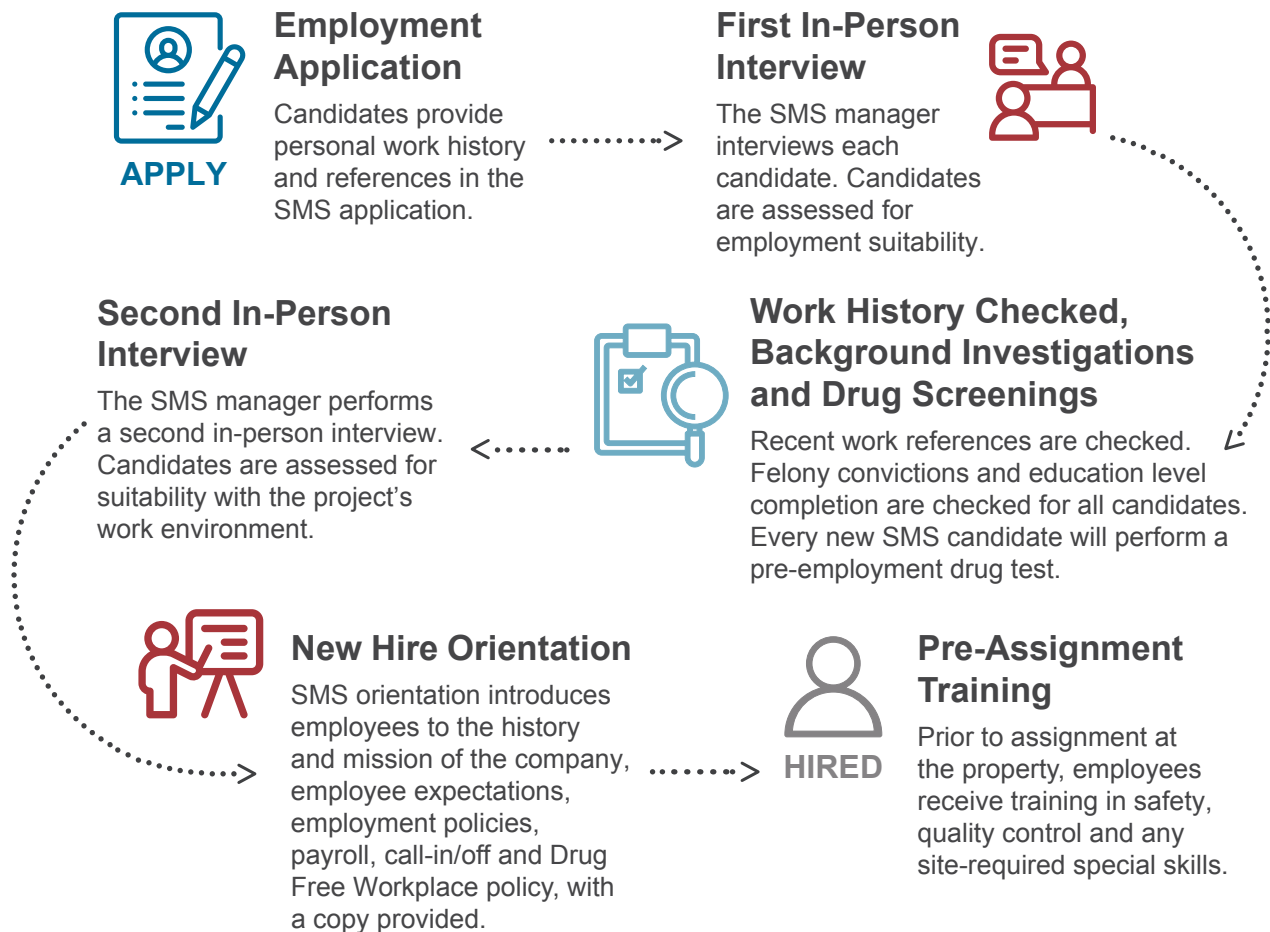


# Recruit, Train and Retain

SMS believes in hiring for talent and personality, with an emphasis on customer service. We then train the right people on the skills, techniques and duties of their position. Once hired and properly trained, we can retain staff through fair wages, benefits and most importantly, a positive company culture.

## Recruitment and Hiring

To connect the right people with the right roles, we make recruiting easy and efficient. A variety of recruiting resources distills the best candidates from the available labor pool. We have also established partnerships with the public workforce systems in every state in which we operate, and we have a long-standing relationship with the Career Advancement Center. For Management positions at SMS, we use two types of pre-employment tests by Wonderlic to help determine the best candidate.



**Recruiting Resources**



## Training

We prioritize a thorough training regimen that includes both initial and ongoing training for all SMS employees to surpass expectations and deliver high-quality services. Our comprehensive training program can be broke down into two categories.

### Safety

#### SafePersonnel

Accessed online, the simple and straightforward training platform has videos, training modules and tests.



#### See it. Own it. Fix it.

We have designed our Safety Matters program around the slogan, “See it. Own it. Fix it.” to create a culture of safety for everyone involved in the organization.



#### S.M.A.R.T.

Systems Manuals and Recurring Training. To eliminate variability, SMS employees participate in weekly training refreshers.

### Personal

#### New Hire Training

Before moving to hands-on training, we begin by training our employees on sections such as customer service, quality of work, attendance, and disciplinary procedures.

#### Facility Managers

All of our Facility Managers are required to complete our progressive management training course, a 260-hour program we developed to meet and exceed our customers’ standards of excellence.

#### Frontline Staff

Hourly employees go through a thorough training process when they begin their employment.

#### Customer Service Training

At SMS, we strive to prioritize hiring the right customer service candidate over cleaning experience to ensure our customers and their visitors are met with friendly faces and world-class interactions.

## Retention

One of the biggest factors in ensuring the satisfaction of our customer is the morale of our SMS employees. We've developed motivation and morale programs designed to help each employee see their relationship with us as a career.

### **whatever** *it takes!*

#### **Whatever It Takes Program**

Our site management nominates housekeepers who have gone above and beyond the call of duty. Winners receive a lapel pin and an appreciation certificate signed by the President.



### **Milestones**

#### **Milestones Program**

The Milestones Award recognizes employees who have dedicated five or more years of service.

### *Success Stories*

#### **Success Stories**

When our managers or teams go above and beyond, we want to tell everyone what a great job they have done. We share this information through our SMS Success Stories published on our website, internal field, and external customer newsletters.



### *Horizons Awards*

#### **Horizons Award**

The Horizons Award is our most prestigious award, given to leads and directors for achieving quality, safety, and productivity goals.

For more information on how we recruit, train and retain employees, visit our website:  
[www.smsclean.com/our-processes/staffing](http://www.smsclean.com/our-processes/staffing) or reach out to us at [info@smsclean.com](mailto:info@smsclean.com).