

Hourly Onboarding Course: Cleanroom

Leaders Guide



CONTROLLED
CONTAMINATION SERVICES





WELCOME!

This presentation has been designed to help facilitate hourly new-hire onboarding. The following pages are designed to give you a foundation of information to build your presentation from. If you have more nuanced experience, personal stories, or deeper understanding of the topics, feel free to deviate from the script. Just make sure you deliver the point of each slide!

Stay aware of your time: if you are working within a shorter period of time, there are 2 sections that may be removed and delivered separately when time allows. Slides 14-17 professional communication, and slides 21-38 service recovery. This is not to suggest that this information is any less important, these are just the most complete sections that can be easily removed and delivered separately.

Remember when you add slides for your job specific training, or remove the extra slides provide for you to use, the slide numbers in this guide will no longer lineup correctly.

As a trainer, you will set the stage for the attitude, ideals, and beliefs that our new employee's will have towards CCS. It is your job to make sure they understand the culture, values, and mission of our company.

The purposes of this course are:

- Ensure that each new employee understands who we are and what we do including our mission and culture
- Teach a basic understanding of our business and the industry that we are in
- Set new employees up for success by getting them prepared for their job-specific training
- *Remember that quality training is an employee retention tool; Well-trained employees will be more likely to stay long-term.*

Slide 1

Journey TWOgether

The Journey Twogether program is designed to make the employment experience mutually beneficial for both CCS and the employee.

CCS will provide support, training, and opportunities. The employee will give their best effort to contribute to the goals and vision of CCS.

First 2 days: Onboarding begins - you will learn about CCS, who we are and what we do, and a little bit about who our partners are. You will receive your equipment and get set up on all necessary platforms to perform your job. You will meet and begin working with your immediate supervisor.

First 2 weeks: Your on the job training has begun. You should have completed all possible online training content (Paycom). You should have a very good understanding of your role and responsibilities.

First 2 months: You have begun actively participating in the work of your position. You have met all the key players related to your role and are beginning to contribute in a meaningful way.

First 2 years: By the end of your first 2 years at CCS you should be ready to either advance within the company, or have gained new experience and skills that let you advance elsewhere.

This is the nature of the mutually beneficial relationship that we are trying to create. At CCS, we want you to have personal success and a good life! If that means that you are prepared to move on to bigger and better things after 2 years with us, you will have our full support.

Slide 2

Lets Get Started (participation opportunity)

Introductions & Expectations

First, introduce yourself. Tell your participants about your history, work experience, and anything that will give you credibility and assure them that they are in good hands. Speak confidently and get their attention. Speak briefly about your personal life as well; one or two hobbies or areas of interest.

Second, give each of your participants the opportunity to talk about themselves. Ask for specific information as not everyone will be comfortable talking about themselves.

Facilitate this discussion by asking:

- What is your name and where you are from?
- What were you doing before you came to CCS?
- What drew you here? What did you find interesting or enticing about CCS?
- What is 1 interesting thing you would like to share about yourself?

Do not set a time limit here. This is the first, and best, opportunity to get your participants chatting and engaged in the training process. Get to know them a little bit, remember that this is the beginning of a relationship. Over the coming weeks and months, you will be regularly reaching out to them to check on their progress. Also, they will hopefully trust you enough to use you as a resource for information or help when they need it.

Once introductions are complete, set the expectations for the course. Outline how the day or session will go including timing and breaks. Tell your participants what they should expect to know by the end of the course.

Talk about any necessary details for the day like: where are the bathrooms/breakroom if in person, when will lunch be, etc..

The Power of One

This next section is all about introducing the new hire to CCS and our culture. By the end of this section, they should understand The Power of One, our mission statement, and the overall culture of the company and the direction that we are trying to move in. They should have a good feeling about where they fit in and how they can contribute to the success of CCS.

Very briefly introduce each of these topics, then let the video play: *One Team* holds us all together and helps us remember we are a part of something greater, *One Mission* keeps us all on track moving towards the same goals, *One Story* ensures that we are all delivering the same message

One Team– At CCS, we are One Team! Leadership, Operations, Sales; from the corporate office to the front-line cleaning specialists, we all must work together to deliver world class service to our partners. *Everyone plays*. If one member of the team needs support, another member will be there to lift them up.

Remember that while you are a part of large and growing corporation, your daily individual contributions are both valued and appreciated.

One Mission– To Service the Companies That Impact Our World.

One Story– The Controlled Contamination Systems story is simple: We are a company that focuses on delivering world-class cleaning, disinfecting, and contamination-control solutions to corporations involved in highly specialized processes. With 27 years of experience, we are leaders in this sector of the service industry. We will also meet with our partners to provide a safe and healthy workplace utilizing our Healthy Cleaning Protocols program. Not only do we want our partners to *be safe*, we want their employees to *feel safe*.

Be sure and explain how the Power of One cards work. At CCS we love to have the opportunity to highlight our employees and the exceptional work they do!

Slide 8

Be a Part of Impacting the World

Say something like:

“It’s wonderful that we have such a clear mission statement, and our strategic direction helps us all stay focused on the positive growth of our business, but the message that every single employee needs to remember is that *we are a part of impacting the world*. This is a message each of us should carry with us every day that we go to work.”

Talk about the impact that some of our partners have in our world today. Pharmaceuticals, cancer research, genetics, etc.... We play a vital role in the work that our partners do. Use the current jobsite as an example if applicable.

Slide 9 (participation opportunity)

Video

Video from pharmaceutical industry. This video should auto-play when you transition to it. When the video finishes, ask your participants what “be a part of impacting the world” means to them.

Slide 10

Partner Slide

Insert information about the specific jobsite here. This is your opportunity to introduce the new employees to the partner they will be serving. *This should be info about the partner, not about job specific details or rules.*

Slide 11 (participation opportunity)

Core Values

Say something like:

“We all place different levels of importance on the things that are more meaningful to us and that’s great! When you look at this list of core values, which topic stands out to you the most?”

If our *mission statement* is the compass, then our *core values* are the road map. We get more and more detailed as we go. The core values help us focus and develop in specific areas.

Our Core Values have been created to help support the vision of the mission statement.

Slide 12

Core Values: Culture = Be a Resource (participation opportunity)

Say something like:

“What do you think it means to be a resource?”

We are trying to create a culture within CCS that supports our mission statement. Encourage your new employees to start thinking of themselves as a resource. We want to always be available, willing, and happy to help out in any situation. Our goal is that as a partner, we become so valuable to the companies we work with they feel that they cannot live without us.

Slide 13

Core Values: Community = CCS Cares

We care about both the communities that our offices are in and the communities of our partners. Talk about the most recent CCS giving initiative for the month and let your employees know how they can participate should they choose to.

Slide 14-17

Core Values: Communication

Say something like:

“You are the first point of contact with our partner.”

None of our programs, initiatives, or business efforts can work without efficient and effective communication. We strive to use systems and software that are accessible, user friendly, and attractive to our partners. These 4 slides are a mini-presentation that discuss relevant topics and tips for professional communication. Make this a 2-way discussion and get input from your new employees; what do they think about communicating with onsite contacts? Why is this an important topic to think about?

Slide 18

Core Values: Integrity

Definition: A person with integrity demonstrates sound moral and ethical principles and does the right thing, no matter who's watching. Integrity is the foundation on which coworkers build relationships and trust, and it is one of the fundamental values that employers seek in the employees that they hire.

To have integrity means that a person is self-aware, accountable, responsible, and truthful and that their actions are internally consistent.

Our partners rely on us to deliver the level of cleanliness that we promise. If we fail at our jobs, they could at best fail an audit, at worst someone could get hurt from adulterated products. Another potential outcome from a failed audit could be a stoppage of productions, potentially costing our partner millions of dollars.

Slide 19

Core Values: Team Work

Remember that we talked about Team Work in The Power of One. Re-iterate here the importance of working as a team. That goes for the cleaning team on site, to the ops-sales-corporate team structure. We must all work together if we are going to continue to deliver world-class service to our current and future partners. As CCS grows, this becomes more and more important to focus on and put action-effort into.

There is a great baseball analogy here: Imagine when there is a pop-up that is dropping right behind second base. The 2nd basemen, shortstop, and centerfielder will all move towards the ball. The 1st and 3rd basemen will both move into support positions as well. Everyone will at least 'lean in' towards the play. Now imagine the scenario where all the players assume someone else is going to get the ball. The ball then embarrassingly drops to the ground right in the middle of them all. At CCS, we can not drop the ball for our partners.

Slide 20

Core Values: Quality (participation opportunity)

Say something like: “Have any of you had any experience in quality control?”

Briefly set up the next section here. What are your personal experiences with a quality policy or quality management system. Ask for input from the participants, have they been involved with quality control in the past?

Use the diagram on the slide to briefly describe how a typical Quality Management System works. Planning—Support & Operations—Evaluation—Improvement, and then the process begins again. It should be a system of constant improvement.

Make the point that if the tasks or SOP's of the job ever change, it is vital that they implement those changes and do not continue to do things the 'old way' because it is what they are comfortable of familiar with.

Slide 21—38

The Power of Service

This is another mini-presentation and is all about Service Recovery. All the information you need is on the slides. Take time and make sure your new employees know what is expected of them from the standpoint of service and what to do if someone makes a mistake.

Highlight here that making a mistake is not unforgivable and they do happen from time to time. What is important is how we react when a mistake is made.

Slides 39-40

Training

Transition to this slide by talking about how Training is an extremely important part of maintaining our high quality standards. Briefly review the training topics listed: these are the things a typical cleaning specialist will be trained on.

Highlight Paycom and our Learning Management System here, it is very important to be involved regularly with training on this site. It is important that as a manager you stay engaged with your employees to stay current on training. Every month a new safety topic is addressed and is mandatory for all employees to complete. Managers should spend extra time with these trainings so that they are able to answer questions if asked by their employees.

Slide 41

CCS Employee Website Portal

Briefly talk about the resources available on the employee portal and how to access.

Slides 42-47

UpLift

Say something like:

“As part of our commitment to The Power of The Journey, CCS has created a training that is designed to help with the advancement of any employee who shows the desire and aptitude to learn and grow.”

Briefly go over the following points to describe the program. Then, review the requirements for an employee to apply. For more information send inquiries to the Training and Development Manager, Kris McAlinn. kmcalinn@cleanroomcleaning.com

Leadership: Leading Teams, Communication Strategies, Employee Life Cycle

Inspiration & Motivation: What it means to be Inspiring, Motivation for Performance, Diversity and Inclusion, Dealing with Conflict

Fiscal Responsibility: Financial integrity and ethics, Conflicts of Interest, Time Management

Training: Responsibilities and Relevance, Presentation Skills, Communication Skills

Requirements to Apply

- 1) Minimum of 6 months in a lead or supervisory role and 3 months in good standing with CCS (no disciplinary actions).
- 2) Approval from Operations Manager or Director of Operations
- 3) Resume with cover letter.
- 4) Signed commitment that you will complete all assigned tasks in the timeframe allotted and to the best of your ability.

Slide 48

Break Time: Take a break here before beginning the job-specific training.

Slide 49

Site Specific Information

Use this slide to input your own information that is specific to the site. Include things that the new employees will need to know about like:

- Parking
- Badges or keys
- Dress Code
- Any specific rules or regulations

Slide 50

Cleanroom Training

Here is where you will introduce your job-specific training for cleanrooms. Tell them a little bit about what to expect for the next section.

Slide 51

Typical Cleanroom (participation opportunity)

Say something like:

“Has anyone ever personally seen or been inside of a cleanroom?”

The point of this slide is to expose people to what a cleanroom is and how they are typically constructed. This should not be an exhaustive discussion about the mechanisms and science involved here. Speak briefly on the topics of: the gowning room, air flow, HEPA filters, entering and exiting the cleanroom. By the end of this discussion, your participants should have a basic understanding of the topic.

Slide 52

Rules of Conduct for Cleanrooms

Review the rules for being in and around cleanrooms. This list is not meant to be exhaustive and if there are other specific rules for the site, you can either discuss them here or include them above on slide 49.

Slides 53-55

Blank Slides

These are blank slide templates for your use should you need them. If they are not needed, delete from the deck before using the presentation.

Slide 56-63

Benefits Summary

Familiarize yourself with all of the benefits that CCS has to offer our employees. If necessary, reach out to Madison Read, HR Manager, if you need additional information or have questions about benefits. Speak briefly about each slide and make sure they know where to get additional information if they want it.

benefits@cleanroomcleaning.com

Slide 64

Paycom Timekeeping

Use this time to go over Paycom Timekeeping. Make sure they have all downloaded the app and know how to use it. Review:

- Clocking in and out
- Punch change requests
- Time-off requests

Remember that as the manager, you can not make changes to an employees time card without following the proper procedure, which must be initiated by the employee. Drive the point home that if they do not manage their timecard correctly, they will not get paid.

Make sure everyone understands how the geofencing feature works: they must clock in and out while on the jobsite.

Use this time to warn your employees about fishing scams. CCS will never email an employee and ask them for information about their direct-deposit accounts. All financial information must be managed by the employee themselves through their own Paycom account.

Slide 65

Let's Get Social

Encourage your new employees to get engaged with our Social Media outlets. Let them know that it is very helpful to our business if they can leave reviews on Glassdoor in particular.