



COREWORKS<sup>SM</sup>

*Trusted Partner. Exceptional Support Services.*

# The C<sup>ORE</sup>WORKS<sup>SM</sup> Way

## Our Mission

Deliver safe, secure and clean environments that enhance the lives of those we serve, every day.

## Our Vision

To be the industry leader providing support services, with a commitment to uncompromising standards of service, cleanliness and value.

## Our People

We value diversity, work collectively as a team and are honest and respectful with each other. Everyone is valued and we are committed to constantly learning and growing as individuals - and as a team. Service excellence is our highest priority. We work to make each interaction with clients, residents, patients and guests exceptional.

# OUR VALUES

Honesty and integrity guides all that we do. We honor our commitments, hold ourselves accountable and always do what is right.

We are never satisfied with good enough. We deliver exceptional service, every day.

We work for the well-being, safety and health of people with empathy and compassion.

Our people are what drives our business. We connect with, care about and develop our teams.

We respect everyone, always.

We are empowered to identify process improvements that bring value to our clients.





# THE 15CORE BASICS

Our core commitments are known and embraced by all team members.

1

We live by our motto: "We are exceptional people, providing exceptional services to exceptional customers."

2

Our three steps of courtesy are:  
(1) Smile  
(2) Make Eye Contact  
(3) Greet and Address Professionally

3

All of our team members will use proper etiquette in all forms of communication, including telephone, email and all forms of written communication.

4

Coreworks' objectives are communicated to everyone on our team, and we are all responsible for supporting them.

5

Each team member can identify areas needing process improvement and report the issue to a member of management for immediate correction.

6

Everyone on our team is responsible for creating a positive work environment where teamwork and cooperation drives exceptional customer service.

7

All team members receive annual certifications and reviews.

8

We are all goodwill ambassadors - in and out of work.

9

We take pride in our personal appearance, and adhere to our uniform and grooming standards.

10

Never lose a customer! We resolve customer complaints immediately by taking ownership, satisfying our customer and documenting the issue and resolution.

11

Protecting our assets is every team member's responsibility.

12

Think safety first. It takes all of us to create a safe, secure and accident-free workplace for our customers and teammates.

13

Uncompromising standards of cleanliness are our top priority.

14

We are empowered to address and resolve service issues, even when they are not our responsibility.

15



# MEET THE TEAM



**Kurt Resener, President**

With over 36 years of progressive leadership experience in healthcare and senior living, Kurt is responsible for all aspects of the operation and successful execution of Coreworks nationwide.



# FAST FACTS

- 94 Partner Locations
- 28 States Supported
- 845 Team Members
- 16M sq. ft. Managed

## KEY PARTNERSHIPS





# INTEGRATION INTO YOUR CULTURE

- Your community's culture and ethos is first and foremost
- Coreworks is an extension of your team
- Everything is customized to who you are and what is important to you
- We utilize our network of resources to support your community at all times





# BENEFITS FOR YOUR ORGANIZATION



A SHARED  
COMMITMENT  
TO COMPLIANCE



SOLUTIONS  
THAT FLEX TO  
YOUR NEEDS



IMPROVED  
EFFICIENCIES



BACKED  
BY DEEP  
EXPERTISE



RESULTS  
THAT DELIVER  
QUALITY



# OUR SERVICES

## HOUSEKEEPING

- We help residents feel safe and at home with our housekeeping services
- We offer customized services and schedules to align with your community's brand standards
- We stay focused on key customer satisfaction drivers: efficiency, quality, responsiveness and exceptional service







# LAUNDRY

## PERSONAL LAUNDRY

- We provide resident-centered care and service
- We offer customized laundry services that meet your community's operational and environmental needs

## INFECTION CONTROL LAUNDRY

- Sanitation and infection control are always top priority
- We review all laundry-handled processes to ensure proper infection control at every step





## PLANT OPERATIONS MANAGEMENT

- We keep every aspect of your community's environment safe and functional every day
- Service issues are remedied as soon as they arise

## MAINTENANCE

- We offer systems and procedures designed for your community
- Compliance and resident safety are always top of mind
- We hire skilled tradespeople who provide exceptional customer service





## GROUNDS

- We ensure your community's grounds are well-kept to maintain a safe and welcoming environment
- Grounds services include: grass, tree maintenance, gardening, and snow and ice removal

## TRANSPORTATION

- Safe and reliable in-house transportation offers residents flexibility and overall quality of life







# COREWORX HUB



EFFICIENCY



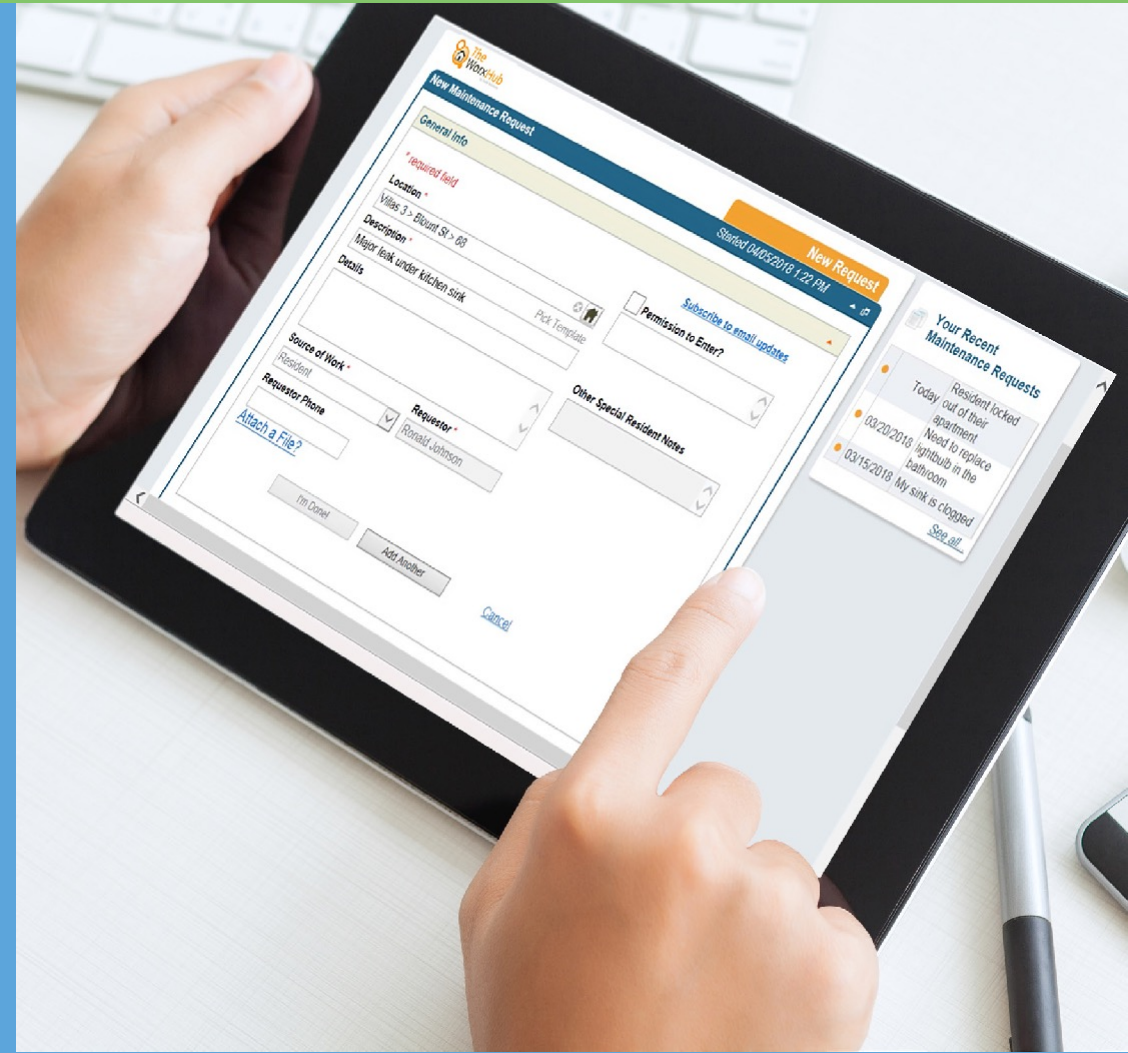
COMPLIANCE



RESIDENT  
SATISFACTION



REPORTING &  
ANALYTICS



# ABOUT COMPASS GROUP



**\$21.9  
billion**



**revenue in 2022**



**260,000**

**associates**



**97%**

**Industry-leading client  
retention rate**

## NOTABLE ACHIEVEMENTS

- Food Management Magazine – No. 1 of the Top 50
- Forbes' Best Employer's for Diversity
- Newsweek Magazine – Top Ten Green Companies in the World
- Forbes' America's Best Employers List
- Fast Company's World's Most Innovative Companies
- Fortune Magazine's World's Most Admired Companies List



THANK YOU!