

# Employee Relationship Management System

## Fact Sheet

The Employee Relationship Management System (ERMS) is a powerful application and program that manages, tracks, and coordinates the long standing relationship with our employees including all of our temporary and seasonal workers. The maintained system displays a holistic picture of an employee's training, competencies, and proficiency rankings, as well as their schedules and contact information.

The program keeps year round visibility with essential personnel to develop skills, training, and experience in order to fill temporary and full time roles from this engaged pool of talented workers. ERMS helps Clean Harbors meet our system wide staffing needs while encouraging and supporting career progression for our employees. By facilitating cross-functional training, our skilled pool of labor is versatile and prepared for our customers.

- ERMS tracks employee competency levels so customers can be assured of an employee's qualifications and experience.
- ERMS agents reach out to employees on a regular basis, which promotes employee engagement and demonstrates the sense of pride Clean Harbors has towards its employees.

### Matching Competencies, Skills & Availability

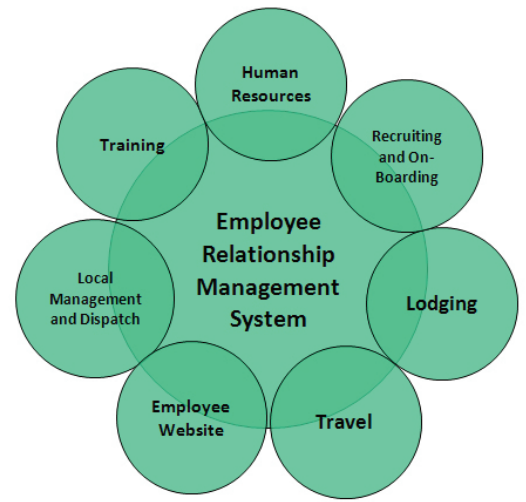
All of an employee's competencies and proficiency ratings as well as their availability and work schedules are tracked and viewed in ERMS. Finding all of the information in one place makes it easy to match an experienced and available employee with an open temporary or full-time position.

### Quick Scheduling & Deployment of Personnel

Employee schedules and competencies are linked to our dispatch and workforce planning systems, which provide the ability to quickly and efficiently deploy the right resources to the job or event through the tracking capabilities.

### Maintained Employee Tracking System

ERMS agents maintain year round contact with tracked employees assigned to them. All contact with the employee is recorded in the system via call notes, which drives actions. The agents also have the ability to



## Benefits of ERMS

- **Improved productivity and an advanced level of proficiency** from a ready source of safety conscious, skilled, and experienced labor.
- **Lower training and travel costs** by having the right people available at the right time.
- **Increased reliability and reduced overhead costs** from having engaged and satisfied employees.

update information directly in Clean Harbors' enterprise system, which feeds directly into the ERMS, for address changes and VISA, passport, and work permit information.

### Employee Engagement & Communication

ERMS agents develop a one-on-one relationship with our seasonal and long distance commuting workforce and assist them with all aspects of their employment with Clean Harbors. Agents are on call 24/7.

Whether the employee is currently working or off for the season, an agent is always available to help. This access helps create lasting, engaged employment and fosters development of skills and competencies.

