SPP 901: Mandatory Training Requirements

SPP 900: Training · https://milo.masseyservices.com/docs/spp-901-mandatory-training-requirements/

Section: Training
Subject: Mandatory Training Requirements
Approved by: Tony Massey
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Policy Owner: Sr. Director of Learning & Development

Policy

At Massey Services, we are committed to investing in the future of our people. We believe the best way we can accomplish this is through continuous team member development.

Philosophy of Training

“We are committed to ongoing training and team member education that develops pride, job enrichment, and personal and professional growth.”

A manager is directly responsible for ensuring all Team Members receive the mandated training in the appropriate categories. Customers depend on our people to be highly knowledgeable, so our training programs are designed to prepare our Team Members to provide a superior level of service. Team Members are not limited to merely understanding the technical functions of their work; our training includes technical, philosophical, and cultural development to perform current job functions and provide skills for future positions.

Massey Training Policy

No Massey Team Member is allowed to sell or provide service without direct supervision until they have successfully completed the appropriate Initial Training Program!

Training Requirements

The following will be a part of every Team Member's training experience:

- First Year Development Program
- Professional Development Program
- Cross Training
- Service Center Weekly Training
- Ongoing Corporate Training
- State Required Training
- State Certified Operator Training

A Training File will be created for each Team Member and kept with their Employee File at the Service Center. All training documentation will be kept in this file. File retention requirements are outlined in PP-1904 Guidelines for Retention of Files & Records. If a Team Member transfers service center or department, their training file must be forwarded to the new location.

First Year Development Program

It is mandatory for Team Members to begin the Initial Training Program for their primary job category on the first day of employment. Initial Training is provided online via Massey University. It mandatory that the training program is completed according to the required time frame.

By following the program as outlined, a new Team Member will be able to:

- Assimilate the required information effectively
- Keep from being overwhelmed
- Feel they made the right choice in coming to work for Massey Services
- Gain the confidence they need to provide quality service
- Work in the field without direct supervision

First Year Development Programs include:

- Initial Training
  - Pest Prevention: 12-day program
  - Termite Protection: 3-week program

    - GreenUP Landscape: 6-day program
    - Irrigation: Phase 1 is 1-week program, Phase 2 is a 2-week program
    - Residential Sales: 4-week program
    - Commercial Sales: 6-week program
    - Administration: 3-week program
- Corporate Basic Training
    - Pest Prevention
    - Termite Protection
    - GreenUP Lawn Care
    - Irrigation

Initial Training Programs

Initial Training programs are composed of a series of lessons and activities that provides a basic understanding of the functions required for each discipline. This training MUST be completed in the time frame designated by the category and must not be completed in just one or two sittings. The lessons are typically administered on a daily basis, with the Service Manager leading the process and acting as a mentor to the new Team Member. Each step in the program requires verified documentation of completion with a minimum score of 90% for all assessments and demonstrated competency in the assigned tasks. As a Team Member progresses through these steps, they become more confident in their job. It is this confidence that will better prepare them to serve our customers.

Corporate Basic Training

All service and sales personnel are required to attend Basic Training for their primary category. New service roles must attend the first scheduled Basic Training session after completing their initial training program and should not go more than 60 days without completion of this class. All sales roles must attend the Basic Training in their primary category no more than 60 days from hire; all other Basic Trainings must be completed within one year of hire. Prior notification of class schedules will be sent out by the hosting department.

In certain circumstances, team members may be granted a status of complete for Basic Training. These will be evaluated on a person-by-person basis and require the team member demonstrate the competencies taught in the associated Basic Training curricula. Completion will be granted only upon approval by the appropriate Technical Training Director. Examples of qualifying experience may include:

- significant industry experience from either
  - completion of Pest Initial/Basic Training Classes hosted by the QA Integration Team
  - minimum of two years in the associated Massey Services role
- Significant Industry certification or license
  - Example- FL Irrigation Specialty Contractor license

Industry Certifications

- Green Pro Certification
  - Green Pro Certification is a designation sponsored by the National Pest Management Association. This designation is our industry’s equivalent to the Good Housekeeping Seal of Approval program used for domestic goods. The Service Manager is to ensure that any Team Member servicing or selling Pest Prevention or Termite Protection passes the Green Pro training exam during their Initial Training program. The training manual and the intranet link for this exam are located on our Knowledge Base.
- FL Best Management Practices
  - Best Management Practices, BMP, certification is required for any Florida Team Member that will apply fertilizer. This training must be completed prior to performing solo fertilizer applications. It also serves as the verifiable training requirement for the Florida fertilizer applicator license, required for any Florida Team Member that will apply fertilizer.

Professional Development

All Team Members performing a service or sales role are automatically enrolled in the Professional Development Program. This program provides advancement within a role, allowing for continued development of a Team Member’s skills and competencies. The program consists of three

achievement levels:

- Advanced
- Senior
- Master

The Professional Development Program is outlined in PP-1502 for service positions and PP-1505 for sales positions.

Cross Training

Cross training will be offered to all Team Members. It is mandatory that all Team Members complete the initial training program and Corporate Basic Training in their primary category. Before they can sell or service outside of their primary categories they must complete the Initial Training program for that category.

Service Center Training Meetings

Service Center Training Meetings are NOT optional. These meetings:

- Constitute a vital part of the overall Massey Services Training Philosophy
- Reinforce and improve technical skills, job knowledge, and abilities of all Team Members
- Promote a safe working environment
- Prepare our Team Members to effectively deal with seasonal technical issues
- Help reduce cancellations and extra services

The requirements for these meetings are provided in PP 1501 Service Center Training Meetings.

Ongoing Corporate Training

Additional Corporate training is offered throughout the year. The meetings will vary in length and will require mandatory attendance. These include Service Managers meetings, Rodeos, Swarm Schools, etc. Any Team Member required to attend these meetings may be excused from attendance only with the permission of a Regional Manager or Technical Director.

State Required Training

Most states have specific licensing-based requirements. Before a Team Member can perform unsupervised work, they must meet all training requirements. To view each state's requirements, select from the links below:

- Alabama
- Florida
- Georgia
- Louisiana
- North Carolina
- Oklahoma
- South Carolina
- Tennessee
- Texas
- Virginia

State Certified Operator Training

All Managers are required to obtain their State’s certification in all categories as soon as they are eligible. All non-managerial Team Members are encouraged to obtain their State’s certification during their tenure at Massey Services. Exam preparation classes and appropriate study materials will be provided through the Q.A. Department.

Downloads

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/09/SPP901-Mandatory-Training-Requirements-v1.1-FINAL-010726.pdf

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