



*Heating, Cooling, Refrigeration, Duct Cleaning*

**CULTURE BOOK**

# COMPANY MISSION STATEMENT

It is our mission to deliver the greatest environment through customized comfort for homes and businesses in our community. We do this by using state-of-the-art products, and the acceptable trade practices of building science.

The Air Doctors Heating and Cooling, LLC service team is not only known for our technical expertise, but we are also your neighbors. We pride ourselves on our commitment to taking care of our customers and viewing them as members of our extended family. Service at this high of a level only comes from viewing our customers in a certain way; People Over Profit.

We hang our hat on quality customer service. To deliver top-rated service, we train regularly. Our technicians are required to go through continuous training to stay abreast of acceptable trade practices, changes in technology, and changes in codes and standards.

Our customer service representatives and dispatchers are also required to participate in continuous improvement training. Our CSRs and dispatchers focus on improving the customer's experience when they contact us and work efficiently to get the customer the help they are looking for. Bottom line, we are here to help, and we want to do our best every day!



# COMPANY CORE VALUES

## INTEGRITY

We believe in always doing the right thing no matter the cost!

## PROFESSIONALISM

We believe our team and customers deserve professionalism in the way we look, serve, and represent ourselves in the community!

## FAMILY

We believe in putting family before work! We also value our work family and believe that core value transfers into treating every customer like they are family!

## EFFICIENCY

We believe in working smart! We value the gifts we have been given and the opportunity to be good stewards.





# BENEFITS

- Health care for team members through Blue Cross Blue Shield
- Family health care with our group plan
- Company pays half of the employee's portion
- Dental and Vision Insurance for team members
- 401K and Tuition Assistance for team members as well!

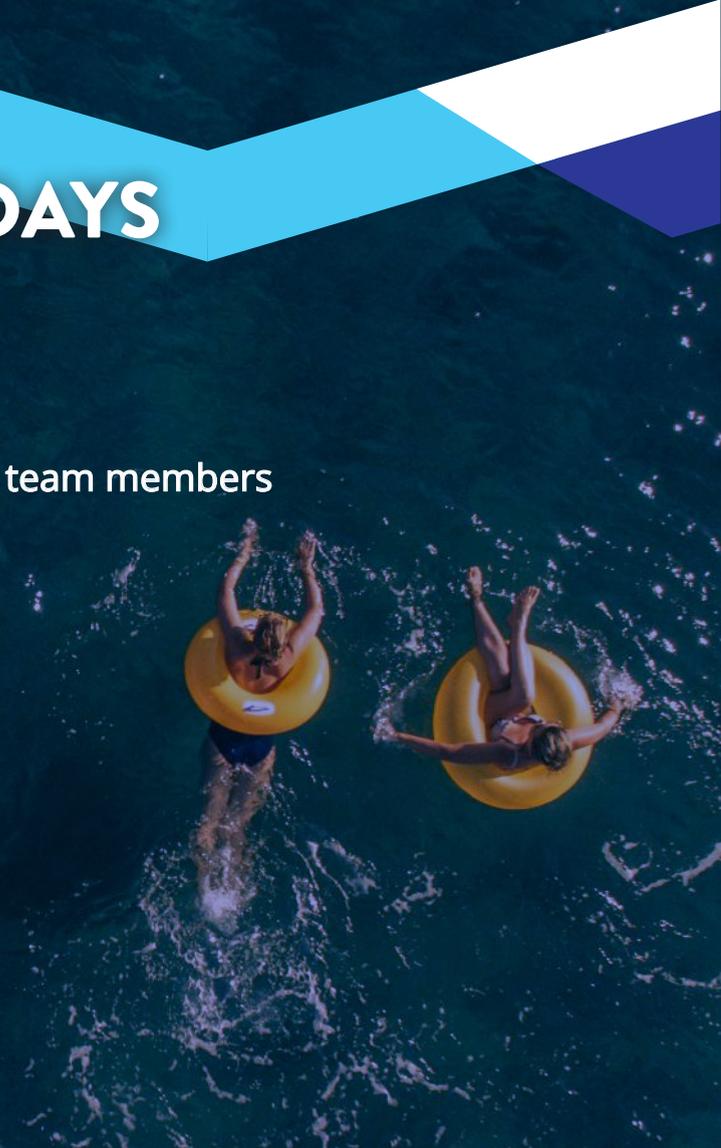


# STAFF AMENITIES WE PROVIDE:

- A break room
- Free beverages
- Free snacks
- Free WiFi for staff in the building

# VACATION & HOLIDAYS

- We Provide Paid Vacation
  - 2 weeks paid vacation for full time team members
  - 7 paid holidays
    - New Year's Day
    - Martin Luther King Jr. Day
    - Memorial Day
    - Independence Day
    - Labor Day
    - Thanksgiving
    - Christmas Day



# LIVING GREEN

- We recycle refrigerant
- We recycle equipment
- We recycle toner cartridges



A photograph of four diverse men in blue work shirts standing in a factory. They are all smiling and looking towards the camera. The background shows industrial equipment and a corrugated metal ceiling. A blue geometric graphic is on the left side of the image.

## LOOKING THE PART

**We are the team everyone wants to be on!**

- Be a part of our team!
- We provide uniforms for team members

# PERSONAL DEVELOPMENT

We believe training consists of 3 core areas. Customer Service, Technical Skills, and Life Skills. When one of these areas suffers, it affects the rest. To assist you in your growth, we:

- Help each person set goals and encourage personal development
- Offer a tuition reimbursement program
- Send people to outside training classes
- Bring in outside trainers

**WE ARE PROUD  
MEMBERS OF**

**Service Roundtable**

**Service Nation Alliance**

**ACCA**

**NATE**

**BBB**

**BPB**

# HIGH PERFORMANCE

## Performance Pay

There is no cap on your income when you perform!

## Recognize Leaders

We also recognize the leaders in each key performance category. Those leaders win cash and prizes at the company meetings as well.

**Lots of Spiff Opportunities as Well!**



# GIVING BACK

## WE SUPPORT:

- Susan G. Komen Foundation
- Team members / charities
- Local charities

Giving is a value close to our heart! We support several charities including the Susan G. Komen Cancer Research Foundation, as well as others. We also provide time off for volunteer work (e.g., Habitat, Heat the Town, etc.)



# FUN IN THE FIELD

We have training meetings that allow for socialization and interaction. We also host social events for team members, such as company cookouts, hay rides, swimming parties, birthday parties, and baby showers.



**AirDOCTORS**

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**AirDoctorsHVACService.com**