

Privacy Agreement

The protection of confidential business information and trade secrets is vital to the interests and success of Cumulo Logistics. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information including customer pricing arrangements
- Marketing strategies
- Pending projects and proposals
- Personnel/payroll records
- Customer names and data
- Past, present, or future employees
- Conversations between any persons associated with the company
- Vendor names and data
- Information technology systems and strategies

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and potential legal action, even if they do not actually benefit from the disclosed information. All written, phoned, or in-person requests from outsiders regarding past, present, or future employees should be directed to the human resources (HR) department. Managers are eligible to write letters of recommendation post approval from HR. HR will review any and all letters of recommendation before submitted to individuals outside of the company. Any employee in violation of this policy will be subject to disciplinary action, up to and including termination.

Data and information critical to a client may be shared with that client. Employees may utilize customer data to enhance efficiency, but that information should stay confidential with the involved client and not shared among other clients who are not involved or impacted.

Code of Ethics

Cumulo Logistics' mission is to provide high-quality supply chain solutions by maintaining reliability, adaptability, and efficiency. Our client-centered focus offers a robust network of logistics and transportation options to fit each client's unique needs.

CORE VALUES

First and foremost, Cumulo Logistics maintains its core values in all of its dealings:



GROWTH

Growth is consistently living outside of our comfort zones and never settling or becoming complacent. We find ways to constantly improve ourselves and clients by being valuable assets to Cumulo and assisting the company's and clients' progression.



HONESTY

Honesty is having the integrity to be true to ourselves, our roles, our responsibilities, and the commitments we have made to our clients and Cumulo.



DEPENDABILITY

Dependability means others can trust and rely on our ability to complete tasks, meet deadlines, and uphold commitments.



POSITIVITY

Positivity is finding learning opportunities and always aiming to maximize efficiency. In the spirit of teamwork, we strive to lift those around us with the way we communicate and also through our actions.



TEAMWORK

Teamwork means we ask for and accept help when needed. We are able to focus on the needs of others and our clients, while also fostering a healthy environment of learning, humility, and collaboration to achieve all business and agreed-upon client objectives.

GRATUITY POLICY

Employees are prohibited from accepting gratuities exceeding \$10 from vendors. Cumulo allows vendors to take employees to meals, events, etc. that are not of personal gain to employees; however, employees and vendors must attend together, and employees must receive permission from their direct supervisor and human resources.

Standard Operating Procedure for Account Managers

The account manager will have the opportunity to work side-by-side with multiple clients. It is essential for the account manager to proactively find new ways to improve supply chain processes and maintain and strengthen client relationships. Relationship-building and innovation are key to Cumulo Logistics' success.

RESPONSIBILITIES

- Build and maintain relationships with clients, exhibiting strong customer-service and management skills
- Analyze data, and make confident recommendations that will improve company processes and client experience
- Negotiate contracts with clients, carriers, and additional representatives
- Conduct quarterly business reviews
- Enforce and enhance business rules
- Suggest and aid in implementing innovative technology and techniques to improve processes
- Qualify suppliers, and develop proposals for clients
- Assist with customer inquiries and needs as they arise

REQUIREMENTS

- At least five years of logistics, supply chain, or account management experience
- Bachelor's degree in business administration, sales, logistics, supply chain management, or equivalent preferred
- Advanced critical-thinking, negotiation, time-management, and decision-making capabilities
- Excellent written and verbal communication skills
- Self-starter who shows initiative and presents new ideas
- Exceptional analytical, planning, and organizational skills

AUTHORITY & ACCOUNTABILITY

The account manager is accountable to the warehouse general manager and is held accountable for overall profitability of their client(s), along with ensuring KPIs are within the specified range. They have authority to make decisions that will benefit their client(s) while maintaining or adding value to Cumulo.

PARTNERSHIP

The account manager is responsible for upholding the privacy agreement provided above. As mentioned, they are enabled to share critical data with clients who are impacted by that data. They should be transparent enough that they are able to form a partnership with the client; however, they should not share critical data with clients who are not involved or impacted.