

## Palm Aire Incident

Date: 9/17/12

Present: Angie Carroll, Director of Client Relations

Last Wednesday, September 12<sup>th</sup>, 2012, I was working out of the Palm Aire office when I heard extreme shouting coming out of James Martins', Property Manager for Palm Aire 2, office. I came out of my office to find James Martin and Wendy Minsky, Assistant Administrator to James, screaming at each other. I asked Bonnie Fairlie, who runs the front desk, what was going on. She replied that she didn't know what prompted the confrontation, but it wasn't the first time it had happened. I probably listen to it go on for about five minutes, at that point I decided it was best I intervene. I walked into James' office and explained to them both that this is a professional office and they need to behave in a professional manner. Then I told them both that I was not impressed with this behavior. James' acknowledge my comments, I left, closed the door and about five minutes later, they were yelling again. I started to go back in there, but Wendy came out of his office and the situation seemed diffused.

I immediately made Rick Dingle, V.P., aware of the situation and he then reached out to James. James was in the office, but did not return Rick's call for some time. Rick called me back after speaking with James and explained that James' recollection was there was no problem at all, no yelling, that Wendy did get a little upset and he suggested she go home. He did acknowledge that I came in his office, but again there was no problem. James then apologized for causing any issues.

My reaction was disbelief that James clearly and knowingly changed the facts of the incident, when speaking to his supervisor. As Director of Client Relations, I'm obviously deeply concerned with how this could negatively affect our clients if they were to witness behavior like this, as well as, office morale. Our employees should not be subjected to this kind of volatile communication. We, as The Continental Group understands our responsibility to provide professional and respectful staff. My professional opinion is that James Martin and Wendy Minsky cannot provide our client that level of service.