

Managing Exceptions Process

Purpose

This document describes the process for managing exceptions to policies at Landstar Title Agency, Inc.

Applies To

All Landstar Title Agency, Inc. employees are responsible for following this process.

Policy Exception Request Process

When an exception to a policy is needed, follow this process.

Stage	Description
1	Requestor completes a Policy Exception Request Form and e-mails it to their manager.
2	Requestor’s manager reviews and approves or denies the request. If the request is <ul style="list-style-type: none"> • Denied, the manager informs the requestor. Process ends. • Approved, the manager e-mails it to the office president. Go to Step 3.
3	Office president reviews the request and e-mails approval or denial to the <ul style="list-style-type: none"> • Requestor’s manager • Policy exception administrator
4	Requestor’s manager informs requestor of final approval/denial by the office president.
5	Policy exception administrator files the request and final approval/denial decision in the policy exception request log.

Policy Exception Review Process

Once a month, the policy exception administrator reviews expired policy exceptions and

- Verifies that the exception has been remediated and is no longer needed, or
- Informs the exception requester to that the exception needs to be renewed

Revision History

Version Number	Revised Date	Effective Date	Approved By	Brief Change Summary