



Who we are to our

Founder

Established on foundational principles, we are committed for the long term. PayNW, a leading national Human Capital Management (HCM) provider, emerged in 2007 as a payroll company. Our service offerings include Human Resources (systems and support), Time Tracking, Payroll, Onboarding, Carrier Connection, Performance Reviews, Integrations, and more. While we serve all industries, we have intimate knowledge of Senior Living, CRB ... this one AND that one. We operate with the vision and intention of **being around for 100+ more years-just like the mighty evergreens** that can be found in our home state of Washington. We partner with **1,500 companies** throughout the United States, **between 50 and 2,000 employees, averaging 80 employees.** We do our best work when clients use us for all their HCM needs, but we can also provide customized services where we are needed most.



Who we are to our

Clients

Our clients love us because they see us as an extension of their business operations. **They couldn't imagine running their business without us.**

New employees attend our training classes to become certified system users. They have a resource library at their fingertips, enabling them to get questions answered any time of day. When they do need to reach out, they call their dedicated CSR on a direct line - no automated systems or hold music. Our national footprint provides service hours from 8:00 am Eastern through 5:00 Pacific. Clients can keep up with happenings in the HCM space by following our social media channels. **Our clients love us so much, the majority attend our customer appreciation party in Seattle each year.**

Our strategic accounts **feel the partnership at a WHOLE different level.** Each strategic account has an executive sponsor who meets with their key stakeholders quarterly to listen. Not to sell. Not to talk. Rather, **to listen and understand how things are going...** By knowing our clients on this level, we can assist them in being as efficient as possible in supporting their teams.



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Employees

A national firm, our roots are in Seattle, but **our heart is nationwide**. We have employees in 20 states. Lori Brown, our CEO, spends most of her time in Washington, but she can regularly be found Zooming in from a warmer location. The same goes for our employees. While they all have home bases, our team takes advantage of technology to work anywhere and everywhere they find a quiet, internet-reliable workspace. **We understand remote workforces.**

Our 75 employees run the show. We keep it real, hold each other accountable, produce incredible work, and have a blast doing it. Our employees show up **READY** every day, while excuses are not accepted or tolerated. The team focuses on clients above all else. In turn, management focuses on the team. **Work-life balance is everything** (no one works more than 43 hours a week on average). We close for every bank holiday, offer time off for volunteering, and have a paid sabbatical program! Our frontline managers are empowered to make decisions on behalf of their teams and clients without red tape.

The tenure of our staff is what allows it all to happen. Our culture makes for an average tenure at PayNW of seven years. And our leadership team averages nine years, so if we're being honest, they know way more about what the business needs than the CEO. To honor the commitment that employees give, we proudly offer the following milestone awards.

7 YEARS

Eligibility for a 7-week sabbatical

10 YEARS

Membership in the "10 Year Club"

15 YEARS

Hotel and airfare for a 5-night trip to anywhere in the US

20 YEARS

Hotel and airfare for a 7-night trip to anywhere in the world

Can you tell we value travel and understand the benefit of always learning and expanding our horizons?

Our employees are diverse, not only in location (20 states and counting), but also in gender, ethnicity, and race. We honor that diversity with a Diversity Equity and Inclusion team that works to educate our company monthly on relevant topics that matter. **Knowledge is power!**



Who we are to our

Communities

We are a constant presence in the communities we serve. Not only do we put our money where our mouth is with a **\$.03** donation per pay statement processed (\$40,000 in 2025), but we also empower our employees to give back, **with 32 hours** of paid time off per year dedicated to this purpose. We have **partnerships with three high schools to provide mentoring and internships for youth with direct to workforce intentions**. Our employees spent over 1,000 hours volunteering in 2025.

