



Non-Associate Information & Onboarding Packet



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Table of Contents

- INTRODUCTION TO MARKEL CORPORATION..... 3

- 1. INTERNAL PROCEDURES AND POLICIES..... 3**
 - 1.1. MARKEL BADGE ACCESS CARD.....3
 - 1.2. MARKEL EQUIPMENT/FACILITIES USAGE/TIMESHEETS3
 - 1.2.1. *Phone Equipment*.....3
 - 1.2.2. *Parking*.....3
 - 1.2.3. *Markel Holidays/Events*4
 - 1.2.4. *Timesheets*.....4
 - 1.3. SMOKE FREE ENVIRONMENT4
 - 1.4. EQUAL EMPLOYMENT OPPORTUNITY4
 - 1.5. ZERO HARASSMENT TOLERANCE5
 - 1.6. PERSONAL APPEARANCE5
 - 1.7. SECURITY & EMERGENCIES6
 - 1.7.1. *Information Technology Security*.....6
 - 1.7.2. *Safety*.....6
 - 1.7.3. *Personal Property*.....6
 - 1.7.4. *Office Closing Due To Emergency*.....7
 - 1.7.5. *Markel Service Desk*.....7
 - 1.8. SUBSTANCE ABUSE7
 - 1.9. WEAPONS POLICY7
 - 1.10. RECORD MANAGEMENT POLICY 7-8

- 2. MARKEL NETWORK AUTHORIZATION REQUEST.....9**
 - 2.1. POLICY.....9
 - 2.2. DEFINATION OF MARKEL NETWORK.....9
 - 2.3. NETWORK ACCEPTABLE USER GUIDELINES.....9-10

- 3. ACKNOWLEDGEMENT OF RECEIPT OF NON-ASSOCIATE INFORMATION.....11**

Introduction to Markel Corporation

This document sets forth the expectations for all Non-Associates working at Markel with respect to Markel's policies and procedures. Non-Associate's will acknowledge that they have been provided with a copy of this document and their understanding of what is expected of them by signing the acknowledgement on page 10.

1) Non-Associate Procedures and Policies

1.1 Markel Non-Associate Badge Access Card

Rules To Remember:

All Non-Associates are required to wear your Markel ID badge at all times while on company premises.

- This badge grants you access to the areas of the campus required to fulfill your job duties.
- If you need to gain access to other buildings your supervisor will need to approve the request.

Do not allow someone without a badge to "tailgate" behind you through a secured door

- Do not open the door to a secured space for someone to access. If their badge doesn't provide the access needed then they need to contact Information Security to obtain the necessary access.
- Question strangers you see in the office without a badge. You can contact Information Security if you are uncomfortable with this.
- All visitors must be escorted at all times. Do not allow a visitor to wander the office spaces without escort.

1.2. Markel Equipment/Facilities Usage/Timesheets

1.2.1. Phone Equipment

Markel phones are to be used for business purposes only.

1.2.2. Parking

Please do not park in the visitor spots or in any other assigned parking space.

1.2.3. Markel Holidays/Events

Non-Associates are not allowed on Markel property during Markel holidays, unless pre-approved by Markel Management. If requested to work on a Markel holiday special arrangements need to be made for access. Non-Associates should not attend Markel sponsored events.

1.2.4. Timesheets

A timesheet must be completed by the Non-Associate and approved by his/her Markel Supervisor on a weekly basis. The working hours at Markel are 8:30am – 5:00pm unless otherwise approved by a Markel Manager/Director. Non-Associates can not sign timesheets for other Non-Associates at Markel.

1.3. Smoke Free Environment

Markel's smoke free workplace policy is driven by our commitment to provide a safe and healthy environment for everyone. Smoking is not allowed in any of our offices/premises by at anytime. Markel **does not** maintain any designated smoking areas.

Markel premises are defined as follows:

- The inside of any building or facility owned, leased or rented by Markel. This includes offices, common areas such as meeting rooms, lavatories, gym facilities, hallways, etc.
- The outside of the building or in the parking lot area of a Markel facility.
- Company vehicles either on or off company property.

Smoking includes the carrying or inhaling of a lighted pipe, cigar, snus or cigarette of any kind or any lighted smoking equipment. The use of smokeless tobacco products, including snuff, dip, rub or chewing tobacco, is also prohibited.

Non-Associates who want to smoke or use tobacco products of any kind must leave the Company premises during lunch breaks to do so.

1.4. Equal Employment Opportunity

Markel Corporation is an equal opportunity employer. We do not discriminate or allow discrimination on the basis of race, sex, religion, national origin, age, disability or any other classification protected by applicable law.

We require that all of our vendors and Non-Associates understand and practice equal employment opportunity. We ask and require that all vendors and Non-Associates add their support to achieving our objectives of equal opportunity employment and of zero tolerance for any type of illegal harassment or discrimination. Any violation of this Equal Employment Opportunity Policy, including its prohibitions on harassment, will be dealt with severely and any vendor or employee of a vendor who engages in such behavior will be subject to immediate action including discharge of duty.

1.5. Zero Harassment Tolerance

All vendors and Non-Associates are entitled to be treated with dignity and respect. Markel is therefore committed to providing a work environment free from harassment, intimidation, and coercion based on or related to race, sex, religion, national origin, age, disability, or any other classification protected by applicable law. Such behavior is inconsistent with our philosophy of mutual respect for all and will not be tolerated.

Illegal and improper harassment may include, for example:

- § Making unwelcome comments about a person's clothing, body, or personal life.
- § Offensive or abusive physical contact.
- § Use of offensive nicknames or terms of endearment.
- § Offensive jokes or unwelcome innuendoes.
- § Any suggestion that sexual activities, race, gender, religion, national origin, age, disability, or any other protected classification would affect one's job, promotion, performance evaluation or working conditions.
- § Displaying offensive objects or pictures.
- § Other conduct that, even if not objectionable to some, would create a working environment that may be considered by others to be offensive or hostile.

Sexual harassment, in particular, may consist of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when one or more of the following occur:

- § Submission or rejection of such conduct is made a term or condition of an individual's employment.
- § Submission or rejection of such conduct is used for the basis of an employment decision, such as promotion, demotion, termination, or pay.
- § Such condition interferes with an employee's work performance or creates a hostile, intimidating or offensive work environment.

1.6. Personal Appearance

Markel has established a conservative work environment. All vendors and Non-Associates are expected to present a neat, clean, and professional appearance. Clothing that is ripped/torn, lycra/spandex pants, overly revealing or tight clothing is not to be worn to work at any time. Shorts, jeans (of any color), T-shirts, flip-flops and sneakers are only allowed when prior authorization has been granted.

Unprofessional hairstyles or colors, any visible tattoos that may be considered offensive, and extremes in jewelry, to include body piercing (other than professional earrings), are not acceptable forms of business attire in our conservative work environment.

1.7. Security & Emergencies

1.7.1. Information Technology Security

Markel's "Information & Security & Compliance for Non-Associates" is attached and incorporated herein and is applicable to all Non-Associates.

Outlined below are some reminders when using Markel equipment.

- Never tamper with or attempt to change configuration of any PC provided by Markel
- Do not connect unauthorized hardware to your assigned PC or any other Markel asset. E.g., external hard drive, mp3 player
- Do not remove any computer hardware from Markel premises without authorization
- Electronic mail is intended to be used as a business communication and productivity tool and is not for personal use
- Markel monitors the use of email and internet for all Non-Associates
- Use caution when opening email attachments or embedded links
- Immediately report any virus alerts or suspect e-mails you receive to the Markel Service Desk at ServiceDesk@markelcorp.com or x11111.

You may not use Markel's Internet or e-mail services to view, download, save, receive or send material related to or including:

- Offensive content of any kind, including pornographic material
- Promoting discrimination on the basis of race, gender, national origin, age, marital status, sexual orientation, religion, or disability
- Threatening or violent behavior
- Illegal activities
- Do not send emails from your Markel email account to your personal email account at any time

1.7.2. Safety

Markel Corporation is concerned with the safety and security of everyone working at its facilities.

Conditions in our offices are not hazardous. However, accidents do occur if we are not careful. We urge vendors and Non-Associates to practice safety on the job at all times. Should a vendor or Non-Associate see a potential hazard it should be reported immediately to his/her Markel supervisor/manager as well as to the Non-Associate's vendor.

1.7.3. Personal Property

Personal items and property of value should be safeguarded. Purses, billfolds, and valuable jewelry should not be left unattended in or on your desk. Markel is not responsible for the loss of your money or other valuables.

1.7.4. Office Closing Due To Emergency

Vendors and Non-Associates should always assume our offices are open, unless they hear otherwise. If Markel does decide to close due to an emergency situation and/or inclement weather, it is the responsibility of your immediate supervisor to notify you.

If you have decided not to come in on inclement day(s) when Markel is open, please notify your employer. Your employer will notify Human Resources; who will notify your Markel Supervisor.

1.7.5. Markel Service Desk

The Markel Corporation Service Desk can assist with your technical problems or issues. If in the event you have a technical issue or problem, please call the service desk for assistance. Please have your PeopleSoft ID when calling the Service Desk. If you do not know your PeopleSoft ID, please consult your Markel Supervisor/Manager.

Internal Ext. 1111 **External Phone:** 1-804-855-1111 **Toll Free:** 1-866-681-6690

Emails may be sent to the Service Desk servicedesk@markelcorp.com

The Service Desk is open between 7:30am – 8:30pm EST. Support is available for critical issues occurring between 8:30pm and 7:30am EST.

1.8. Substance Abuse

Markel Corporation prohibits the use, possession, sale, manufacture or distribution of any illegal drugs on its premises. The use of other behavior-altering substances, such as alcohol or prescription drugs that impair your ability to perform your job safely or affect productivity, is also prohibited. From time to time, the Company may sponsor functions during working hours or off-Company premises where alcoholic beverages will be served. On these occasions, Markel expects you to practice moderation. Drunk or disorderly conduct will be subject to disciplinary action or up to and including termination.

Any vendor or Non-Associate engaged in any transaction involving illegal drugs on or off Company property or while conducting Company business will be terminated immediately whether or not the person is prosecuted criminally.

1.9. Weapons Policy

Markel Corporation has a policy of zero tolerance to all life-threatening weapons such as guns, explosives and knives (except small pocketknives) from the premises of any Markel office. This policy includes weapons located inside vehicles parked on Markel premises. Any violator of this policy will be subject to disciplinary action, up to and including termination.

1.10. Records Management Policy

Electronic mail should be used for business purposes as a communication and productivity tool; it is not intended nor should it be used to archive business records. Within 90 days of receipt or delivery, any e-mail with content that has legal, business or regulatory retention requirements should be stored

in the area of its associated files for the duration of the retention period, providing easy retrieval of files in their entirety.

Electronic mail without retention requirements may remain in mailboxes for productivity purposes until there is no longer a need for the content and Markel Non-Associates are highly encouraged to adhere to keeping electronics e-mails to minimal in Inbox and are asked to purge e-mails that are no longer needed for business need on monthly basis.

Here are some more tips to manage your E-mail Box:

- Do not use email account to store business records.
- E-mails can be saved into a Shared folder, OnBase, Department Shared Drive, SharePoint site.
- Refrain from using Reply to All
- Keep emails brief and to the point
- Use office communicator where available
- Save last email in a string of emails
- Store attachments outside your mailbox in a personal or shared drive where it belongs
- Send as small attachment as possible. If received can access the file on the same network, SharePoint website or other web storage, send a link instead

Records that contain trade secret information, proprietary information or records that can jeopardize that Company's financial position or competitive standing if they were obtained by a competitor or other party with interests adverse to the company should be properly disposed in a way that minimizes the risk of unauthorized use or access to business sensitive information. Records containing the personal data or our associates or our customers must be safeguarded at all times.

2) Markel Network Access Authorization

2.1 Policy

Markel values the relationship with all Contractors, Consultants and Business Partners. Markel also recognizes the potential impact to our Information Security posture by allowing non-Markel associates to use our network resources. In an effort to ensure zero impact to Markel information and assets, all non-associates wishing to use Markel's network resources must read and agree to the Markel Network Acceptable Use Guidelines (MNAUG) section of this document. They must sign this form signifying their understanding of these guidelines as well as their agreement to abide by them. Failure to sign will result in access being denied.

Occasionally, engagements with Business Partners result in a large number of the Partners' associates needing access to the Markel Network. In cases such as these, the Business Partner may designate a single individual, called the "Designated Representative", who assumes all responsibility for briefing their associates on the MNAUG. The Designated Representative must then retain a master list of all of their associates accessing Markel's network and ensure they have read, understand and have agreed to abide by the MNAUG. Markel reserves the right to ask for evidence of an individual's agreement to abide by the guidelines from the Designated Representative at any time.

2.2 Definition of the Markel Network

The Markel "Network" consists of computer workstations (Windows, Unix, or Linux-based), Local Area Network (LAN) resources, Wide Area Network (WAN) resources, remote connectivity resources, Markel's Internet connections, electronic mail (email), as well as associated software applications accessing Markel resources.

2.3 Network Acceptable User Guidelines – Business Partner

It is imperative that users conduct themselves in a responsible, ethical, and polite manner while using the Network. The intent of the MNAUG is to ensure that all use of the services provided by the Network is consistent with the mission of Markel Corporation. In accordance with that, the following items will be adhered to:

1. The use of the Network is for Markel business purposes only.
2. Users may be exposed to confidential and/or proprietary information of Markel, which is any information not generally known to the public about Markel's business. Users are required to maintain the confidentiality of Markel's confidential information and use it only as permitted by and in accordance with the terms of any confidentiality agreement or provisions agreed to by the Business Partner and Markel. If there is no such agreement, the following provisions will apply: users must maintain the confidentiality of confidential information and use it solely in connection with the work the user was engaged to perform for Markel, and in compliance with all applicable laws and regulations including, without limitation, those respecting privacy of personal health information and non-public personal information. Users shall use best efforts to maintain the confidentiality of the confidential information, shall not disclose it to any other person, internal or external, except when disclosure is legally mandated, authorized by Markel, or required in connection with the proper performance of services for Markel. Users shall protect the confidential information in at least the same manner in which the user protects the confidentiality of its own confidential or proprietary materials. All confidential information shall remain the property of Markel at all times. User shall indemnify, defend and hold harmless Markel and its affiliates against any losses, costs and expenses arising out of any breach by user of these

Non-Associate Information & Onboarding

confidentiality obligations. Users shall maintain the confidentiality of the confidential information even after the user stops performing services for Markel.

3. The use of the Network for illegal purposes or in support of illegal activities is prohibited
4. Non-Markel commercial use of the Network (e.g., for advertisements or solicitations) is prohibited
5. The use of the Network must NOT disrupt the use of the Network by others; e.g., streaming media or downloading large volumes of data resulting in bandwidth contention. This includes any system backup agents that may be running on the partner's laptop.
6. Non-associates may only use the account established for them. They will not allow others to use their account nor will they use someone else's account.
7. Non-associates may not attempt to access files or applications for which they are not authorized. Attempts to access files will be logged and may be audited.
8. Any non-associate who encrypts or password-protects any Markel business related data or documents must provide the encryption code and/or password to Markel Corporation Information Security before use.
9. Non-associates will ensure all system and application security patches are fully up to date when not using equipment provided to them for use by Markel; this includes the PC operating system and all applications such as Adobe, Firefox, etc.
10. Non-associates must have acceptable virus protection software (e.g. Norton, McAfee, AVG, etc) installed on their PC's (either laptops or desktops) that are connecting to the Network. This software shall be up-to-date and maintain the latest virus signatures. Markel Corporation Information Security can request verification of this at any time during the contract life.
11. Non-associates shall have a personal firewall installed, enabled and up-to-date on their PC's (either laptops or desktops) that are connecting to the Network.

As a user of the Network, non-associates should be aware that violations of this policy may result in revocation of access, suspension of accounts, disciplinary action, cancellation of contracts, or prosecution. Any evidence of illegal activity may be turned over to the appropriate authorities.



3) Acknowledgement of Receipt of Non-Associate Information and Network Access

I, _____, acknowledge receipt of Markel Corporation Non-Associate Information & Onboarding Packet, which provides guidelines on the policies and procedures affecting my temporary assignment.

I accept responsibility for familiarizing myself with the information in this Guide and its attachments and will seek clarification on any information in the Guide that I do not understand. My acknowledgement of receipt of this Guide indicates that I will follow Markel's guidelines and procedures.

I understand that Markel can, at its sole discretion, modify, eliminate, revise, or deviate from the guidelines and information in this Guide as circumstances or situations warrant.

I understand that I should consult my employer or my Markel Supervisor if I have any questions that are not answered in this Guide.

Mark the appropriate option below:

___ I am an individual associate of the noted Business Partner or Company.

Complete the following section:

Non-Associate Name (Please Print)

Business Partner or Company Name (Please Print)

I have read, understand and will abide by this Policy
(Signature of Business Partner Associate)

Date

Markel Manager (Please Print)

Markel Manager (Signature)

Date