TEAM Software

The TEAM Code

Who we are. What we do. Who we aspire to be.

What is this thing?

This is TEAM's blueprint outlining what we do, who we are and who we aspire to be. Think of it like a strategic operating guide that drives our company, empowers and inspires our employees, and gives some insight into what makes us different from other software companies out there.

It's part brand statement, part employee manual, part customer service manifesto. In short, we're defining exactly what makes TEAM — TEAM.

So, whether you're a TEAM employee (or want to be) or you're a TEAM customer (or want to be), we think this code will give you a pretty good idea of what makes us tick.

A History Lesson:
How It All Started

It was the early 1980s. Computers were hulking pieces of equipment and mobile phones were things of science fiction. But that didn't stop one janitorial and security contracting company in Omaha, Nebraska, from looking for better ways to do things through technology.

The CFO was on the hunt for an easy way to determine profitability by job.
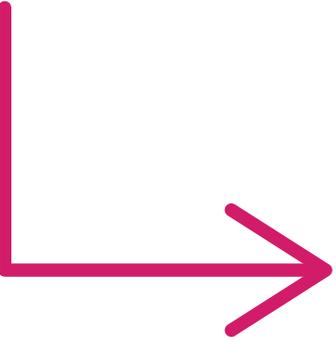
- **What were the labor costs, materials and other direct costs that went into each service location?**

- **Were they bidding each site correctly?**

- **Which jobs were making the most money — and, likewise, which ones were actually costing the company money?**
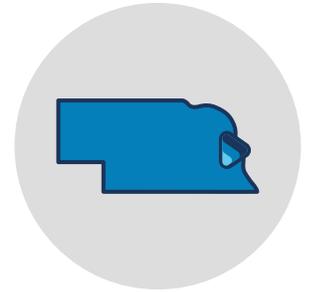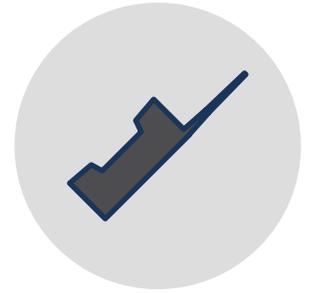
In short, he knew they could **DO MORE.**

The Original Team

Since an industry-specific business management system didn't exist at the time, he assembled a small team to build one: Frank Labedz, the CFO and idea guy; Sherri Labedz, software testing whiz; and Darrell Uttecht, the intrepid software programmer.

Together, they developed the prototype for a one-of-a-kind system — what is now known as WinTeam. Frank, the visionary, realized this unique solution could make a significant difference for other businesses in the industry with similar challenges. So, they started a new company to offer the solution to other contractors. That's how TEAM Software (formerly Team Financial Management Systems) was formed in 1989.

Frank Labedz
CFO and Idea Guy

Sherri Labedz
Software Testing Whiz

Darrell Uttecht
Intrepid Software Programmer

After leading the company as President and CEO for 27 years, Frank retired, and TEAM welcomed new President and CEO John Leiferman during the summer of 2015. . In September of 2018, TEAM began a new chapter as part of a strategic partnership with Accel-KKR, a technology-focused investment firm.

Part of our strategic vision with Accel-KKR is to leverage our industry focus and expertise to build a global technology company, enter new markets, add to our team and offer more solutions to our customers. Our first step toward that vision was in May 2019, when we acquired Lighthouse, a mobile workforce management platform founded in Melbourne, Australia. We expanded our global footprint again in January 2020 with the acquisition of Innovise, a U.K.-based innovator specializing in global workforce management solutions, and again in March 2020 with the acquisition of TEAM's long-time strategic partner Kwantek, a Kentucky-based company that offers onboarding and applicant tracking software for high-turnover industries like cleaning and security. Our most recent acquisition occurred in August 2020 with Templa, a cleaning-industry application based in the U.K.

The TEAM Difference

" The greatest technology in the world hasn't replaced the ultimate relationship building tool between a customer and a business: the human touch.

– Shep Hyken, Customer Service Guru

Why TEAM is Different (and Better) Than the Other Guys

- We have a deep focus on the facilities management, security and cleaning industries we serve. TEAM grew out of a contract security and cleaning company. We were our own first customer. We've been around since 1989, so we've been doing this a long time. And, we're not going anywhere.

- We provide fully integrated, holistic solutions to handle back office operations, field-based workers and everything in between.

- We take a people-centric approach to business and nurture a culture to support it. It means we prioritize people over process and our relationships over revenue. That creates empowered, empathetic employees who create happy, engaged customers.

Here's what we're committed to (mission):

We help our customers do more and empower their people through efficiency-enhancing technology.

That drives us toward our goal (vision):

We will be the leading global provider of innovative technologies and expertise for companies that keep our world clean, safe and secure.

Our core values stay constant, but we relentlessly iterate the Code. We work together to accomplish the day-to-day and the longer-term through belief in three core values:

1 Keep customers first.

2 Be accountable.

3 Do more.

VALUES

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Keep customers first.

We take pride in how we do business, and we do it with a customers-first mentality. We challenge each employee to begin and end each day with a customer-focused action. That's because we're people-centric and committed to developing strong, long-term relationships and providing an excellent experience. This gives us the opportunity to listen to our customers' needs. With that knowledge and our drive to deliver value, we create solutions that increase efficiency and boost profit for our customers.

Because when they're successful, we are, too.

#customersfirst

Be accountable.

We strive to do everything with integrity and hold each other accountable to do what we say we're going to do. And, we expect our fellow employees to bring their best every day. That's true for not only what we do, but how we do it. We focus on treating each other with respect, being honest and empathetic, collaborating, working hard together. Above all, we trust each other to do the right thing because it's the right thing to do.

#respect

VALUES

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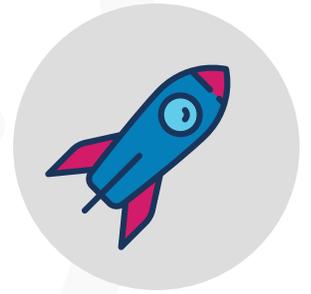
Do more.

"That's not my job" isn't in our vocabulary. We're willing to do what it takes to get stuff done — right. We're achievers and going the extra mile is in our DNA. Our company was built on the idea that we could do more. We changed the game in 1989 with an all-in-one financial, operations and workforce management solution. We did it again in 2001 with our Software-as-a-Service offering before "the cloud" was common. And with our global, next-generation workforce management solution, we're pushing that legacy forward. Our continued success is a result of our relentless pursuit to define what's next.

#GetStuffDone

Any business can say they have a set of values and make inspirational posters for the wall. But acting in line with those values is where the rubber meets the road.

"TEAM's values are what sets us apart from everyone else. They're not just a motto or something we say; the values are something we live by and strive to achieve every day.

– **Lindsay Uleman,** TEAM Software Account Manager, Nebraska, USA

Here's how we put our core values into action:

- Communicate openly.

- Innovate continuously.

- Cultivate and appreciate each other.

- Generate results.

- Anticipate needs.

Communicate Openly

- We're open and candid with each other. Communication is always a work-in-progress — we're human after all. But, we do our best to make sure we're actively sharing information across the organization.

- Honest feedback is critical, so we try to give it (and take it) with kindness and an open mind. (That's true with employees AND customers.) While we want to provide opportunities for everyone to be heard, it's not practical, or feasible, to make everyone happy.

- Our employees deserve to know the trajectory of the company, so there are no hidden agendas or secret projects. We value transparency and translate our corporate strategy into goals that are aligned across the organization, so each of us knows how we're contributing to the company's objectives. We plan and prioritize our work accordingly. *Of course, confidentiality and privacy needs come into play, and we take great pains to protect what needs protecting. We safeguard our records to ensure the security and integrity of our data and our customers'.

- Integrity underpins everything we do. We honor our commitments, respect each other and are proud of how we do business. We know that we can trust each other and have the courage to do the right thing.

COMMUNICATE

It's not easy keeping everyone in our global organization connected. We work hard to bring our teams together once a quarter to review our company metrics and project progress. All of us – across the globe. Every one of us knows whether we're meeting our expense and revenue targets, and we all understand the status of our big initiatives. We also all recognize where we need to put in a little more work to see results.

"**Every employee at TEAM, myself included, works each day led by our core values to keep customers first, to be accountable and to do more. We wouldn't be where we are today without that kind of passion and drive. We've been around for 30 years and we'll be around another 30 because we surround ourselves with the kind of people who can make that happen.**"

-John Leiferman, TEAM Software CEO, Nebraska, USA

Innovate Continuously

- As a market-leading software company, we're no stranger to innovation. We must innovate, or we'll fall behind. Innovation is at the core of who we are. We push ourselves to provide the best solutions by staying closely connected to our customers and industries, constantly learning and continuously improving. In addition to promoting ongoing learning and development opportunities for our employees, we host innovation events periodically to glean the best ideas from our community of employees.

- We provide autonomy to our employees, including flexible work arrangements and space design specifically geared toward innovation.

- We recognize that an inherent part of innovation is the risk of failure. Our approach? Be smart. Listen. Research. And, the most important — fail fast. We know it's going to happen at some point, but the quicker we recognize an initiative has gone off the rails, the quicker we can learn, adjust and move on.

"Building successful web applications requires an environment that allows developers to have autonomy and control over technology decisions. Working on Lighthouse at TEAM is a great place to do just that. The culture of honesty and the drive to solve challenging problems with web technologies is a great chance to build your skills and experience as a developer.

— **Will McClellan,** TEAM Software Engineering Lead, Melbourne, AUS

Cultivate and Appreciate Each Other

- Employees are our greatest asset and key to our continuing success. That's why we make sure each person we hire is a good fit for our company and can help us achieve our aggressive goals. While skills and experience are obvious qualifiers, a can-do attitude and curiosity are what make the superstars shine. And once we find superstars, we're going to help them build a long-term career here by investing in them.

- We realize that if we want to grow our company, we must grow our people, too. The equation is simple: empowered employees + a shared commitment to mission/goals = sustainable, scalable growth.

- Superstars attract other superstars (it's like gravitational pull). That's why we offer a generous employee referral program to help us bring those go-getters in the door. To facilitate new employee success from day one, we offer onboarding and training to get them going on the right foot.

- We foster an environment that values wellness and work-life balance. Flexible work arrangements, competitive benefit offerings; wellness initiatives; volunteer time off, and paid parental leave are just a few of the ways we show it.

CULTIVATE AND APPRECIATE

- To think differently and drive innovation, we need to be different. We promote the vitality of diversity and inclusion. Uniqueness is appreciated. It is also acknowledged as having a positive impact on individual and team successes. All will feel empowered to speak up AND consequently be heard. Everyone will be accepted for who each employee is, NOT who they are expected to be based on bias or stereotype.

- It's not just KPIs and bottom-line numbers. People are always a part of the equation. How we connect to each other and our customers is just as important as the tasks we execute. Simply put, a person who feels appreciated will always do more than expected. We count on that.

- Each of us has an important part to play and we rely on each other to create a successful TEAM.

empowered employees

+ a shared commitment to mission/goals

sustainable, scalable growth

Generate Results

This is what it all boils down to: results. How do we get them?

- Data is king. We gather it, measure it and use it to adjust our strategy and develop realistic goals and objectives going forward. Then we do it again. It's another way we hold each other accountable.

- Execute, execute, execute. Strategy is vital, but we must have tactical ways to carry out that strategy. In other words, we need to get stuff done. And, then do more.

- Focus on providing value to our customers. Listen, respond and solve their pain points. Do what's best for the customer because, in the end, that's where the real value is.

- We empower our employees to achieve their potential and their goals by providing them with the right tools and support to do it. The best way to keep generating consistent results? Reward and recognize the people who achieve them. Sometimes it's a simple thank you. Sometimes it's a gift card and a pat on the back.

GENERATE

These are the other ways we reward and recognize a job well done:

- Our company values are so integrated in our work, it's only fitting to celebrate each other when those actions reflect commitments. That's how our Keep. Be. Do. Award came to be. We nominate and formally recognize employees and the amazing things they're doing every day.

- TEAM encourages recognition from all angles, whether recognizing your peer, another employee on a project team or any other "job well done."

Anticipate Needs

- Over the last 30 years, TEAM has built a reputation on our customer responsiveness and our expertise in the contract cleaning and security industries. As a result, we're the trusted technology leader in our verticals, as proven by our lion's share of the market.

- But what got us to here won't get us to there. In other words, to sustain our market leadership position and continue to grow, we can't just respond to customer needs, we have to anticipate them.

- In today's technology-first world, creating a customer experience is about more than just acting on requests. It's about giving customers solutions they didn't know they needed. Guy Kawasaki, Silicon Valley-based speaker and author, calls this "jumping to the next curve." That's where the disruptive innovation is.

"We're in a global-leadership position in the industries we serve, and I don't take that lightly, I know we have the mechanisms in place to serve our customers now and into the future, and I'm looking forward to where we go next."

-Chip Irek, TEAM Software CTO, Nebraska, USA

ANTICIPATE

ANTICIPATE

- We work to stay connected with our customers and the industries we serve, so we can listen forward, act intentionally, deliver value to customers, expand offerings and scale easily. That's how we drive our relentless pursuit to define what's next.

- Your safety, health and well-being are a top priority at TEAM and every precaution is taken to provide a safe workplace for our employees, consultants and guests.

- TEAM keeps all information secure. Each employee takes this seriously as do our customers to ensure the security and confidentiality of TEAM records and to protect against anticipated threats to the security and/or integrity of this information.

Our company is our people. We are extremely proud of our organization and the TEAM we have assembled to support it. We have designed our employment experience with a goal to unlock the full potential for all. Each of us has an important part to play and we are all reliant upon each other to create a successful TEAM.