



# **NEW EMPLOYEE WELCOME PACKET**



## **Welcome!**

I am so excited you have decided to join our team.

We are confident that you will find our firm a dynamic and rewarding place to work, and we look forward to a productive and successful relationship.

We are committed to serving our clients and helping our team work to the best of their ability and utilize their skills, talents, and resources well.

Again, welcome to the Kendall Law team. We are proud to have you with us.

Eileen M. Kendall  
Owner/Founder



## Our Story

I had been practicing law for 14 years when I had met my now husband and stepson. I was working for a national firm that handled foreclosure defense for loan servicers. The partner had become overbearing on meeting billing requirements and I was unable to enjoy time off with the pressure of making sure I was hitting my hours. He was known to punish team members who did not meet requirements by taking away certain privileges. I crunched some numbers and talked to my boyfriend and confirmed that the best thing was to start my own practice.

From 2016 to 2019 I worked from my home office with some assistance from a virtual paralegal. COVID hit and business flourished. From 2018 to 2019 we experienced 42% growth. From 2019 to 2020 we saw 39% growth, but between 2020 and 2021 we saw 155% growth. We have seen over 30% growth each year since then.

I wanted to be different from other attorneys, focusing on customer service. We do just that and have trademarked *Legal Services with a Personal Touch*. We are here for our clients not just to push papers and get paid, but to help them through the stress of the legal process.

## Core Values

### » *Being Accessible*

It is easy for clients to reach us and they always know where their matter(s) stand.

### » *Taking Responsibility*

We know what is expected in our role(s) and are accountable and take pride in our results.

### » *Upholding Integrity*

We follow through with each responsibility with honesty and reliability.

### » *Remaining Proactive*

We are always two steps ahead of our clients.



## Culture

At Kendall Law, we strive to take ownership of everything we do so that we can have the freedom to prioritize the things that matter most.

- We are intensely committed to achieving the best results possible for our clients without sacrificing service, communication, and even personality. We want to maximize your strengths so that you can feel connected and committed to your work.
- Lifestyle firm—we do not live to work, we work to live and enjoy life
- First Friday lunches
- Quarterly team events (past events: paint and unwind; bowling, bbq)



## Employee Benefits

### *Paid Time Off*

The firm recognizes the importance of taking care of your wellbeing and health.

We have a generous time of policy that starts after your probation period.

If you are not feeling well, please let your supervisor know and leave the office, or stay home if you have not yet come in.

Please schedule your clients and projects, as necessary. Take time to rest, recover and visit the Dr. If necessary.

### *Holidays*

A number of dates have been designated by Kendall Law as days off with pay. All employees, regardless of status, working at least 40 hours per month are eligible for paid holidays.

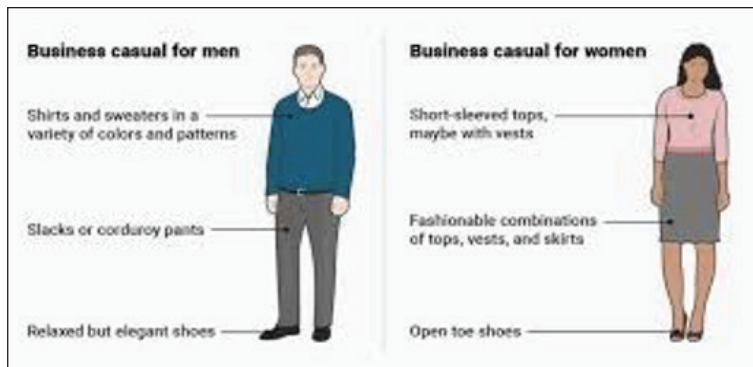
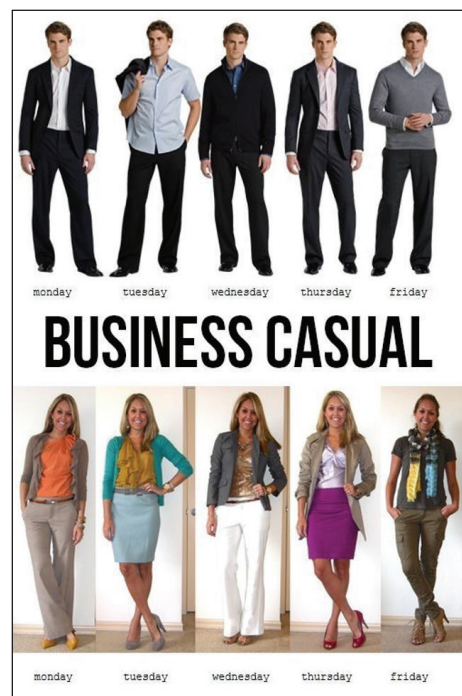
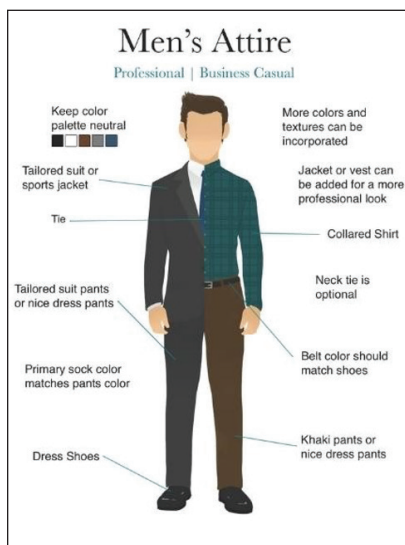
- New Years Day – January 1
- Christmas Day – December 25
- Memorial Day – Last Monday in May
- Fourth of July – July 4
- Labor Day – First Monday in September
- Thanksgiving Day and Friday after (fourth Thursday in November and day after)



## Dress Code

Kendall Law strives to provide employees with the freedom to wear what is comfortable for them while keeping a professional appearance at work. The policy gives guidance on what is appropriate for employees to wear but is not intended to be over-restrictive. Rather, it is intended to provide a guide for all employees to be productive while at work.

Kendall Law adheres to a business casual dress code. This means any clothing that is appropriate for work, and may include a nice T-shirt (without logos), jeans (without holes, tears). Tight, revealing, and other inappropriate attire is not permitted.



## Standard of Conduct

### Attendance Policy

The Firm counts on your attendance and expects regular attendance during working time. Regular and timely attendance is an essential function of every employee's job. You are expected to be present, properly dressed and groomed, ready to start work promptly at the beginning of your shift.

### Conduct

We place a high value on teamwork and ethical conduct. You are expected to give loyal and efficient service and your conduct on and off the job is a direct reflection of us. You are expected to be courteous, tactful, and fair.



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