happy to help.

Thank you once again. I'm looking forward to all of the things that you're going to accomplish here.

Sincerely,

A handwritten signature in black ink, appearing to be 'E Farber', with a long horizontal line extending to the right.

# Company Values

You're going to read and learn a lot about our company values. It might seem overwhelming -- it's something we talk and think about a lot -- but the underlying principles are simple. We're all here because we believe in a common mission -- we want to help injured workers during a difficult and painful time. It's why we all come to work every morning: we get to make a difference in people's lives.

By doing that meaningful work and doing it well, we also better our own lives. Your career is one of the main ways that you make an impact on the world over the course of your life. We want to make sure your impact is amazing. You'll have all the tools that you need to grow and learn here, both as a member of our team and as a human being.

We chose you because we believe you share our values, and that you'll help us live up to our standards and make those standards even better. That doesn't mean that we expect you to be perfect -- failure and mistakes are a crucial part of learning. However, we do have expectations.

What do we expect?

1. *Always deliver world class customer service*
2. *Always act with Empathy*
3. *Be Driven and Get More Sh.t Done!*
4. *Work is Important and Provides Meaning in Our Lives*
5. *Live in a Growth Mindset*
6. *Be Vulnerable*
7. *Foster Team and Community*
8. *Be Honest and Transparent*
9. *Set and Follow High Standards*
10. *A better me = a Better You = a Better Us*

We chose you -- and more importantly, you chose us. Let's make amazing things happen every day.

## Company Initiatives to Participate

The Pacific Workers' Compensation initiatives offer you a chance to socialize with coworkers outside of your immediate team and to play an active role in creating the kind of workplace that you want to have. They help you build new skills in leadership, event-planning, and communication. They're also a lot of fun.

Participating also allows you to interact with and learn from the existing Pacific Workers' Compensation leadership. It's a great way to show that you belong in the next wave of leaders.

The initiatives currently available to participate in are, the Event Committee, Pacific Workers' Community Foundation, Wellness Program, Book Club, and Level Up Program.

We're always open to new initiatives, so if you don't see something that you'd like to take part in, please take action and make a suggestion.



## Event Committee

Our event committee, sometimes called the PPC, if you appreciate a good reference to The Office, puts together our monthly lunches, quarterly happy hours, and major annual celebrations – the holiday party, the anniversary party, and the end of summer picnic.

Our events are a chance for the team to spend time together, celebrate the wins, and eat some great food. If you join the event committee, you'll be responsible for helping make Pacific Workers' Compensation Law Center a fun place to work.

It's also an opportunity to build your event coordination skills, manage a budget, and take ownership for an event.



# Pacific Workers' Community Foundation

Pacific Workers' Compensation Law Center believes in the importance of giving back to the community. Our charitable foundation gives you a chance to work towards this goal by planning company volunteer opportunities and participating in community outreach events such as golf tournaments and charity dinners.

Pacific Workers' Community Foundation is a proud supporter of Oakland Firefighters Local 55, Bay EMT, and Downs Memorial's Fishes and Loaves program. We donate money, as well as the time of our team members.

If you're passionate about volunteering, or if you'd like to get more involved in your community, join the Foundation.



## Wellness Program

Our Wellness Program helps members of the Pacific Workers' Compensation team take control of their physical and mental well-being. Even at a great company, work can sometimes be stressful. The goal of the Wellness Program is to manage that stress and make healthy choices.

The Wellness Program stocks the break rooms with healthy snacks and tea, organizes contests, and puts on events highlighting different aspects of wellness. Wellness events have included morning walks, presentations on diverse topics such as tea, self-care, yoga, and essential oils.

As part of the Wellness Program, you can highlight whatever aspects of well-being are the most interesting to you.



# Level Up Program

Each new member of the Pacific Workers' Compensation team is assigned an official mentor. Your mentor will help you adjust to our company, understand our values, and thrive in your new position. We understand that starting a new job can be stressful and overwhelming, and that our culture is unique. Your mentor is here to help, and will be with you right from the start. In fact, you should have already received your first email from your mentor before you even arrived here for your first day.

Your mentor is someone from your department, who's been here for over a year, holds a leadership position in the firm, and embodies our company principles. They are a resource that will be available to you and will continue checking in with you as you grow within the company and as an individual. Please don't be shy about asking your mentory any questions you might have as your training continues and you encounter new challenges.

Our goal is for you to thrive here, so that you can level up and one day be a mentor yourself.

1. What Do You Want from This Career Experience?
2. Where Do You See Yourself in a Year?
3. Where Do You See Yourself in 5 Years?
4. What Position Within the Company Do You Aspire to Have?
5. What Steps Do You Need to Take to Get there?

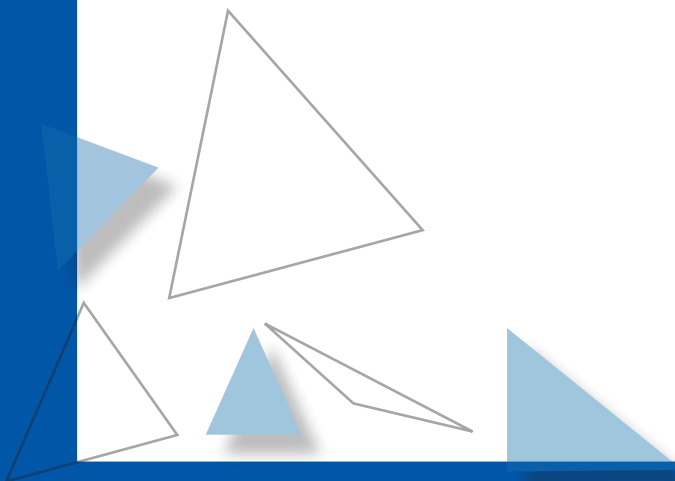
*Truth*  
*Standards*  
*Focus*  
*Empathy*  
*World Class Customer Service*  
*Fight*  
*Resourcefulness*  
*Team*  
*Give*  
*Growth*  
*Curiosity*  
*Vulnerability*

## Our Culture

At Pacific Workers' Compensation, we prioritize a culture of growth and excellence. A number of initiatives are in place to help make sure that we live up to our Company Principles and constantly improve both as individuals and as a team.



*Pacific Workers' Compensation CEO, Eric Farber, speaks on law firm culture at the 2018 Gamechangers Summit.*



## Check-In Email

The check-in email is an important tool to help you adjust to your new role and our unique company culture. For your first 30 days as a member of the Pacific Workers' Compensation team, you'll be spending the end of your day writing an email to your supervising mentor. Your New Employee Welcome Folder contains a handout with detailed instructions.

In brief, the check-in email is a great opportunity to review everything you've learned that day, get clarification on the things that confused you, and reflect. Make sure to take good notes for your email throughout the day. This exercise is a mandatory part of your training. Please treat it with the care and effort you would put into any part of your job.

A key part of the check-in email is documenting your mistakes. At Pacific Workers' Compensation, we consider mistakes a natural part of learning. You'll be learning a lot, and as such, we expect you to make mistakes and fail along the way. By discussing your failures with your supervisor, you'll be able to quickly learn how to fix whatever went wrong. You'll also be working on your communication skills and building trust. Don't ever be ashamed to share that something didn't go as planned.

We believe in growth -- #RaiseYourGame. Growth happens when you leave your comfort zone behind.

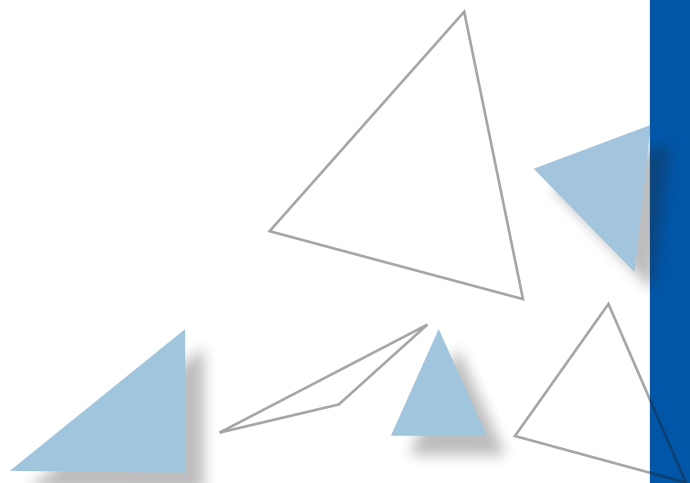
# CANI

## Continuous and Never-Ending Improvement

At Pacific Workers' Compensation, new ideas can come from anyone, whether you've been here for five years or five days. Every person's input is equally valuable. Your fresh perspective on our processes and procedures is crucial to our success. That's why we have the CANI (Continuous and Never-Ending Improvement) Form. If there is anything at the firm that you think could be done better, you fill out a CANI. Your CANI submission will be discussed at a meeting with your team, and if your team likes your idea, you'll move forward and bring the idea to the whole firm. From there, your suggestion can become an official company policy, process, or procedure.

You can fill out a CANI form any time, but you're required to submit one after your first 30 days with the firm. A copy of the CANI form and detailed instructions on how to fill it out is in your New Employee Welcome Folder. Not all CANI submissions get implemented, but plenty of them do, including CANIs submitted during a new team member's first 30 days.

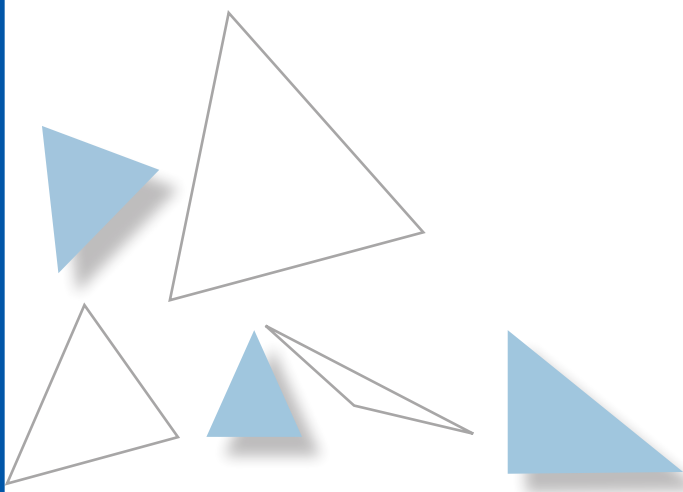
We want you to grow, thrive, and have a voice here. The CANI is an important tool for empowering all members of the Pacific Workers' Compensation team.



# Idea Log

Think of your Idea Log, also found in your New Employee Welcome Packet, as your work journal. After your first 30 days are up, and you're no longer sending out a daily email, your Idea Log is where you should jot down mistakes and problems. Our days can move very fast, and if you don't take a moment to note an issue, it might never get fixed.

Making notes in your idea journal can also help you find things to improve upon in our Processes and Procedures. The purpose of your Idea Log is to help you improve as an individual and to help us improve as a company. At Pacific Workers' Compensation, we strive to be #AlwaysBetter. The Idea Log is a valuable tool.

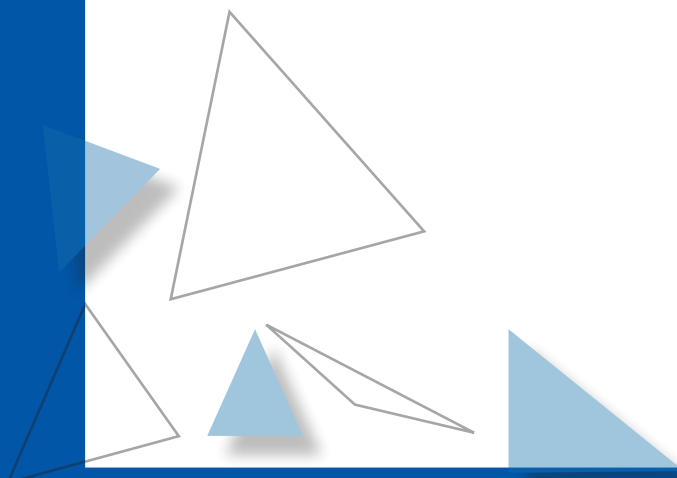


# Developmental Review

As a deliberately developmental organization (DDO), Pacific Workers' Compensation takes the growth of each individual member of our team seriously. We believe that the key to building and retaining quality talent lies in helping individuals reach their highest potential. Our goal is to have every team member master their current jobs and then move up to bigger, better things. The 6/12 month review is an important part of our process.

Your review will be a time for self-evaluation as well as evaluation by your supervisor. It will allow you to set goals, influence your direction within the company, and “work on your back-hand.” It’s important to be open and emotionally honest during this process. We’re not an organization that’s built on punishing people for their flaws and mistakes, but we do believe in learning and growing from them. Everyone fails sometimes -- you become an expert by learning to fail well.

By being vulnerable and open during the Developmental Review process, you’ll be able to get the support you need to find your next level.



## Company Events

At Pacific Workers' Compensation, we work hard, but we also have a lot of fun. Our company events, organized by the Event Committee, are a chance to reward ourselves for everything we do.

### Friday Wheel Spin



Every Friday afternoon, we take some time to celebrate the week's wins. New employees and client referrals, as well as team accomplishments, are recognized. We also share important announcements. At your first Wheel Spin, you'll have a chance to spin the wheel and introduce yourself to the entire team.

### Monthly Luncheon



Our monthly luncheons celebrate birthdays, anniversaries, and other major milestones. Each luncheon has a different theme and delicious food.

## Happy Hour



The quarterly Happy Hour is a more informal chance to socialize with coworkers and have some fun.

## Anniversary Party



Our anniversary party takes place each year in July. It's a staff-only event where we get dressed-up to celebrate our accomplishments and have a fantastic meal.

# Holiday Party



The holiday party takes place in December. Each member of our team is entitled to a plus-one. Individual members of the team are recognized with our annual awards. Expect swag bags, surprises, a secret gift exchange.

## End-of-the Summer Picnic



Our end-of-the summer picnic is a casual event. Staff members are encouraged to bring the whole family, including kids and pets. We eat tacos, play games, and enjoy the beautiful California weather together.

## Company Awards

At Pacific Workers' Compensation, your accomplishments will be recognized. While we celebrate our wins year-round, our Company Awards take place at the annual Holiday Party. It's a chance to celebrate some of the biggest wins of the year.



*Jazmin Orozco-Salcedo receives the 2018 Foxhole Award*

## Hero Award

The Hero Project is the heart of Pacific Workers' Compensation. We are built on exceptional client service, and the Hero Project rewards going above and beyond for your clients. Each month, we award the best submission for the Hero Project, and the best submission of the year receives the Hero Award.



*Team Insdorf receive the 2018 Hero Award for helping a client and his entire family avoid eviction by negotiating a year of free rent.*

## Foxhole Award

The Foxhole Award is our name for Employee of the Year. The winner of the Foxhole Award is the person who most represents Pacific Workers' Compensation's values, someone whose teammates would be able to count on them in the foxhole. We strive for each new employee to be a future Foxhole Award winner.



*2017 Foxhole Award Winner, Almarie Rodriguez*

## Most Client Referrals

Some of our company awards are based on metrics. The team that receives the Most Client Referrals throughout the year is recognized. Client referrals are the ultimate positive feedback and a sign that we are providing the exceptional service that our clients deserve. We consider it the best way to get a new case. Teams also receive cash bonuses for each individual client referral.

## Highest Average

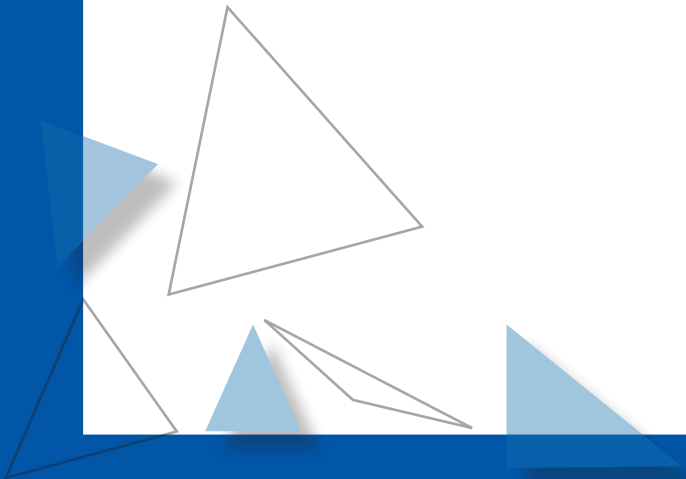
The case management team with the highest average recovery per client receives

## Most Signups

This is an award that recognizes the amazing accomplishments of our intake team. Most Signups goes to the member of the intake team who has signed the most cases over the course of the calendar year.

## Special Recognitions

Sometimes, people do amazing things that don't quite fit into any of the other categories. Special recognitions recognize those amazing things.



## What Our Clients Say



**Christel B.**

👤 0 ⭐ 1 📷 0



⭐⭐⭐⭐⭐ 15 hours ago

I can't begin to tell you how easy and positive my experience has been. From the first phone call through depositions, everything has been explained, the staff is friendly and caring.....my lawyer has been nothing short of amazing, she has good sound advice, and really seems to care about me and my needs.....I can recommend them to anyone looking for a firm to guide them through the Workman's Comp process.



**Michael T.**

👤 97 ⭐ 1 📷 0



⭐⭐⭐⭐⭐ 17 hours ago

It can be a lonely feeling, going through an injury not working, no income etc. I can say without hesitation, it's not when you have F&Co. on your side. They step up, have your back, and do whatever need be done to take care of you. They take nothing until they get you something. They care. They will fight for you. If you need legal representation? You just found it...



Rashida H.

👤 0 ⭐ 2 📷 0



Sep 5, 2018

My experience with PWC was excellent! I was injured at work and they made the process seamless. The best part was that I didn't have to deal with my employer's insurance company at all. The attorneys & assistants took care of everything which allowed me to just focus on getting better. If you're injured at work, I highly recommended retaining PWC because the insurance company's job is to spend the least money they have to & they seem to do it primarily by denying treatments your doctor says you need & basically downplaying your injury. Between PWC and the doctor they referred me to, they appealed every denial on my behalf and in the end I ended up with all the treatments my doctor requested and a fair compromise and release settlement. I don't think I would've gotten the same results on my own because I don't know the industry and what they can and can't do. The attorneys at PWC are experts on the worker's comp industry and they WILL fight to get you what you're entitled to!