



HUMAN RELATIONS OFFICE

VACELLIA CLARK
Human Relations Officer
PHONE: (217) 384-2455
vpclark@urbanaininois.us

City of Urbana
400 South Vine Street
Urbana, Illinois 61801

September 13, 2017

RWT C-U LLC. Troxell Insurance
Att: Kim Cochrane
1802 Fox Dr., Suite B
Champaign, IL 61820

**PROVISIONAL APPROVAL AND ISSUANCE OF
CERTIFICATE OF COMPLIANCE**

Dear Ms. Cochrane:

The Urbana Human Relations Commission (the "HRC") has approved your application for an Urbana EEOC Certificate of Compliance pursuant to Sec. 2-19 of the Urbana City Code.

You have been issued a CERTIFICATE OF COMPLIANCE valid for one (1) year. As such your certification will expire on **September 30, 2018**. Attached is a copy of your company's certificate of compliance.

Having completed its review of your organization's application, the HRC recommends that RWT C-U LLC. Troxell Insurance evaluate and strengthen its efforts in the following categories:

- Increased diversification of your workforce in terms of total percentage of Minority workers
- Increased diversification of your workforce in the category of African American
- Increased diversification of your workforce in the category of Women
- Increased diversification of your workforce in the category of Hispanic or Latino
- Increased diversification of your workforce in the category of Asian or Pacific Islander
- Increased diversification of your workforce in the category of American Indian/Alaskan Native

If at that time renewal, your company is not able to provide documentation of good faith efforts towards diversification of your workforce, the Commission may direct the Human Relations Office to conduct a compliance review. For your convenience, we have enclosed a copy of the Human Relations Commission's EEO Contract Compliance Policies and Procedures as well as a copy of Section 2-119 of the Urbana City Code.

RECEIVED

SEP 22 2017

TROXELL

Renewal of Certificates of Compliance

If the term of your contract with the City extends beyond the expiration date of your certification, it is your organization's responsibility to submit an updated EEO Workforce Statistics Form prior to your expiration date. Additionally, please be advised of the following:

- Please allow 4 to 8 weeks for processing of your renewal.
- It is your obligation to note the expiration date of your certification and to ensure that all documentation necessary for recertification are submitted to the City in a timely fashion; failure to do so may result in a loss of certification.
- If you fail to maintain certification status and are deemed to be non-compliant as set forth in Section 2-119 of the Urbana City Code, your organization will forfeit any monies paid by the City during the period of non-compliance.
- **In the event of a staff change, it is the responsibility of the company to make sure the City of Urbana has correct contact information i.e. name, email, address and phone number.**

The Human Relations Commission is committed to diversity in the workforce. Thank you for your commitment to meeting your EEO responsibilities and for your interest in doing business with the City of Urbana. If you have any questions or concerns, please feel free to contact me at (217) 384-2466.

Sincerely,

Vacellia Clark

Vacellia Clark
Human Relations Officer
City of Urbana

Cc: Theresa Hoffman



URBANA EEO CERTIFICATE OF CONTRACT COMPLIANCE

CONTROL NUMBER

CITY OF URBANA
Human Relations Office
400 South Vine Street
Urbana, Illinois 61801
(217) 384-2455

17-09004

LOCAL OFFICE:

RWT C-U LLC. Troxell Insurance
1802 Fox Dr., Suite B
Champaign, IL 61820

TID: 63-0362926

LOC: 001

ISSUED: 09/13/2017

EXPIRES: 09/30/2018

IS AUTHORIZED TO CONTRACT WITH THE CITY OF
URBANA HAVING SATISFIED THE REQUIREMENTS OF SEC.
2-119 OF THE URBANA CITY CODE: DISCRIMINATION IN
EMPLOYMENT BY CONTRACTORS AND VENDORS.

TYPE: One Year

PRINCIPAL OFFICE:

Troxell Insurance
214 S. Grand Ave West
Springfield, IL 62704

THIS CERTIFICATE:

IS NOT TRANSFERRABLE TO ANY OTHER PERSON.

IS NOT SUBJECT TO REBATE.

IS VOID IF ALTERED.

Daniel Larson

Chair, Human Relations Commission

Vacellia Clark

Human Relations Officer

MUST BE DISPLAYED BY CONTRACTOR/VENDOR IN LOCATION SHOWN

<p align="center"> CITY OF URBANA HUMAN RELATIONS DIVISION 400 SOUTH VINE ST. URBANA, ILLINOIS 61801 (217) 384-2455 (phone); 328-8288 (fax) hro@urbanaininois.us </p>	Office Use Only (09/15)	
	Requested by:	Date:
	Approved by:	Date:
	Certification	
	Date:	
Certificate Expiration Date:		

EQUAL EMPLOYMENT OPPORTUNITY (E.E.O.) WORKFORCE STATISTICS FORM

Please complete the sections below as instructed. Failure to properly complete this form may result in a delay or denial of eligibility to bid or do business with the City of Urbana.

Section I. Identification

1. Company Name and Address:

Name: CoraMae, Inc.

d/b/a: Insurance Risk Managers

Address: 1802 Fox Drive, Suite B

City/State/Zip: Champaign, IL 61820

Telephone Number(s) include area code: 217.239.3755

Check one of the following

Corporation	<input checked="" type="checkbox"/>	Partnership	<input type="checkbox"/>	Individual Proprietorship	<input type="checkbox"/>	Limited Liability Corp.	<input type="checkbox"/>
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FEI Number: 81-3254378	Social Security Number:
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2. Name and Address of the Company's Principal Office (answer only if not the same as above)

Name:

Address:

City/State/Zip

3. Major activity of your company (product or service): Commercial Lines Insurance/Risk Management

4. Project on which your company is bidding:

5. City of Urbana contact staff assigned to contract:

SECTION II. Policies and Practices

Description of EEO Policies and Practices		YES	NO
A.	Is it the Company's policy to recruit, hire, train, upgrade, promote and discipline persons without regard to race, color, creed, class, national origin, religion, sex, age, marital status, mental and/or physical disability, personal appearance, sexual preference, family responsibilities, matriculation, political affiliation, prior arrest, conviction record, or source of income ?	x	
B.	Has someone been assigned to develop procedures, which will assure that the EEO policy is implemented and enforced by managerial, administrative, and supervisory personnel? If so, please indicate the name and title of the official charged with this responsibility. Name: <u>Judi Sherman</u> Title: <u>Office Manager</u> Telephone: <u>217.239.3755</u> Email: <u>jsherman@irmagency.com</u>	x	
C.	Does the company have a written Equal Employment Opportunity plan or statement? Note: If no, a copy of an E.E.O statement is enclosed. You must attach an EEO Statement in order to be considered eligible to do business with the City of Urbana. Questions? (217) 384-2455 or hro@city.urbana.il.us.	x	
D.	Has the company developed a written policy statement prohibiting Sexual Harassment? You must attach a copy of your company's Sexual Harassment Policy in order to be considered eligible to do business with the City of Urbana.	x	
E.	Have all recruitment sources been notified that the company will consider all qualified applicants without regard to race, color, creed, class, national origin, religion, sex, age, marital status, mental and/or physical disability, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, prior arrest, conviction record, or source of income?	x	
F.	If advertising is used, does it specify that all qualified applicants will be considered for employment without regard to race, color, creed, class, national origin, religion, sex, age, marital status, mental and/or physical disability, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, prior arrest, conviction record, or source of income?	x	
G.	Has the contractor notified all of its sub-contractors of their obligations to comply with the Equal Opportunity requirements either in writing, by inclusion in subcontracts or purchase orders?	n/a	
H.	Is the company a state certified minority/women owned business? If yes, please attach a copy of state certification.		x
I.	Does the company have collective bargaining agreements with labor organizations?		x
J.	If you answered yes to Question "I", have the labor organizations been notified of the company's responsibility to comply with the Equal Employment Opportunity requirements in all contracts with the City of Urbana?		
K.	Does your company perform construction, rehabilitation, alteration, conversion, demolition or repair of buildings, highways or other improvements to real property? (If yes, please complete Table B.)		x
L.	Are you currently seeking to renew an existing or expired Urbana EEO certification? (If yes, you need to complete Table C.)	x	

TABLE B* - EMPLOYEES TO BE ASSIGNED TO CITY OF URBANA CONTRACT

Job Categories	TOTAL EMPLOYEES		BLACK EMPLOYEES		HISPANIC EMPLOYEES		OTHER MINORITY EMPLOYEES	
	M	F	M	F	M	F	M	F
Officials & Mgrs								
Professionals								
Technicians								
Sales Workers								
Office & Clerical								
Craft Workers (Skilled)								
Operatives (Semi-Skilled)								
Laborers (Unskilled)								
Service Workers								
TOTAL								

*Totals included in Table B should be a projection of numbers of persons to be employed in the performance of the City contract.

For Contractors: Data provided in Table B will be verified by worksite inspections.

TABLE C - WORKFORCE TURNOVER SINCE PREVIOUS EEO REPORT

Job Categories	TOTAL EMPLOYEES SEPARATED		MINORITY EMPLOYEES SEPARATED		TOTAL EMPLOYEES HIRED		MINORITY EMPLOYEES HIRED	
	M	F	M	F	M	F	M	F
Officials & Mgrs								
Professionals								
Technicians								
Sales Workers								
Office & Clerical		1						
Craft Workers (Skilled)								
Operatives (Semi-Skilled)								
Laborers (Unskilled)								
Service Workers								
TOTAL	0	1	0	0	0	0	0	0

DEFINITIONS OF TERMS LISTED ON THE WORKFORCE STATISTICS FORM

(See previous Page)

DESCRIPTION OF RACE/ETHNIC CATEGORIES

Race /ethnic designations as used by the Department do not denote scientific definitions of anthropological origins. For the purposes of this report, an employee may be included in the group to which he or she appears to belong, identifies with, or is regarded in the community as belonging. However, no person should be counted in more than *one* race/ethnic group. The race/ethnic categories for this report are:

White (Not of Hispanic origin). All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

Black or African-American (Not of Hispanic origin). All persons having origins in any of the Black racial groups of Africa.

Hispanic or Latino. All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

Asian or Pacific Islander. All persons having origins any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands and Samoa.

American Indian or Alaskan Native. All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

DESCRIPTION OF JOB CATEGORIES

Each employee should be counted in only one job category. Select the category containing the jobs most similar to that performed by the employee. The jobs listed in each category are intended to provide an example, not a complete list, of all job titles falling into that category.

Officials and managers. Occupations requiring administrative and managerial personnel who set broad policies, exercise overall responsibility for execution of these policies, and direct individual departments or special phases of firm's operations. Includes: officials, executives, middle management, plant managers, department managers, and superintendents, salaried supervisors who are members of management, purchasing agents and buyers, railroad conductors and yard masters, ship captains, mates and other officers farm operators and managers, and kindred workers.

Professionals. Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background. Includes: accountants and auditors, airplane pilots and navigators, architects, artists, chemists, designers, dietitians, editors, engineers, lawyers, librarians, mathematicians, natural scientist, registered professional nurses, personnel and labor relations specialist, physical scientist, physicians, social scientist, teachers, surveyors and kindred workers.

Technicians. Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through 2 years of post high school education, such as is offered in many technical institutes and union colleges, or through equivalent on-the-job training. Include: computer programmers, drafters, engineering aides, junior engineers, mathematical aides, licensed, practical or vocational nurses, photographers, radio operators, scientific assistants, technical illustrators, technicians (medical, dental, electronic, physical science), and kindred workers.

Sales. Occupations engaging wholly or primarily in direct selling. Includes: advertising agents and sales workers, insurance agents and brokers, real estate agents, and brokers, stock and bond sales workers, demonstrators, sales workers and sales clerks, grocery clerks, and cashiers/checkers, and kindred workers.

Office and clerical. Includes all clerical-type work regardless of level of difficulty, where the activities are predominantly non manual though some manual work not directly involved with altering or transporting the products is included. Includes: bookkeepers, collectors (bills and accounts), messengers and office helpers, office machine operators (including computer), shipping and receiving clerks, stenographers, typists and secretaries, telegraph and telephone operators, legal assistants, and kindred workers.

Craft workers (skilled). Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training. Includes: the building trades, hourly paid supervisors and lead operators who are not members of occupations, compositors and typesetters, electricians, engravers, painters (construction and maintenance), motion picture projectionists, pattern and model makers, stationary hand painters, coaters, bakers, decorating occupations, and kindred workers.

Operatives (semiskilled). Workers who operate machine or processing equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training. Includes: apprentices (auto service and stitchers, dryers, furnace workers, heaters, laundry and dry cleaning operatives, milliners, mine operatives and laborers, motor operators, oilers and greasers (except auto), painters (manufactured articles), photographic process workers, truck and tractor drivers, knitting, looping, taping and weaving machine operators, welders and flame cutters, electrical and electronic equipment assemblers, butchers and meatcutters, inspectors, testers and graders, handpackers and packagers, and kindred workers.

Laborers (unskilled). Workers in manual occupations which generally require no special training who perform elementary duties that may be learned in a few days and require the application of little or no independent judgment. Includes: garage laborers, car washers and greasers, groundskeepers and gardeners, farmworkers, stevedores, wood choppers, laborers performing lifting, digging, mixing, loading and pulling operation and kindred workers.

Service workers. Workers in both protective and nonprotective service occupations. Includes: Attendants (hospital and other institutions, professional and personal service, including nurses aides, and orderlies), barbers, charworkers and cleaners, cooks, counter and fountain workers, elevator operators, firefighters and fire protection, guards, doorkeepers, stewards, janitors, police officers and detectives, porters, waiters and waitresses, amusement and recreation facilities attendants, guides, ushers, public transportation attendants, and kindred workers.

Section 1 - Governing Principles of Employment

1-1. Welcome Statement

For those of you who are commencing employment with INSURANCE RISK MANAGERS, LLC, (INSURANCE RISK MANAGERS, LLC, or the "INSURANCE RISK MANAGERS, LLC"), on behalf of INSURANCE RISK MANAGERS, LLC, we extend a warm and sincere welcome. We hope you will enjoy your work here. We are glad to have you with us.

For those of you who have been with us, thank you for your past and continued service.

I extend to you my personal best wishes for your success and happiness here at INSURANCE RISK MANAGERS, LLC. We understand that it is our employees who provide the services that our customers rely upon, and who will grow and enable us to create new opportunities in the years to come.

1-2. Equal Employment Opportunity

INSURANCE RISK MANAGERS, LLC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. We are dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

The INSURANCE RISK MANAGERS, LLC will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let INSURANCE RISK MANAGERS, LLC owner know.

The INSURANCE RISK MANAGERS, LLC will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the INSURANCE RISK MANAGERS, LLC's operations. If you wish to request such an accommodation, please speak to the ALLASO Consultant.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of INSURANCE RISK MANAGERS, LLC' owner. Note: If your next level supervisor is the person toward whom the concern is directed, you should contact the ALLASO Consultant immediately. The INSURANCE RISK MANAGERS, LLC will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the ALLASO Consultant. Note: If your Supervisor is the person toward whom the complaint is directed, you should contact the ALLASO Consultant. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the INSURANCE RISK MANAGERS, LLC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-5. Workplace Violence

INSURANCE RISK MANAGERS, LLC is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to the INSURANCE RISK MANAGERS, LLC and personal property.

We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in INSURANCE RISK MANAGERS, LLC policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any INSURANCE RISK MANAGERS, LLC employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees are prohibited from carrying weapons onto Vendor or Client premises.

Diversity practices

INSURANCE RISK MANAGERS, LLC provides a safe environment for our employees. As an equal opportunity employer, we offer the same benefits and opportunities to associates irrespective of their gender, race, color, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion, marital status, and any other class protected by federal, state, or local law. Our equal opportunity policy extends to all aspects of the INSURANCE RISK MANAGERS, LLC's practices, including but not limited to, recruiting, hiring, firing, promoting, transferring, compensation, benefits, training, leaves of absence, and all other terms and conditions of employment.

DRAFT by ALLASO PERFORMANCE SOLUTIONS, INC