QUICK START GUIDE
for Frontline Leaders

Use this guide when Frontline team members are required to complete Anti-Harassment training on ABM.com:

- During ABM's Annual Training Period

- As a New Hire

Preventing Discrimination & Harassment - Frontline ANNUAL Training Requirement

All Frontline team members are required to complete Anti-Harassment training <u>ANNUALLY</u>.

Training : Anti-Harassment

Training Period: July 13 – October 31, 2023

Audience: ABM/Legacy Able Frontline team members

Duration: 3 – 120 min (varies by state/region)

Languages: English, Spanish (additional languages vary by state)

Training Format: Videos

System Requirements: MS Edge browser, Disable pop up blockers

Training Options: Complete on company device or as group training

<u>Clink to access Frontline Training Videos by State</u>

Select your state

California – for all ABM Team Members located in California
Connecticut – for all ABM Team Members in Connecticut
Delaware – for all ABM Team Members in Delaware
Illinois– for all ABM Team Members located in Illinois
Maine – for all ABM Team Members located in Maine
Massachusetts – for all ABM Team Members in Massachusetts
New Jersey – for all ABM Team Members in New Jersey
New York – for all ABM Team Members in New York
Oregon– for all ABM Team Members located in Oregon
Washington – for all ABM Team Members located in Washington
All Other States – for ABM Team Members located in All Other States.

Note: Chicago Frontline complete Chicago Training as noted on abm.com (Illinois link)

LEADER AWARENESS

What are the actions needed by frontline leaders

- Schedule time for group training
- Obtain company devices for team members to complete training individually

Resources

- Review the Quick Start Guide on <u>Compliance Training Information</u> site.
- Submit appropriate acknowledgement
- Quick Complete Tool to record group training completions in ABMU

Completion Status

- Use ATIC training completion reports to determine team member status
- Curriculum Names (for ATIC):
  - PDH2023 Preventing Discrimination & Harassment ABLE - FL (0723)
  - PDH2023 Preventing Discrimination & Harassment ABM - FL (0723)
- <u>Link</u> to ATIC reports page
- ATIC report will contain list of team members who need to complete it.
- Regular updates will be included on Pod calls.

We all play an important role to ensure that our team members are respected and that our workplace is free of harassment, retaliation or other forms of unprofessional or unacceptable conduct.

Preventing Discrimination & Harassment - Frontline NEW Hire Training Requirement

All NEW Frontline team members are required to complete Anti-Harassment training.

Training : Anti-Harassment

Due Date: Within 30 days of hire

Audience: New ABM/Legacy Able Frontline team members

Duration: 3 – 120 min (varies by state)

Languages: English, Spanish (additional languages vary by state)

Training Format: Videos

System Requirements: MS Edge browser, Disable pop up blockers

Click to access Frontline Training Videos by State

Select your state

California – for all ABM Team Members located in California
Connecticut – for all ABM Team Members in Connecticut
Delaware – for all ABM Team Members in Delaware
Illinois– for all ABM Team Members located in Illinois
Maine – for all ABM Team Members located in Maine
Massachusetts – for all ABM Team Members in Massachusetts
New Jersey – for all ABM Team Members in New Jersey
New York – for all ABM Team Members in New York
Oregon– for all ABM Team Members located in Oregon
Washington – for all ABM Team Members located in Washington
All Other States – for ABM Team Members located in All Other States.

LEADER AWARENESS
What are the actions needed by frontline leaders

- Include in your "Day 1" new hire activities and/or
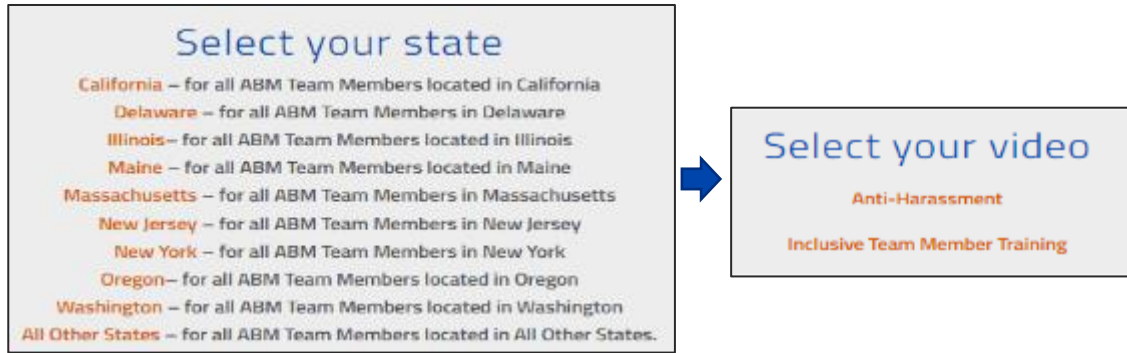- Schedule time for new hires to complete training within 30 days of start

Resources
- Review the Quick Start Guide on Compliance Training Information SharePoint
- Group Training option available
- Submit appropriate acknowledgement
- Record group completions using Quick Complete Tool in ABMU

Completion Status
- Use Training Completion Report (ATIC) to obtain list of team members who need to complete it and their status
  - Curriculum Name: Onboarding Curriculum - Frontline Hourly 2023
- Regular updates from HR will be included on Pod calls

We all play an important role to ensure that our team members are respected and that our workplace is free of harassment, retaliation or other forms of unprofessional or unacceptable conduct.

❶ Play Video(s)

1. Access videos on abm.com: https://www.abm.com/frontline-training-videos/

2. Select the **work state name**; If not listed, select "**All Other States**"

3. Select **Anti-Harassment**

Select your state

California – for all ABM Team Members located in California
Delaware – for all ABM Team Members in Delaware
Illinois – for all ABM Team Members located in Illinois
Maine – for all ABM Team Members located in Maine
Massachusetts – for all ABM Team Members in Massachusetts
New Jersey – for all ABM Team Members in New Jersey
New York – for all ABM Team Members in New York
Oregon – for all ABM Team Members located in Oregon
Washington – for all ABM Team Members located in Washington
All Other States – for all ABM Team Members located in All Other States.

Select your video

Anti-Harassment

Inclusive Team Member Training

NOTE: **Illinois** & **Chicago** – select appropriate option:

Select your video

Anti-Harassment – New Hire & Annual Training – for Illinois (non-Chicago) Frontline Team Members
Anti-Harassment – New Hire & Annual Training – for Chicago Frontline Team Members

4. Click each video to watch; all steps must be completed
   - Other languages may be available; Number of steps and videos vary by state
   - Assist team members who watch videos on a company device while clocked in

   Note: Audio is available in certain sections of **Chicago** videos.

Step 1: Watch the Chicago Anti-Harassment video (1 hour 10 min)

Video in Other Languages: Spanish | Polish

Step 2: Please watch the Chicago Bystander video (1 hour)

Facilitators **CLICK HERE**!
Video in Other Languages: Spanish | Polish

Step 3: Watch the Acceptable Behavior video (3 min)

Review the Acceptable Behavior Training in the following languages:
Albanian, English, Polish, Serbian, and Somali

Step 4: Select 1 of the following links to receive credit:
I AM SUBMITTING FOR MYSELF | I AM SUBMITTING FOR MY TEAM

Course Notes:
- PD40723 - Preventing Discrimination and Harassment - Frontline CHICAGO
Team Member employee ID is needed to receive credit

❷ Receive Completion Credit

- Details on following slides -

1. Scroll down to last step on page and select appropriate option:

I AM SUBMITTING FOR MY TEAM

- Follow instructions on **Receive Completion Credit – Group** slide
- You will need the **completed training roster** with:
  - Course name
  - Employee IDs
  - First name, last name
  - Date of training

I AM SUBMITTING FOR MYSELF

- Team member completes form with employee details to receive credit when training is completed in non-group setting
- Review instructions on **Receive Credit via Form – Self / Receive Credit via Form – Self (Illinois & Chicago)** slides
- Assist team members in completing form

Resources

Direct link to Quick Complete Tool in ABMU or use this path in ABMU:

ABMU → Menu (top left) → Admin → Quick Complete Tool

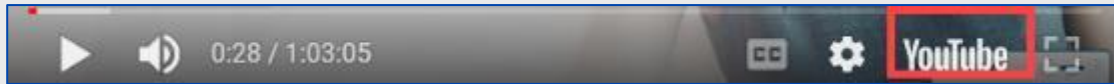If you need access to Quick Complete Tool – **request access**

Quick Complete Tool Instructions – available in ABMU or here
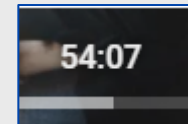
❶ Play Video(s)

Video Controls

To Launch In Full Screen
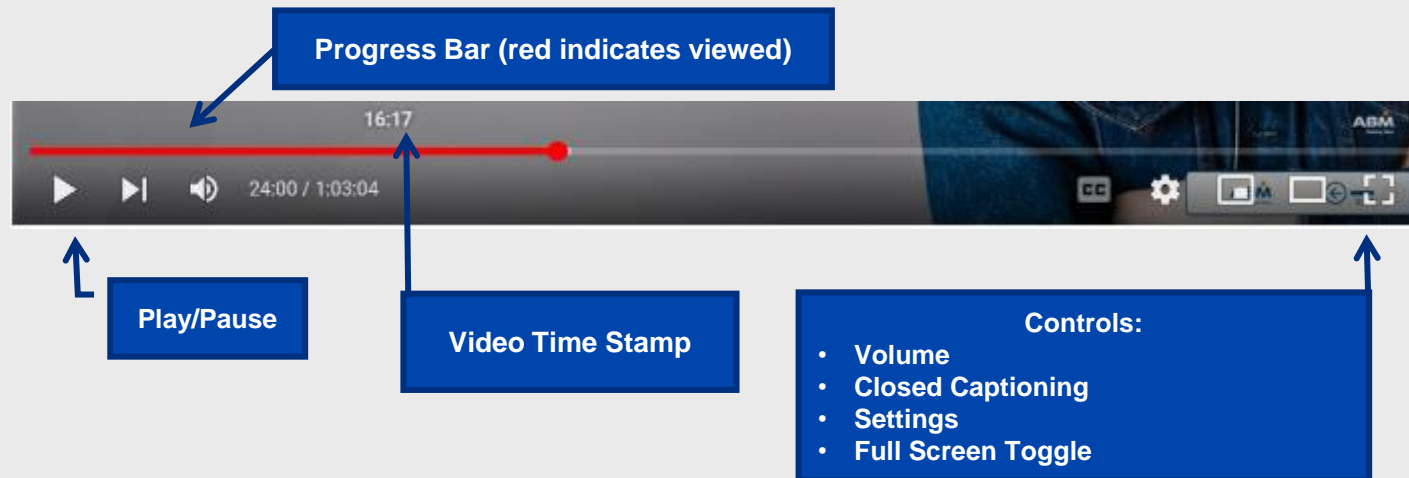
1. Click **YouTube** link at bottom of video

▶ ◀)) 0:28 / 1:03:05   CC ⚙ **YouTube** ⛶

To Navigate To A Video Timestamp

1. Hover your mouse over Progress Bar

2. Click at time stamp needed to start video at that point

54:07

Navigation

1. Use the video controls at the bottom of the video screen to navigate

Progress Bar (red indicates viewed)

16:17

▶ ▶| ◀)) 24:00 / 1:03:04   CC ⚙

Play/Pause

Video Time Stamp

Controls:
- **Volume**
- **Closed Captioning**
- **Settings**
- **Full Screen Toggle**

Note: Audio is available in certain sections of **Chicago** videos.
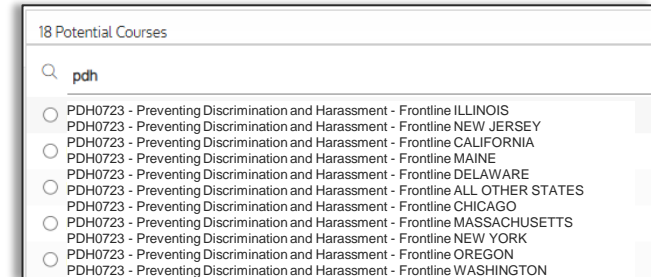
❷ Receive Completion Credit - Group
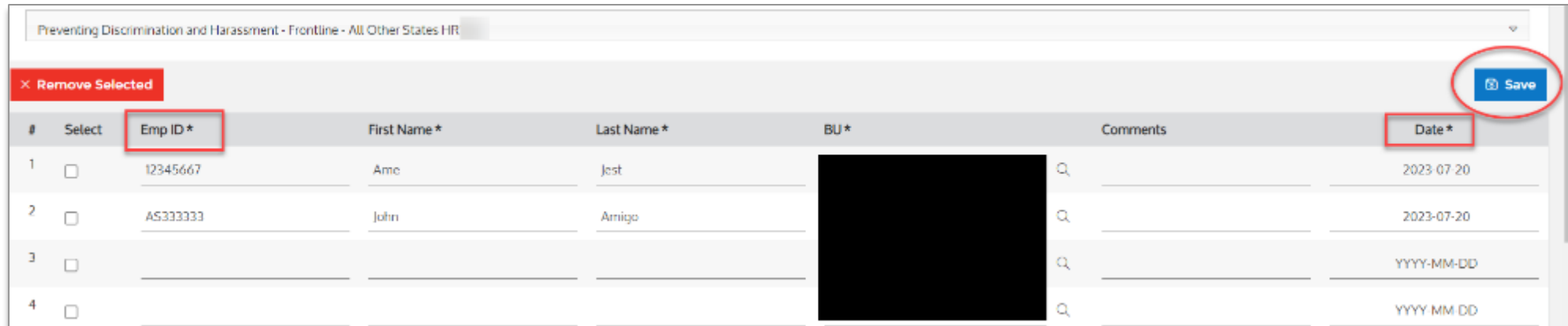
- Click link in last step on Training page: **I AM SUBMITTING FOR MY TEAM**
- Launch Quick Complete Tool by clicking ACKNOWLEDGEMENT link at bottom of page. ABMU Login required.

> CLICK THE LINK BELOW TO LAUNCH THE QUICK COMPLETE TOOL
>
> I HEREBY ACKNOWLEDGE THAT I'VE REVIEWED THE COURSES AND ACKNOWLEDGEMENT WITH MY TEAM MEMBERS

- Follow instructions here or on screen

1. Click **Potential Courses** to display Search field and type **key word** from course title (e.g., PDH, Chicago)
   - Course titles included on Anti-Harassment Frontline video pages on abm.com
2. Choose training for your state; If your state is not listed, choose **All Other States**
3. Enter Training Details
   - employee ID #; other information will appear automatically. No need to enter BU #
     - Able TMs: add "**AS**" in front of EE ID
   - Training completion date

18 Potential Courses
🔍 pdh
○ PDH0723 - Preventing Discrimination and Harassment - Frontline ILLINOIS
PDH0723 - Preventing Discrimination and Harassment - Frontline NEW JERSEY
○ PDH0723 - Preventing Discrimination and Harassment - Frontline CALIFORNIA
PDH0723 - Preventing Discrimination and Harassment - Frontline MAINE
PDH0723 - Preventing Discrimination and Harassment - Frontline DELAWARE
○ PDH0723 - Preventing Discrimination and Harassment - Frontline ALL OTHER STATES
PDH0723 - Preventing Discrimination and Harassment - Frontline CHICAGO
○ PDH0723 - Preventing Discrimination and Harassment - Frontline MASSACHUSETTS
PDH0723 - Preventing Discrimination and Harassment - Frontline NEW YORK
○ PDH0723 - Preventing Discrimination and Harassment - Frontline OREGON
PDH0723 - Preventing Discrimination and Harassment - Frontline WASHINGTON

Preventing Discrimination and Harassment - Frontline - All Other States HR

× Remove Selected   **🖫 Save**

#	Select	Emp ID *	First Name *	Last Name *	BU *	Comments	Date *
1	☐	12345667	Ame	Jest		🔍	2023-07-20
2	☐	AS333333	John	Amigo		🔍	2023-07-20
3	☐					🔍	YYYY-MM-DD
4	☐					🔍	YYYY MM DD

4. Submit up to 25 team members simultaneously; click "**Save**."
   - NOTE: To remove team member(s) before saving, use Remove Selected button.

Direct Link to Quick Complete Tool

> Team Members will receive credit for all required videos when submitting for the Preventing Discrimination and Harassment courses.

> Quick Complete Tool Issues or need access? Open a **Ticket**
> (Include your name, EE ID and reason for access)

❷ Receive Credit via Form - Self

ABM Building Value

1. Click link in last step on page: **I AM SUBMITTING FOR MYSELF**
2. Complete page 1 of form; click **Next**

3. Enter required information on page 2 of form; click **Submit**

Options

Options

Language choices based on state

IGNORE page count

CHICAGO Frontline Leaders: See next page for additional details

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❷ **Receive Credit via Form – Self** (Illinois & Chicago)

ABM
Building Value

1. Click link in last step on page: I AM SUBMITTING FOR MYSELF
2. Complete page 1 of form; click **Next**

3. Enter required information on page 2 of form; click **Submit**

Select State : **Illinois**

Select language

Language choices based on state

Selection region

Illinois (Non-Chicago Only)

Chicago (Chicago Team Members Only)

Chicago Only: Select course for either annual or new hire training

IGNORE page count

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FAQS

I see the term "Anti-Harassment" and "Preventing Discrimination & Harassment" used for trainings. Do these terms refer to the same thing?

The terms refer to the same topics.

How do I confirm that a team member has been marked complete for the training?

Use this link to access the *Training Completion Report (ATIC)*. Search for and select Curriculum Names such as
- **Onboarding Curriculum - Frontline Hourly 2023**
- **PDHC0723 Preventing Discrimination & Harassment - Frontline**

Use available filters (left-side panel) to show team members by name, manager name, work state, location, etc.

Data on the Training Completion Report (ATIC) is updated 4 times a day with data from ABMU.

Sample Filters

Location Name
All ∨

Department
All ∨

Manager
All ∨

Name
All ∨

I don't see my team member's completion reflected on the completion report – what should I do?

A few things to consider:
- Timing for the data to appear on the completion report may be delayed (Action: if more than1 day, follow next steps below)
- Team Member-submitted forms are entered into ABMU weekly (Action: if more that 1 week, follow next steps below)
- Was the correct course selected in the Quick Complete Tool? (Action: if not, re-enter the information with the correct course)

Next steps:
- Email abm_learning@abm.com with team member's ID, date of completion, course name, and issue
- Inform your Field HR Partner for assistance

What is the difference between a curriculum and a course in ABMU?

A curriculum is a group of courses and other content that is assigned to team members. It is used to track completions for a particular training launch. A course is a training resource which contains information for a specific topic in the form of eLearning, videos, job aides or a webinar.

Where does the Form data go once the Team Member clicks Submit?

The forms are reviewed on a weekly basis by a member of the L&D team. The data is uploaded into ABMU at the course level. ABMU then grants credit at the curriculum level where the course is included.   There will be a delay in this data appearing on training completion reports generated by ATIC.

Chicago Anti-Harassment Additional Details
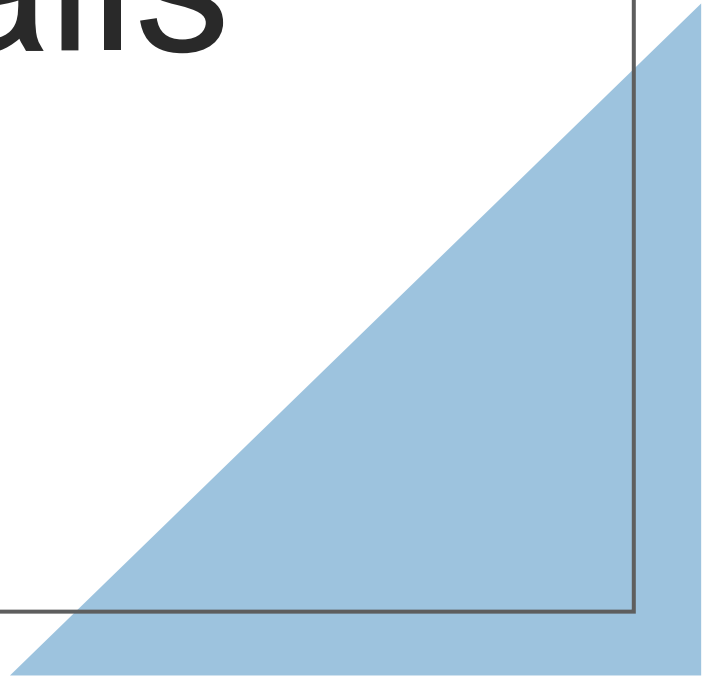
❶ Suggested Playlist – Chicago Frontline Anti-Harassment Training - Multiple Sessions

Video Time Stamp Start	Topic	Session	Total Session Time	Recommended Completion Date
00:00	**Introduction – Chicago Anti-Harassment**	Session 1	17 min	
1:30	Chicago Training Requirement			
2:00	What is Harassment?			
8:55	What is Retaliation			
17:01	US Law	Session 2	14 min	
23:32	What is Sexual Harassment?			
29:19	Illinois State Law			
31:04	Types of Sexual Harassment	Session 3	24 min	
46:58	Preventing Sexual Harassment			
54:20	Sexual Harassment Complaints	Session 4	20 min	**Complete Sessions 1- 4 by August**
1:02:50	Sexual orientation and Gender Identify Harassment			
1:09:28	Speaking Up			
1:10:19	End of Chicago Anti Harassment Video			
0:00	**Acceptable Behavior Video – 3 min**			
00:00	**Active Bystander Training Introduction**	Session 5	14 min	
2:30	Becoming Part of the Solution (13 min)			
13:50	Assessing the Situation (12 min)	Session 6	12 min	
28:22	Choosing your Response (16 min)	Session 7	16 min	
42:25	Following Up (9 min)	Session 8	20 min	**Complete Sessions 5-8 by early October**
50:45	Planning your Response (8 min)			
1:00:42	Speaking Up (2 min)			

Time stamps are similar in Spanish and Polish videos.

Videos have limited audio throughout

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