



DIFFERENT IN A GOOD WAY

CULTURE HANDBOOK



FORWARD

FROM THE CEO



Team, many years ago we set out with a vision to build a team that would be recognized as the leading building service provider in North America. Our goal was to build dignity, pride, and integrity deep into the foundation of our company by developing and hiring the right people and providing them with great coaching. This book is a testament to the awesome team culture that you have created.

An amazing team culture is not something that can be created over night and should never be taken for granted. It is everyones responsibility to ensure we nurture and cherish this important ingredient in our success. I thank you all for your efforts, recognition, and encouragement that truly makes us “one of a kind” and “different in a good way.”

Kevin McCrum, CEO

This book is a testament to the awesome team culture that you have created.

FORWARD

FROM THE VON DEHN FAMILY



Only recently, Best has undergone the process of formalizing its core values, centred around the importance of building high trust relationships, working hard, valuing the team, and striving to improve. It's clear to us as a family (and long-time Best team members) that many of these core values, while not formalized until 2012, have always been the keys to what has worked to sustain Best since 1956.

The continuous 'on the job' message we received was to always do the best job you can, do what's right, and work with the team to get the job done. We have seen many Best team members over the years, follow this same advice. The by-product of this on the Job education is the high value we place on the hard work and commitment of the people at Best that 'get the job done'.

The difference today is that we now see the teachings of these important core values across the entire spectrum of people in our organization. This important change has greatly improved the base upon which this company rests: its people.

The results and opportunities this change allows are simply impressive. We thank all of you for your hard work and commitment.

Ulf C. von Dehn

**Thank You BEST
Team.**

Each member of the BEST Service Pros team was asked to describe in 1-2 sentences, how their experience has been thus far with the BEST team.

The following handbook represents our team's feedback and why BEST Service Pros is:

“Different In A Good Way”

WE RESPECT OUR TEAM

DIFFERENT IN A GOOD WAY

“We respect our team by hiring the right people and providing great coaching.”

We believe that being different in a good way means respecting each of our team members. When we provide our team with the right tools, training, and coaching they can succeed not only at their daily work, but they contribute to the overall satisfaction of our team and clients.

Respecting our team is not a one time task. We continuously provide opportunities and seek feedback to ensure each member of our team is provided with the right tools and coaching.



TEAM RESPECT

DIFFERENT IN A GOOD WAY



I continuously improve myself. I respect our team. – Precila



**We do what
is right.**

My leader is helpful and smart with her coaching. – Asha

I value the team's input with open communication, and respect. We do what is right. – Linda

My experience with Best Service Pros has been positive and encouraging and the co-workers I work with have my back. I enjoy the opportunity to learn new tasks and added responsibilities that I have been given in my position as Day Porter and am happy to work. – Leslie

Great teamwork and communication with co-workers, supervisors and Christine!!!

I love this job! – Tina

Overall satisfactory learning experience.

– Acacia

Overall positive. I appreciate training that has been put into my career as an employee.

– Andy

My experience has been great, staff is wonderful. Our manager supplies us with the equipment we need to do a good job. –



**I love this
job!**

I enjoy what I do with friendly co-workers and fair managers. – Mitchell

*I like my job because people are friendly and the people at Best work by teamwork.
– Elizabeth*

My experience has been great with the BEST team. People are very friendly, fun and easy to work with, and most importantly we are willing to help each other. – Mandy

**We are
willing to
help each
other.**

Leader's and managers are always around and give support. – Merema

I could not ask for better people to work with. My supervisors are awesome.
– Samantha



**We
have good
teamwork.**

I enjoy working with all the people I work with because we have good team work. – Celia

My experience has been good. The people are nice and friendly. – Keith

Since working here at Best Service Pros I found that there is a unity. – Arcadid

I like the way the management handles people. It's very professional and updates us through training.

– Crispin



**We really
enjoy
working for
BEST.**

It's been a good experience. We work well together as a team, helping each other out and making the day go by better.

– Deveryn

I think we have been treated quite fairly and we really enjoy working for Best Service Pros.

– Heather

I have felt comfortable with all of the staff and look forward to more opportunities with this company.

– Jordan

I love working with Best Service Pros and working with the team. Working with a good team makes me love the job and perform a good job too. – Merafe

In my experience at Best Service Pros, we work together with team and have friendly people and good administration. - Mohammed

I've always been respected by the Best Service Pros team and my employees. – Sukhwinder

*The team members at BEST are awesome.
– Rahei*



**I've always
been
respected.**

WE DO WHAT IS RIGHT

DIFFERENT IN A GOOD WAY

“We do what is right and honour our word with integrity.”

We believe that consistently “doing what is right” makes BEST different in a good way. Since 1956, BEST has been sustaining the family values as the foundation of business operations. This consistency allows our team to be confident in their decisions, communication, and customer service.



DOING WHAT IS RIGHT

DIFFERENT IN A GOOD WAY



BEST Service Pros provides tools that are needed to become more excellent and helps us to have a better work site. - Josephine

They provide me everything I need. – Allan

Best teamwork is very great and co-workers will help each other. Workers care about the details in cleaning. – Noni

**Workers
care about
the details.**

I am very happy since working for this company because I have peace of mind, good teamwork, and good management. – Wilfredo

It's nice to be treated like a person and not a number.
– Bryan



I'm being taught the right way.

I like to help do the job to the satisfaction that the client is looking for.
– Randy

I'm being taught the right way of doing things.
– Doug

My experience at Best has been very educational and fun. I enjoy the people I work with and I take pride in my work. – Stephanie

Working with the Best team, I have had a profound experience with constant training and a wonderful team. – Osagie

**Constant
training and a
wonderful
team.**

I like working for Karen, she made sure my hours fit in with my daily life. – Skyler

*My experience with BEST has been awesome. I like the security there is for employees.
– Raquel*

The Best team is excellent in everything, especially on health and safety measures. Awesome. – Melony

Best Service Pros are motivated to do the best. Whatever training I get, I try to exercise it to become the best work. – Freweini

I learned new experiences working with Best Service Pros that I can share with others and be proud of. – Rebecca

I enjoy the work that I do. The training has been helpful and my supervisors are easy to talk to. – Jen

Continuous training and learning better ways to do the job. – John



**I can share
with others
and be proud.**

I feel I have grown as an individual, I have confidence in myself and feel I play an important role at our site. - Susan

We have a great support team in place and management that know how to get the “best” out of everyone. – Scott

I'm satisfied with the way they compensate the employees. Always in advance in my bank. Thanks. – Maria

**We have a
great
support
team in
place.**

Good teamwork leads to a good results which helps me and other team members at work. – Teddulo



**Delivering
Operational
Excellence.**

We keep a good environment for our community and our neighbours. – Kathy

*I understand the importance of delivering operational excellence in developing a high trust relationships with the company.
– Annessh*

I very much enjoy my job with BEST and appreciate all the opportunities this company has. – Mindy

They trained me well and they gave me the opportunity to work in different areas so I can get different experience. They also taught me how to communicate with people. I was new to the country and I am looking forward to learning more. Thank you. – Rahma

WE RECOGNIZE AND REWARD

DIFFERENT IN A GOOD WAY

“We recognize and reward outstanding performance, effort, and results.”

BEST believes that it is important to retain our well trained and qualified team members. We ensure that we not only provide a job, but a true career experience for each member of our team. We consistently look for news ways of recognizing positive performance at all levels and ensuring that hard work does not go unseen. Career advancement, team outings, prizes, and tokens of appreciation are just a few of the many things that BEST does to recognize our hard working team.



RECOGNIZING AND REWARDING

DIFFERENT IN A GOOD WAY



I have learned from the Best Team a sense of accomplishment, a sense of taking initiative, and the sense of working as a team. – Dengoue



**It makes my
life better.**

Thank you for helping me to improve myself and I hope to work with Best longer. – Jose

I am happy working here because it makes my life better. – Abwolla

The past four years with BEST Shredding has been very rewarding, we have expanded into four unique markets in the past five years! There is a lot of career development and advancement for those who work hard and deliver positive results. – Jared

I am proud of all Best Employees and honored to be with a company that honors their employees, and their core values, which are so important! – Deborah

We go to the zoo with our all family, we have birthday cake every month, and gift cards. I am happy, Best is good, I love working here. – Etenish

Best Service Pros is a good company which gives a wide opportunities to build an ideal future. - Dengoue

It is a culture of mentorship to help everyone reach their full potential. – Jim



**Opportunities
to build an
ideal future.**

My working experience is good and my co workers are good to me. My supervisor and the management is good to me and if I need something they provide it for me. – Irene

Best Service Pros treats us annually to a summer picnic and Christmas party. – Luzon

I enjoy the annual staff picnic and I love the flowers from the Mother's Day celebrations. – Quinciano

**I love the
flowers from
the Mother's
Day
celebrations.**

I enjoy the annual staff picnic and I appreciate the flexibility in applying for vacation. – Milagros

I appreciated the Mother's Day flowers. – Imelda

**We include
our families to
share those
achievements.**

*During holiday's like xmas and summer, the Best Team always makes time for picnics or parties. This shows that we are important workers. That's why I like the Best team.
– Sylvia*

I look forward to the "Reward and Recognition Draws." – Roberto

*Every time we have company gatherings we include our families to share those achievements... Best really changed our lives giving a positive atmosphere. Best is really good as they are giving rewards for these hard working employees and our Site Manager is very kind and approachable.
Best really help us a lot!!! – Erwin*

WE VALUE THE TEAM'S INPUT

DIFFERENT IN A GOOD WAY

"We value the team's input and openly communicate with respect, trust, and candour."

Communicating with our teams whether at site level or through the executive team is an important part of sharing the BEST culture and ensuring that all team members are receiving a consistent message.

We pride ourselves on having excellent communication skills through mission and vision tours, leadership meetings, one on one meetings, company newsletters, and reviews.



COMMUNICATING WITH RESPECT

DIFFERENT IN A GOOD WAY



Open communication is a huge bonus amongst custodians and management. – Ken



**Open
communication
is huge.**

Best Service Pros gave me the opportunity to grow my skills in terms of cleaning and communicating with others.- Peter

The people I work with can truly be amazing, its like a work family. – Taylor

I have grown from a worker to a supervisor and have learned my way with a few bumps along the road. Anything I have ever needed with best gets answered as best they can and in a timely fashion. – Amanda

It's been really good and very different in the training and a fun experience to be around very professional people who care about each other. – Wayne

I enjoy working for Best. I am treated with respect and enjoy my role as a veteran on the team. – Marc

*My supervisor respects everyone fairly.
– Jaswinder*

*Everyone has made me feel like part of the team, very helpful, the most training I have ever received.
– Taylor*



**Professional
people who
care about each
other.**

It is excellent working with the team members and we have good communication to help each other. – Aron

*People are very friendly and very helpful. I always get help whenever I need. I would like to work with this company for a long time.
– Tina*

I like how the Managers and Supervisors treat their employees. - Christie

**People are
very friendly
and very
helpful.**

I am happy working for Best Service Pros. I like my job and my supervisor is a good person. – Hodan

I have had a good experience with the Best team. We have great people that work well with each other.– Hawa

**Great people
that work well
with each
other.**

I like to work for BEST because they treat me friendly and fairly. -Dinh

*It has been a good experience so far because I have been able to do what I love and I've been treated with respect. I've also gained confidence in my cleaning at work and home.
– Zaida*

My experience with the Best Service Pros is working peacefully with my supervisor. He tells me everything that I have to do and I am happy to work for Best Service Pros. - Mintesnot

My experience with Best Service Pros is good. Good communication with management. – Cecilia

Good communication with management.

My experience has been very good. The staff is friendly and easy to work for. – Elizabeth

They are very friendly and open. I am happy to learn new things and apply my knowledge. – Olga

They have demonstrated endurance, sincerity, hard work, great ethics and values, superior customer service, and overall dedication to getting their work done with excellence. – Deborah

My experience as a member of the Best team has been very enjoyable. I work with a group of very supportive, encouraging colleagues.

– Lisa

We come from different parts of the world. A lot of different nationalities, cultures and personalities. I believe we work great together, it's a little like a family. – Tanya

So approachable. I love working with Best Team. My supervisor is so helpful and diligent in giving instructions so easy. – Elizabeth

It's a good environment with good people.

– Dempsey



**Good
Environment
with good
people.**

WE CONTINUOUSLY IMPROVE

DIFFERENT IN A GOOD WAY

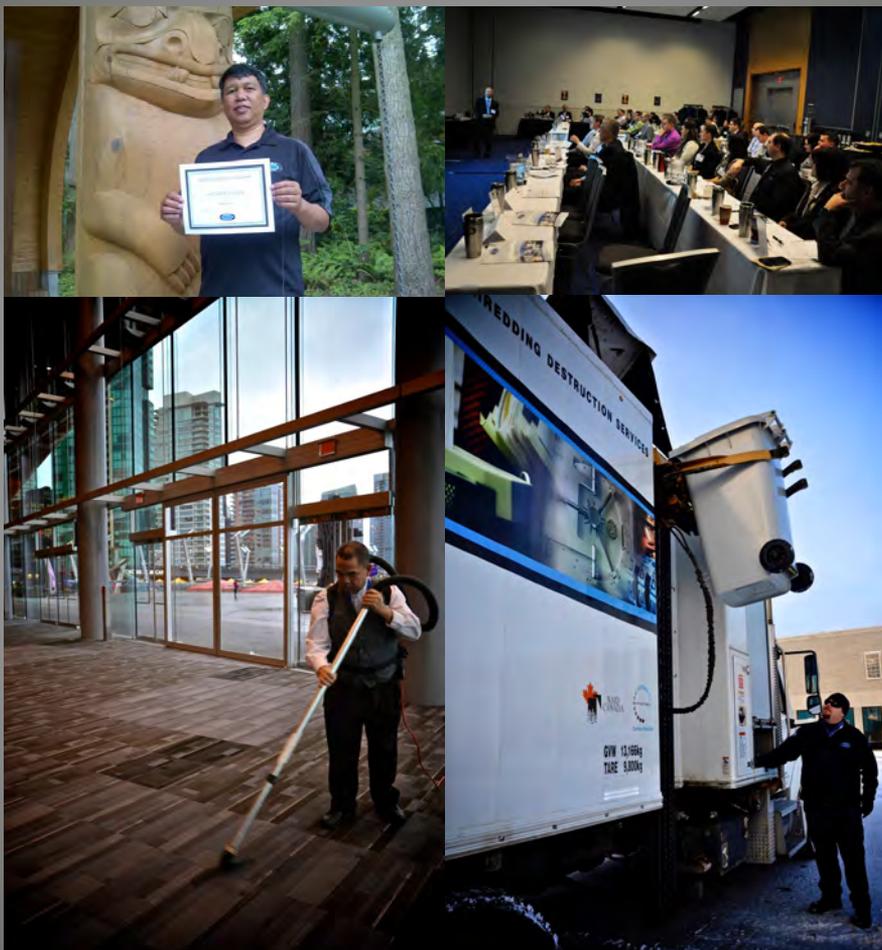
“We continuously improve ourselves, our processes, and the environment we live in.”

Continuous improvement is a way of life for members of the BEST team. We believe in providing innovative services that stem from the investment in technology improvements, training, education, equipment and mentorship.



CONTINUOUSLY IMPROVING

DIFFERENT IN A GOOD WAY



I appreciate all of the satisfying roles in the company with which have allowed me to develop a level of improvement. – Eduardo

The company has more professional safety meetings, training programs, and guidelines posted. Employees therefore know what is expected of them on the job site. – Lillian

Overall positive, I appreciate the training that has been put into my career. – Andy

**BEST made
big
improvements
this year.**

*The BEST leadership is very good. BEST made big improvements this year.
– Levy*

I had very good training so I'm happy to work for this company. – Ummelkeyr

**I am very
happy that I
work for BEST.**

I feel that I am learning more every day about the business and am developing important skills to further help my teammates. – Max

I am very happy that I work for Best. I have had good experiences like safety, how to use chemicals, and how to drive all machines. This is why I appreciate the company. – Rukia

Working with best team has been a very good way to build experience on how to clean properly as well as how to work in a team atmosphere. Also teaches good time management. – Avelina

*I look forward to growing
with your company.
– Shannon*

**Best is all
about creating
opportunities.**

*My experience is increasing and I feel that I am
better than before. – Abdurahman*

*Best is all about creating opportunities for all
stakeholders while delivering on its core value
commitments. – Jeff*

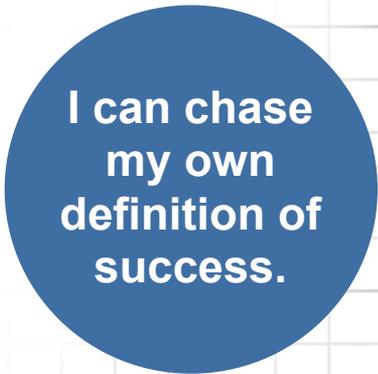
*Since I have started working with the Best
Service Pros team I have learned so many
things such as working as a team, sharing
ideas with my colleagues and collaborating
with my supervisor and the head office.
– Nancy*

I have had a lot of experience within my two years with the Best Service Pros. First of all time management skills to ensure work is completed on time and safely by the following policies, especially when working with machines and chemicals. - Yirgealem

I have had a great deal of personal growth since joining BEST. It definitely feels like I can chase my own definition of success and constantly redefine what I believe to be success as well. – Scott

The experience working with BEST gets better every day. - Aida

Best provides their employees at all levels with the tools and training to grow personally and professionally. - Jim



**I can chase
my own
definition of
success.**

Working with best team has been a very good way to build experience on how to clean properly as well as how to work in a team atmosphere. Also teaches good time management. – Avelina

It's nice to be at BEST Service Pros, because you learn many things. – Elizabeth

I learned a lot of new things pertaining to the work and most especially the scholarship grant helps me to upgrade myself related to the work that I'm doing. –Melchor

**I learned
a lot of new
things.**

It's been really great working with the BEST team I learned a lot of things and have a lot of experience with them. – Dorcas

Everyday, I gain more experience thanks to Site Managers Jerry, Chris and Dorothy. - Rozina

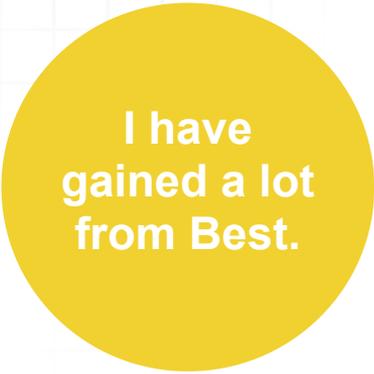
I am very happy that I work for BEST.

My experience with the “BEST” team so far has been quite the mind growing and challenging quest. Finding myself and learning new things everyday from my team members. – Jamie

Best Service Pros is improving as a company. I am proud working here, I learn so many things. – Kuldip

My experience with Best Service Pros is life, career and opportunity experience, not forgetting the great leadership team we have and because without my supportive management team I couldn't be where I am today. - Linsa

My experience so far with Best was great. I learned a lot that I didn't know before. - Christopher



**I have
gained a lot
from Best.**

I appreciate the annual training and I'm thankful for the support and confidence the management has given me through supervisor's training. – Joseph

My experience with Best over the years has been good. I hope to continue learning better ways to clean. – Skye

I started at this company in 2007, I have gained a lot from Best. As a janitor I learned a lot of working skills and proud of my experience in doing all I know. Thanks. – Manilal

I am glad that we are using green chemicals and equipment. It is good for our health and works faster and easier, saving time for the job to be done. – Cabayao

*It has been learning experience everyday.
– Rebecca*

*Proper training and full support to our leader/
manager. – Mryna*

*My experience with best
has been good so far.
They are organized and
supply me with all the right
tools I need. - Maria*



**Proper
training and
full support.**

WE ARE PROFESSIONALS WHO LAUGH

DIFFERENT IN A GOOD WAY

“We are professionals who laugh, have fun, and challenge ourselves.”

At BEST we not only challenge ourselves to do the best work we can, we take the time to laugh and have fun.

From company outings, to taking a moment out of the work day to enjoy the company of the team, BEST takes pride in having a fun spirited team.



PROFESSIONALS WHO LAUGH

DIFFERENT IN A GOOD WAY



Working with Best Service Pros has been a wonderful experience. I learned to love what I do. It is good to see that everyone works as a team and have fun as a team too. – Evelyn

Working with the Best team is fun because we are like one big family. I am very comfortable with the environment, I can say it feels like home. - Mark

*Nice to meet a lot of people with different cultures and nice conversations with all guests!
– Dorothy*



**We are like
one big
family.**

It's been fun working with Best. – Martin

The people I work with are interesting and full of energy. – Melanie

**Hard-working
and nice
environment.**

*I enjoyed the annual staff picnic and I like the gadgets from the Father's Day celebration.
– Edwin*

I like having our annual picnics so that we have more bonding. It's like a family reunion. – Jose

It has been a great experience working with you guys! Very friendly hard-working and nice environment. – Bianca

The people here are fun to work with. – Victoria



The people here are fun to work with.

This job is totally different from what ever I did in the past but I'm so proud to do that. – Viviane

I just started off working for Best Service Pros and I love my job. – Arief

Overall my experience has been good, I love my job and what I do here at Best. – Jean

Each work day is fulfilling for me and I look forward to coming to work each day. Never had a bad day of work and I strive to do my best! - Ken

*Best Services has helped me and my family so far. As a company I love working with them!
– Marimona*

The environment at work is cool. – Terhas

I like working here because everyone is so nice. – Toro



**Each work
day is
fulfilling for
me.**



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