



Telamon
Insurance Network



Amplified
Insurance Partners

Culture Book



Our CREW's mission is to elevate and enhance our cultural experience across Telamon our wholesale business and Amplified our retail business


Two companies with a shared mindset that is connected, engaged, and passionate about one vision under one roof.


Enjoy our setlist

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What Makes Us ...


Our values

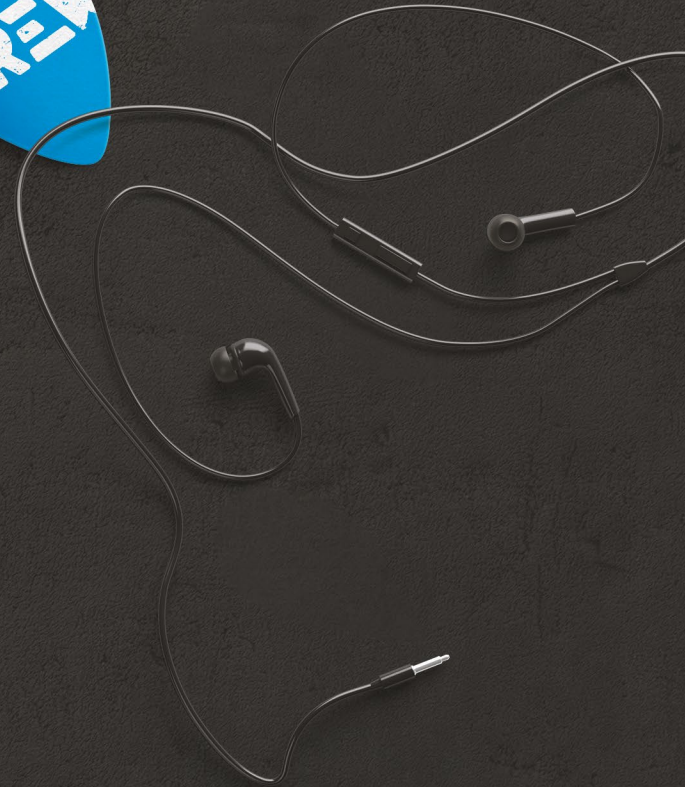
Core values in action

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Our client's journey

When you begin evaluating insurance options, it often seems like a sea of unknown possibilities. As an intangible product, it can be challenging to select the right policies that protect your interests and ease your concerns regarding your future. That is where we come in.

It all starts with listening to you and identifying your personal and business needs. After you meet with our team of experienced experts, you can remove the worry and stress that comes with selecting the right insurance. The team will begin breaking down the industry lingo and simplify the complexities involved, speaking your language, so you have a clear vision ahead and can start understanding and balancing your options.

As your advisors, we will guide you through each step of the process with clarity and speed to make sure your assets are safely covered and with the speed you need it in. It does not stop there. As you grow, we stay along for the ride. You will know that with each step you take, we are behind you ready to maintain the safety and security you will need to keep moving forward.

Our Culture, Your Experience

The culture – our shared values, practices, and beliefs – feeds into the way we advocate for you. The soul of our organization is reflected in our values, the stories we tell, and our collective mindset to achieve our vision of making the complex simple to better protect you and your assets with care.



Why We Do Culture

A primary focus on culture helps us take care of our employees which drives the exceptional customer service we provide for you. With culture in the limelight, an open-door management policy fostering new ideas, transparency, and accountability, and plenty of perks for our team, we strive to be better than yesterday and be better tomorrow. We are constantly evolving to exceed your expectations while creating an environment where our employees feel fulfilled and purposeful at work, connected to our vision, and balanced in their lives. Because we have such a dynamic group of experienced industry professionals, our clients enjoy a higher level of service.

Our 10 Year Vision

We will be recognized by our employees, customers, competitors and partners as independent insurance rock stars.

Rock stars are people and groups that set the standard. They're recognized at the top of their game, have staying power that surpasses their peers, and they're idolized. They reinvent themselves, stay current, and stand out. They are critical thinkers. They are innovators.

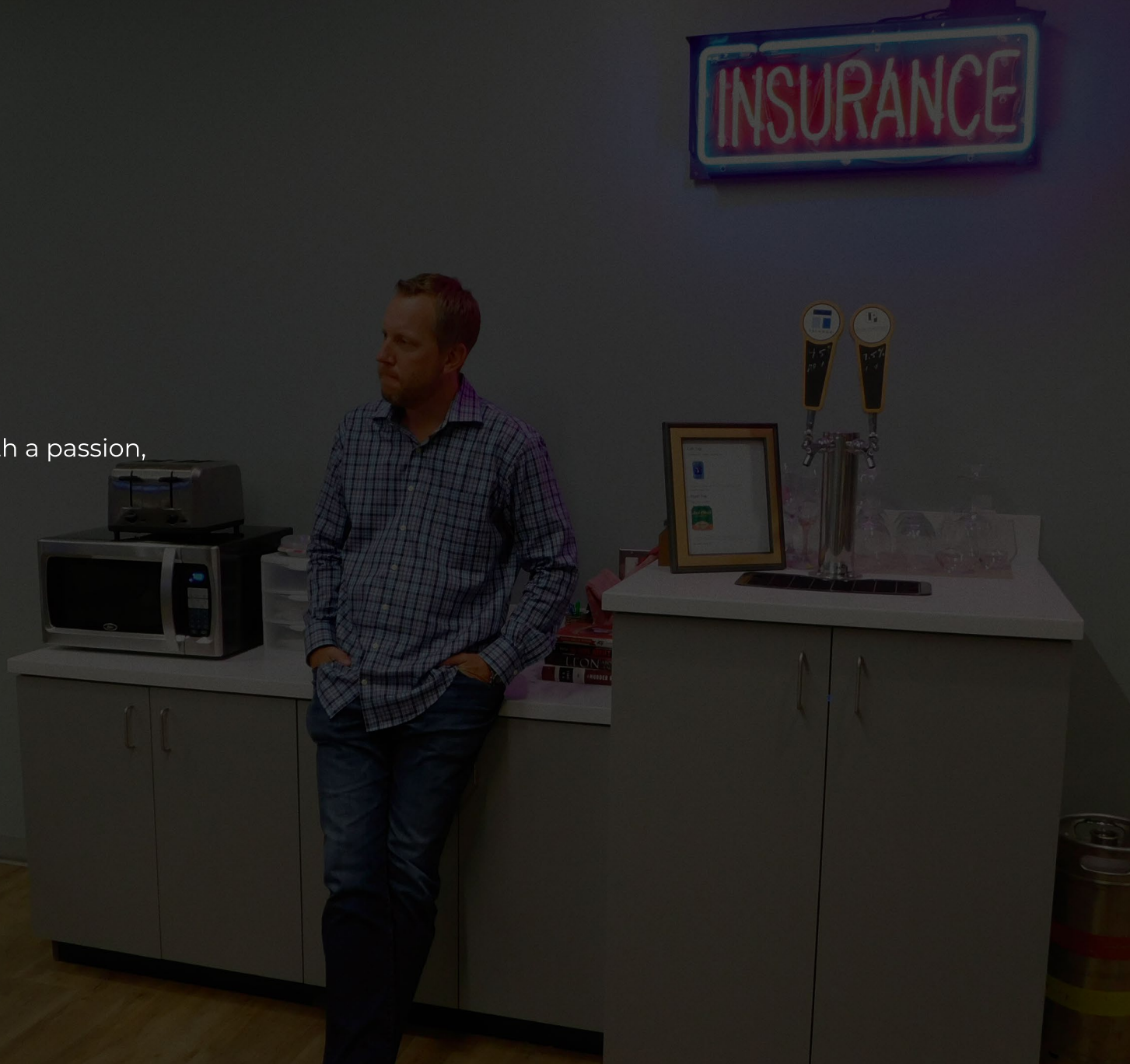




What Makes Us

Our Mission:

At our core, we are people who live and work with a passion, cause, and purpose to help people, striving to make your complex simple.



Our Values



1. Dedicated to Helping People

Our level of dedication compels us to go above and beyond our required duties to provide elite service to our clients, our organization, our partnerships, and our communities.



2. Respect the Individual

We fully respect, support, and celebrate each other without judgement so that every person feels equally included and cared for.



3. Continuous Improvement

We embrace each other's creative ideas that drive change, constantly learning and sharing knowledge so that we can be better every day as individuals and as a team.



4. Do the Right Thing

We act with practicality, empathy, and transparency so our customers and teammates can trust and rely on us to make good decisions on their behalf.



Core Values in Action

We put our core values into action here at Telamon to pursue an engaging and encouraging work culture, striving for constant improvement. We want to feel good about where we work, empowering every member of our team to serve our clients like the rock stars you are.

2014, we launched Traction, a practical business methodology that has changed the way we interact, communicate, and achieve growth over time. This significant turning point in our culture has become the root of your rock star customer experience, helping us to help you better and more passionately every day.

2014: our journey of self-discovery begins. We decide what makes us different: we are your relentless advocates. We make the complex simple to help you best. That means becoming more conversational, collaborative, and solution-focused than ever.

2015: our passion for protecting you and your assets requires a certain kind of person to be a successful part of our team, so we make people part of our goals through our Telamon Leadership Academy program, always looking to promote from within. Telamon Leadership Academy becomes an integral piece of how we engage and grow our committed team members to be the next generation of leaders connected to our greater vision.

our new office opens! With an open concept, inviting space, and awesome perks (beer on tap, a beautiful café, and fresh food delivery, just to name a few), the space itself is designed to foster a sense of collaboration and inclusion. **November 2015**

we implement monthly rallies in our café to recap goals, highlight department achievements, and recognize hard work and our workiversaries! **2016**

we're awarded a Workforce Training Grant that lets us provide robust professional development skills and training to our employees, along with giving us the tools to introduce a coaching program. We begin Culture in Review surveys to strengthen feedback loops and take action on that feedback – because our team knows best what helps us help you. **2017**

we establish Client Care Team, which changes the way we provide rock star service to both our internal and external customers. CCT also provides new opportunities for industry newcomers to gain knowledge, experience, and continual growth in all facets of our agency. **June 2017**

we launch the Amplified brand, along with CREW!, our new Culture Relationship Engagement Workforce. CREW elevates the experience of our employees to make Telamon and Amplified a kick-ass place to work. **2018**





National Reach

Based in New England



Over \$125M Premium Volume

Over 180
insurance carrier partners

Over 50
employees

Over 30
nonprofits supporting

Stats

- 01.** Over \$185,000 invested over 5 years in training, classes, and employee development.
- 02.** 45% of our employees have been with the team 5+ years.
- 03.** 500+ annual hours of team collaboration working department and agency opportunities.
- 04.** Over 50,000 client support requests handled by our Client Care Team since their 2017 debut.

900+ Brokers
6,000 Customers

Wholesale P&C Started in 1977

Amplified P&C:

2,200 Clients

110 Carriers

Amplified Benefits:

225 Clients

30 Carriers

Our History

Our journey began in 1977 with an entrepreneurial vision. A business that started and remains rooted in strong core values of helping people, respect, continuous improvement, and doing the right thing, we are a multidisciplinary insurance agency of over 50 strong and experienced stellar employees.

Throughout our evolution of growth, we remain what we always have been: a business focused on the growth of our people that drives the success of our clients and partners, spotlighting quality of life and quality of service as top priority.

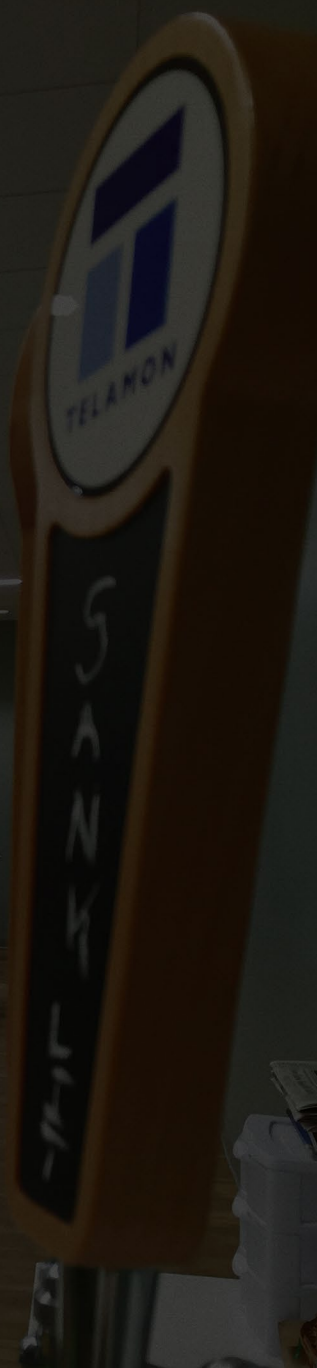




**Connection with our people builds
belonging, growth, and community.**



Cultivating our connected culture





Onboarding

New rock stars are immersed in our culture from day one. To us, a warm welcome includes a fresh space to make your own, a training plan that guides success, and meet and greets that connect and support our new rock stars.

Working in a space we love

Let's face it, we spend a lot of time at work. It's important to us to work in a space that is comfortable, inviting, and inclusive every day. Our high top tables, spacious workstations, and bright café help facilitate a space that is open, friendly, and collaborative.





Traction

The backbone of how we run our business, Traction is a practical business methodology that aligns our day-to-day with our vision. Its core concepts work together to achieve alignment, accountability, and cohesiveness.



Rallies

Our monthly all-hands gathering that bring us together, recognize hard work and celebrate the wins.

Telamon Leadership Academy

At it's core, TLA cultivates personal and professional development. We encourage innovation in an open and supportive space, while growing our strategic thinking to look at the business through a wider lens.

L10s

Our weekly department meetings that depend on your contributions, perspective, and experience to be productive, collaborative, and solution-focused.

Coaching

Relationships are important to us and take priority. Coaching is a channel to connect and grow.

Kids at Work

A silver microphone on a black stand, positioned in the foreground against a blurred background of a meeting room with blue lighting and bokeh lights.

A connected culture requires a holistic approach. Being a mom or dad is a full-time job and a first priority. Things come up and that's why we welcome our kids at work. Our kids come to meetings, join our rallies, and lounge in our beanbag chairs.

Better Book Club

We pay to read. That's it. Reading encourages growth, cultivates shared learning, and promotes new ideas, growing our business from the inside out.



CREW

Our Culture Relationship Engagement Workforce aims to elevate
your experience while you're with us day in and day out.
We are dedicated to each other and the greater good of our company.





Our Voices

Our cultural mindset drives our clients journey. Hear from our peers.

“Culture is our company DNA.

**My favorite part of the culture here at
Telamon and Amplified is something that
is intangible feels tangible here.”**

— John Snyder

“Culture matters to me because it can make or break a company.

A welcoming, open, fun culture will not only attract the best new talent, but will also bring out the best in the people who already dedicate their time to the company.”

— Ashlee Berghuys, part of the band since 2016

“My favorite part of the culture here at Telamon and Amplified is the open communication among our managers and employees. Everyone is heard and I know that my opinion matters. Telamon/Amplified is dedicated to knowing their employees and having a positive working environment. We all work as a team here. I have never worked for a company that continually wants to improve as a whole and are dedicated to their employees’ success personally and professionally!”

— Sarah Corp, part of the band since 2015

“Culture is our values and customs, what makes who we are special and unique, what separates us from our competitors.

Culture matters to me because work is work no matter where you go but a great working culture is the difference between a stepping stone job and an endgame job/career. Great culture makes me feel important as my achievements are acknowledged, and it might sound odd, but where being a human being is appreciated and understood. Great culture makes staff put in 100% effort resulting in a happier and sound work environment working towards the same goal and developing long lasting relationships.”

— Margaret Bleakney, part of the band since 2019

“Culture in a company develops over time with the people we surround ourselves with.”

— Chris Donovan, part of the band since 2011

“Culture is a way of life based on the traditions of a group of people that have a common bond.”

— Diane Sheedy, part of the band since 1977

“My favorite part of the culture here at Telamon and Amplified is feeling like part of a team and a company I am proud of.”

— Sarah Castillo, part of the band since 2017

“Culture matters to me because it is important for people to feel a part of something bigger than themselves. Creating a positive culture at work that fosters a sense of community means that individuals are invited to contribute their skills for the betterment of the whole organization. It recognizes that the combination of skillsets is far more powerful than traditional leadership hierarchy found in most work places. Everyone Matters.”

— Katie Glennon, part of the band since 2018

“My favorite part of the culture here at Telamon and Amplified is knowing that the ultimate goals are to develop and grow our current employees, provide top service to our clients, while continuing to inspire our next generation of insurance professionals.”

— Bryan Dank, part of the band since 2003

“Culture matters to me because of the impact daily work life has on overall life experience and the importance of balance between the two. My favorite part of the culture here at Telamon and Amplified is that the sincere focus and guidance is placed on our core values which align with my personal beliefs.”

— **Mary Waishek, part of the band since 1999**

“My favorite part of the culture here at Telamon and Amplified is the way we’re all encouraged to be our best selves, by stepping outside of our comfort zones. Knowing that we have the support of our peers to help us along makes such a positive difference.”

— **Sarah Armstrong, part of the band since 2018**

“My favorite part of the culture here at Telamon and Amplified is the diversity of our staff, an environment where people can be themselves, the celebrations we share together, and companywide updates at the monthly rallies.”

— Janet Roy, part of the band since 2018

“My favorite part of the culture here at Telamon and Amplified is how the core values are intertwined with our desired culture. The results are an environment where employees see the consistency and ideally the rewards both professionally and personally of continued employment here.”

— Kevin Mallory, part of the band since 2017

“Our culture is what connects us, creates belonging, and promotes our best self. Our values live at the core of our culture and define who we are as people. They lead our behaviors, guide our communication, and cultivate a mindset to achieve our collective vision. It’s why we come to work every.single.day.”

— Kaleena Murray, part of the band since 2010



Welcome to the team

Welcome to our CREW

“Culture is the stuff that rock star companies are made of. It’s how we continue to grow, evolve, and reflect to shape who we are and who we want to be. Culture is our business, setting our standard and creating our legacy, and our people have everything to do with that.”

— Greg Susco
