



**WE'RE A LEADERSHIP COMPANY, NOT A CUSTODIAL COMPANY**

Having the right leadership in place defines the success of any program. As part of Compass Group, one of the country's largest employers, SSC's ability to deliver experienced leaders is second to none. Making sure we have the right people in place is our core competency.

Many of our team members started with SSC decades ago, and have worked their way up to their current roles. This longevity gives us a unique perspective, resulting in exceptional working knowledge of the industry and understanding of the issues faced in today's

educational environment. Likewise, other team members are relatively new to SSC, but have been involved with their respective learning institutions for many years.

We know our people are the key to our success — and they are the cornerstone of our day-to-day business. We train, develop, and mentor them to provide excellent service for our customers. You can rest assured that the familiar faces you've grown accustomed to seeing will not change — their experience is invaluable. They will have the opportunity to flourish and be even more productive with in-depth, client-specific training and new, state-of-the art equipment.

**SSC has provided unsurpassed support services to educational institutions like yours for more than 50 years. That's a half-century of service-driven, money-saving, quality-focused partnerships with our team of highly skilled professionals.**





**Why Outsourcing Is In:**  
Outsourcing your maintenance, grounds or facilities services is not only good for your employees — it's good for business too.

Here are a few of the benefits of outsourcing for both you and your team members:

**BENEFITS FOR EMPLOYEES:**

- Exceptional career growth opportunities, both through SSC and through our parent company of Compass Group (the 6th largest employer worldwide)
- 401(k) with company match
- Competitive health care rates — less expensive for family coverage
- Opportunity to obtain licenses and certifications through programs such as manager-in-training and apprenticeship courses
- Consistent and comprehensive on-the-job training
- Employee recognition programs and awards
- Relocation program
- Modern equipment that makes jobs easier and more efficient
- Employee discounts through Compass
- Quality management and guidance
- Consistent industry safety training

**BENEFITS FOR CAMPUS:**

- Fiduciary responsibility and risk mitigation
- Cost savings:
  - Fixed annual expense, easier to budget
  - Custodial staff workers' compensation expense
  - Reduction of administrative and HR time and expense
- Improved quality, efficiency, and consistency
- Clean, well-maintained facilities that increase student achievement and staff engagement
- Experience and expertise from an industry leader
- Uniforms provided to all staff
- Improved custodial attendance
- Extensive quality control programs to ensure contract compliance for both day and night shifts
- Monthly surveys for performance feedback
- Annual background checks to ensure student safety
- E-verify ensures legal residency of employees

SSC has provided unsurpassed support services to educational institutions like yours for 50 years. That's a half-century of service-driven, money-saving, quality-focused partnerships with our team of highly skilled professionals.

When we become your partner, your mission, beliefs, and aspirations for the future become ours. We are far more than cleaners, technicians, and managers. We are parents, family members, and community contributors that live, work, and play in the communities we serve. This means that every member of the SSC and Compass Group family has a dedication that goes far beyond our support services. It is a dedication to the future, to setting the stage for coming generations to learn, grow, thrive, and contribute.

SUCCESS STORY

**MAKING PEOPLE A PRIORITY**





At SSC, we understand the value of people in an organization, especially in close-knit educational environments. Our company was founded on the belief that American corporations can grow and thrive — and still remember how to treat a customer, an employee, a board member, and a town — all at once.

We understand the decision to outsource services at your school district, college, or university is not one to be taken lightly. Many of the people who work in our educational institutions have long histories there, and we understand that students, staff, and parents think of those employees as family.

There is a false perception that bringing in an outside company will result in the

existing staff being laid off, and a new team being brought in. This opinion is based on the myths and negative connotations that tend to surround the term "outsourcing." Allowing this inaccurate opinion to form keeps educators from their best opportunity for success.

SSC focuses on smoothly transitioning existing employees — it's essential to the way we do business. Our managers value the knowledge, tenure, and relationships of current employees, and preserving continuity through change depends on supporting these critical factors. Our commitment is to make sure all associates have new opportunities for growth, as well as new benefits to

help improve the quality of their lives and the lives of their families.

No other company can offer the level of specialization and support for educational institutions that SSC does. You may likely already outsource many of your critical educational functions. For instance, if you need to build a new building or add a wing to an existing building, you consult with an architectural firm. If you need legal advice, you may work with outside counsel. Outsourcing your support services simply makes it easier for you to do what you do best: educate your students.



# PEOPLE STORIES



## DAVID ANDERSON: From Custodian to Team Leader

**Regional Director  
of Operations  
Texas**

After serving the Houston Police Department for 17 years, David decided it was time to retire. When he did, he went to work at his family's business and met a frequent customer who happened to be an SSC associate. "He talked about the SSC support structure — one where growth and development were integral to the company's beliefs," says David. He was intrigued, and asked if there were any openings. There was one: an hourly custodial position at the local high school.

David's daughter attended the school, and he thought she might be reluctant for her dad to work there as a custodian — but she expressed nothing but pride for his new role. In just a short time with SSC, he went from floor tech

to supervisor, then to assistant manager. From there, he became a manager before landing his current role as regional director of operations for South Texas. He is responsible for 11 accounts and 500 direct reports, and has not wavered in his goal of continuous growth within SSC.

The word David uses to describe his SSC team is "family." When talking about SSC, David says, "This group feels like family to me, whether in the field, at a training course, or attending a Compass Community Council (CCC) forum."

David serves as a great example of the incredible growth opportunities available for those who are passionate and dedicated to making a difference.

**"This group feels like family to me, whether in the field, at a training course, or attending a Compass Community Council forum." – David Anderson**



## MICHELLE GARCIA: Putting Her Knowledge to Good Use

**Regional Director  
of Operations  
Texas**

Michelle Garcia came to SSC in 2002 to join our manager-in-training (MIT) program. Our MIT program is another way SSC puts people first — through this program, recent college grads have the opportunity for leadership development, hands-on learning, and a robust mentoring program. "The MIT program is great — the knowledge and training our people receive prepares them to have their own account," says Michelle. One of Michelle's sites, Rockwall ISD in Texas, even serves as a training site for the program.

Michelle originally worked in SSC's mall division. She managed her own retail center until SSC obtained its first K-12 account in Arizona. Because of her established success as a manager, Michelle was offered a move to SSC's educational sector. She was successful in this initial role, and relocated to Dallas in 2011 to manage another account. She's been with SSC for over 15 years, and credits her success to what she's learned on the job with SSC.

"At SSC, you learn so much more than just how to be a custodian," says Michelle. "You learn how to build relationships, you learn how to be involved with your accounts, you learn how to take care of your clients, and you learn how to be an example for the people you work with and work for. We're not a custodial company — we're a people company."

One of the things Michelle is particularly proud of is the relationship she and her teams have with the students at their schools. "It's important to us to set a good example for those kids, and to show them the value of hard work and being responsible," says Michelle. "By the work we do, we are able to show them how important it is to take pride in what you do."

Michelle is grateful for the opportunities she's had with SSC, saying "I'm where I am today because of the decisions I've made — the decision to join SSC all those years ago was a great one!"



## JENNIFER MITCHELL: From School Employee to SSC Standout

**Unit Director  
Texas State University  
San Marcos, TX**

Jennifer's journey with SSC began in 2012, when Texas A&M decided to outsource their custodial services to SSC. Jennifer was a custodial supervisor at the time with Texas A&M, and she says she and her team had the usual worries: "Would we keep our jobs? Would we maintain our benefits?" SSC promised to retain any employees who wanted to stay on, and let Jennifer's team know their benefits would actually be better in some cases.

During the transition, Jennifer attended a meeting with A&M and SSC staff. "I chatted before and after the meeting with a very nice gentleman who worked for SSC. He asked me about my role, my team, and my family — and made sure to discuss my concerns with me. Only later did I find out I'd been talking to the president of the company. That was when I knew this was the right decision. I knew I was going to work for a company that truly valued people."

One of the opportunities Jennifer is most grateful for as an SSC employee is the chance to grow. As a Texas A&M employee, chances for promotion opportunities were rare — but as an SSC employee, Jennifer had opportunities right out of the gate and has had consistent support.

She was promoted from custodial supervisor to assistant manager within a year of SSC's arrival. About a year after that, a new unit director position became available at Texas State in San Marcos, Texas — about two hours from College Station, the home of A&M. Because of her success with SSC, Jennifer was asked to consider it and went to San Marcos for a campus tour. She never looked back. "I never thought I'd move away from College Station, but the opportunity was too good to pass up," says Jennifer.



## ALLIN STEVENSON: A Lifelong, Loyal SSC Employee

**Unit Director  
Jackson State University  
Jackson, MS**

Allin has worked for SSC for 30 years, and she says she'd never work anywhere else. SSC used to have a mall division, and that's when she joined the company — when SSC took over the mall where she worked. "On the first day, the SSC crew got there at 6:00 a.m. I got there at 5:00 a.m.! I wanted to be part of the team!"

In 2010, she got the opportunity to move to the education division, as the mall division was closing down. The manager at the mall where she worked at the time wanted to keep her on staff and offered her a raise. Allin said, "Thanks, but no thanks," and told

him, "If you don't want SSC, you don't want me!"

Allin says SSC took the time to invest in her as an employee, and as a person. "The company gave me a chance 30 years ago, and I won't ever forget it," says Allin. If you're dedicated to your job, SSC is dedicated to you."

Allin says she likes what she does because she gets to help other people, just like SSC helped her. "There's nothing better than seeing the smile on someone's face when you tell them they got a job, or got a raise. SSC is a great company and I'm happy I've done my part to help make them great."

**"If you're dedicated to your job, SSC is dedicated to you." – Allin Stevenson**



## BETTY SMITH: Building Relationships and Doing Her Best Work

**Unit Director,  
Charleston City Schools,  
Charleston, SC**

"I've always tried to build good relationships with the people I work with. As a manager, the employees on my team need

to know I have their backs, and that I will support them if they need help," says Betty.



## BERNETHE MIDDLETON: Ready to Retire? Not So Fast!

**Unit Director,  
Charleston City Schools,  
Charleston, SC**

Bernethe first came to SSC in September of 1983, and she's been here ever since. She plans to retire soon, but even after she retires from her position as unit director, she says she will apply to be a part-time custodian. "That's how much I love working for SSC!" says Bernethe.

Bernethe started as a general cleaner, and was promoted to supervisor and then to her current role as unit director. She is responsible for five schools, and likes to be hands-on with her employees, saying, "I wouldn't ask them to do anything I'm not willing to do myself. SSC has always been supportive of me, and I want to do the same for my employees."

Another thing Bernethe says she likes about working for SSC

is that she always knows what's expected of her, and SSC makes sure she has what she needs to do a good job. "SSC makes sure we have good quality items — we could use cheaper equipment or cheaper cleaning supplies, but in the long run that costs more because the school would have to replace equipment sooner, or our cleaning products wouldn't be as effective," says Bernethe.

The same model applies with employees. "SSC pays us a good wage because they know people will be loyal to a company that treats them right. It's really true that you get what you pay for. I don't think I would have had the same chance to grow in my career if I worked somewhere else. I am happy to have spent my career with SSC!"

Betty also prides herself on making sure she has a very good relationship with the principals who work at the schools she is responsible for. They have a big job to do, so if they ask her for help, she wants to help them right away.

"Working for SSC has allowed me to do my job very well," says Betty. "There hasn't ever been a time when I've had to tell someone 'no,' because SSC has always made sure I had what I needed to get the job done. We

keep everything we need on hand to make sure we can always take care of any problem that might come up."

Betty has worked for SSC for over 30 years, and has always felt satisfied that she has been able to do a good job. "When I have new employees who start here, I always tell them how important it is that they do their best, every day. And, since they're working for SSC — they will have a chance to do just that!"



## NIKKI SIMPSON: Former Teacher Continues to Lead and Inspire

**Zone Supervisor  
Texas A&M University  
College Station, TX**

Nikki started with SSC in February of 2017, and was promoted to Zone B Maintenance Supervisor in January of 2018. Even though she is fairly new to the supervisor role, she demands three things of herself and her employees: "Show up, do your best, and get better — every day."

Nikki helps run SSC's largest and most complex account, Texas A&M University. She says she appreciates the scale of TAMU because it allows her to test out some of her more "radical" ideas — such as creating and implementing an app for time sheets, so that employees can record their time via the app rather than relying on paper.

Nikki comes by her knack for solving problems honestly. Before joining SSC, she was a middle school teacher. "When I compare teaching with my job at SSC — there is one thing that has stayed the same," Nikki says, "and that is developing people. When I was a teacher, it wasn't about trying to get a student to complete her homework and now, trying to get an employee to complete a work order. It's about growing people and recognizing that everyone

has a different personality and skill set. I want to help my employees reach the next rung on the ladder and help them define their goals."

Nikki also appreciates the opportunity for growth that working for SSC provides her. "My skills are constantly challenged here, which I love. I didn't have a lot of opportunity to advance in my career as a teacher. And, teachers today can't really try a lot of new things because they are limited by the curriculum from the school or the state. I had to be a 'paint by numbers' type of teacher. At SSC, I've been given a blank canvas and the opportunity to create whatever I need. Here, I can be an artist." Nikki also says this has encouraged her to be more creative in how she runs her team. "I know that any idea I have will be listened to, so I've become a lot more confident about trying new things."

Nikki says she always thought she knew what she'd be doing five years or ten years from now, but she says that at SSC, the sky really is the limit. "Wherever I'm needed, that's where I'll be."

**"My skills are constantly challenged here, which I love." – Nikki Simpson**