

MSS: Operations Onboarding Plan

Welcome to Masco Support Services

We are excited to have you as part of our team. This document serves as your Onboarding Plan. As you complete each task, your manager/assigned trainer will ensure you have all the information you need to be successful.

- **New Hire:** As you complete each activity on the checklist, place an “X” in the “Completion” column to indicate you have completed that task. As questions surface, be sure to direct them to your manager/peer trainer. (Open document in the desktop app for full functionality.)
- **Manager/Peer Trainer:** There are recommended timeframes for each activity. These are only recommended – allow as much or as little time for completion of each activity as necessary. Take into consideration any additional meetings or tasks that may need to be included and are not currently noted on this Onboarding Plan. This can serve as an agenda but is flexible to meet the needs of each new hire. Be sure to connect with your new hire daily to ensure they are aligned with both the daily activities and your expectations for the day.
- Manager will need to set up any meetings with key contacts (BU, Project Management, Analytics) prior to week two. These would be separate calls to introduce the New Hire to contacts they will be working with from various areas of the company.

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Day 1: Orientation

Day 1: Introduction to Masco and MSS

Time	Owner	Task	Description	Link/Documents	Completion
30 Min	HR	New Hire Paperwork & I-9 review with HR	<ul style="list-style-type: none"> HR will verify completion of new hire paperwork New hire will complete if necessary Q&A 		<input type="checkbox"/>
2.5 Hrs	L&D	New Hire Orientation	<ul style="list-style-type: none"> Course will be delivered virtually by a member of the Learning & Development team. 		<input type="checkbox"/>
15 Min	Manager	Intro/General Overview	<ul style="list-style-type: none"> What to Expect 		<input type="checkbox"/>
			<ul style="list-style-type: none"> Branded Backpack & Swag <ul style="list-style-type: none"> Check with new hire to ensure they have received their branded backpack and swag. 		<input type="checkbox"/>
			<ul style="list-style-type: none"> Discuss Schedule (Individualized Working Hours) <ul style="list-style-type: none"> During Onboarding Regular 		<input type="checkbox"/>
15 Min	Manager	Review Onboarding Site & Plan	<ul style="list-style-type: none"> Onboarding Site Review <ul style="list-style-type: none"> Introduction to Onboarding Site Review Operations Onboarding Page Review links to popular training topics New hire is encouraged to review features during free time Onboarding Plan Review <ul style="list-style-type: none"> What it is How it is used Manager Expectations for Onboarding 	MSS Onboarding Site	<input type="checkbox"/>
30 Min	Manager	Team Introduction	<ul style="list-style-type: none"> Manager will schedule an opportunity for New Hire to meet entire team virtually or in person 		<input type="checkbox"/>
30 Min	Masco IT	IT Orientation	<ul style="list-style-type: none"> Introduction to the Masco Help Desk How to change PC Passwords and Password requirements Global Protect VPN Intune Enrollment for smart phone or iPad (if applicable). My Network Drives.bat (Located on Desktop) 	IT Orientation InTune Knowledge Base Article	<input type="checkbox"/>
45 Min		Computer Set-Up Checks	MANAGER: Use this time to check in with your employee to ensure that the IT equipment, software, credentials and access you requested has arrived and/or been granted. If something is		<input type="checkbox"/>

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			<p>missing, please complete an IT Helpdesk Request or reach out to the appropriate party for permissions.</p> <ul style="list-style-type: none"> • Additionally, share meetings, calendars, bookmarks, etc. to ensure your new hire is equipped to join your team seamlessly. • Connecting to Masco Wireless Guest (Office only) • What equipment has arrived/what is on its way • Check for necessary software and systems • Check for necessary licenses, credentials, and permissions • Check for access to Shared Drives • Review folder structure for your functional area • Check for access to appropriate Teams sites • Invite to Team Meetings, 1:1s, MSS Updates and all other recurring meetings • Share browser shortcuts to bookmark • Assist with printer setup (office employees only) • Submit IT Ticket for any missing items 		
15 Min	Manager	Review MSS Policies/Handbook	<ul style="list-style-type: none"> • The new hire should have received and reviewed the Employee Handbook prior to day 1. • As needed, address any questions that surfaced from information discussed in Orientation 	MSS Employee Handbook	<input type="checkbox"/>
45 Min	Self-Directed	About Masco/MSS	<ul style="list-style-type: none"> • Masco/MSS Overview <ul style="list-style-type: none"> ○ Who we are ○ What we do ○ Enterprise and Business Unit level • New hire - Please review websites independently using links and notate any questions for manager. 	Masco Website	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Acronyms and Terms <ul style="list-style-type: none"> ○ Info - This is a list of common acronyms and terms used across Masco. ○ New hire – Please review acronyms independently using link and notate any questions for manager. ○ You are welcome to suggest additional acronyms to add as you go through training. 	Masco Support Services Website	<input type="checkbox"/>
				Masco Acronyms	<input type="checkbox"/>

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1–2 Hrs	Self-Directed	Communication Standards	<p>Branded Resources</p> <ul style="list-style-type: none"> • Info - These branded resources are used to ensure MSS presentations and communications have a consistent look and feel. • New hire –Please review: <ul style="list-style-type: none"> ○ Meeting Agenda & Notes Templates ○ Memo Templates ○ Retailer Brand Colors • New hire - Please complete: <ul style="list-style-type: none"> ○ The steps in the MSS Branded PowerPoint Template Guidelines to add the MSS Presentation Template to your computer. ○ The steps in the MSS Branded Signature Guidelines to create your MSS email signature. 	MSS Branded Resources MSS Presentation Template Resources MSS Branded PowerPoint Template Guidelines MSS Branded Signature Guidelines	<input type="checkbox"/>
			<p>Internal Communication Guidelines – Phone, email, etc.</p> <ul style="list-style-type: none"> • New hire – Please complete each training at the links to the right regarding Internal Communication Guidelines. <ul style="list-style-type: none"> ○ Business Etiquette: Phone, Email, and Text ○ Tips for Writing Business Emails 	Business Etiquette Phone, Email, and Text Tips for Writing Business Emails	<input type="checkbox"/>
TBD	Manager	General Meetings	<ul style="list-style-type: none"> • If applicable, new hire will sit in on any scheduled meetings throughout the day. 		<input type="checkbox"/>
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> • Review the days progress with the new hire • Q&A 		<input type="checkbox"/>
Day 2: Operations Onboarding					
Time	Owner	Task	Description	Link/Documents	Completion
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> • Agenda for Day 2 <ul style="list-style-type: none"> ○ Review Onboarding Plan ○ Introduce any peer trainers or job shadowing plans ○ Answer any questions from previous day 		<input type="checkbox"/>
15 Min	Self-Directed	Masco's Commitment to Ethics	<ul style="list-style-type: none"> • Review the video and additional information regarding Masco's commitment to Ethics. 	Masco Ethics Video	<input type="checkbox"/>

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			<ul style="list-style-type: none"> ○ There are 8 courses assigned annually with staggered due dates ○ You will receive an enrollment email when you are assigned an Ethics course. ○ You do not have any courses to complete until the next one is assigned to the whole company. 	Masco Ethics and Compliance Program Masco Ethics Training Site	
45 Min	Self-Directed	MSS Communication: Mnet & More	<ul style="list-style-type: none"> • MSS MNet <ul style="list-style-type: none"> ○ Info - Mnet is our internal communication platform where employees can retrieve relevant resources and also stay up to date on the latest news across the company. ○ New hire - Access Mnet by clicking the link. Be sure to check out the page for your functional area under the “Corporate Functions” tab at the top of the page. 	Mnet	<input type="checkbox"/>
			<ul style="list-style-type: none"> • MSS Mnet Training Video <ul style="list-style-type: none"> ○ New hire – Please watch training video using link. 	Mnet Training Video	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Operations Mnet page <ul style="list-style-type: none"> ○ Info - The Operations Mnet page is a site dedicated to our MSS Operations team that can be used to see the latest news impacting Operations and find reference and training materials. ○ New hire – Please review the site at the link. Your manager will follow up with additional information about how the site is used. 	Operations Mnet Page	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Latest MSS News <ul style="list-style-type: none"> ○ New hire – You can revisit this site throughout your first week to review the latest organization news & announcements from the last couple of months. 	MSS News Archive	<input type="checkbox"/>
			<ul style="list-style-type: none"> • MSS Recognition Site <ul style="list-style-type: none"> ○ Info - The MSS Recognition Site allows employees to reward their fellow employees with points for going above and beyond their job responsibilities. We can redeem recognitions points for gift cards, electronics and tons of other prizes. Watch the video to learn how to use the recognition system. 	Recognition Site Recognition Site Overview	<input type="checkbox"/>

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30 Min	Self-Directed	Microsoft Teams	<p>Microsoft Teams</p> <ul style="list-style-type: none"> • Watch a few videos on the Microsoft website: <ul style="list-style-type: none"> ○ How it's used ○ Notification Settings ○ Setting up/attending a meeting ○ Posts, File, Chat, etc. • Operations Teams Site <ul style="list-style-type: none"> ○ Review information contained here • MSS Share Site – The Community <ul style="list-style-type: none"> ○ Info - The MSS Share site is a space for employees to connect with one another on things they enjoy doing outside work. Be on the lookout for contests and virtual events posted to this site. • New hire – Please review the links to get more information on the sites. 	<p>What is Microsoft Teams?</p> <p>Operations Teams Site</p> <p>MSS Share Site – The Community</p>	<input type="checkbox"/>
			<input type="checkbox"/>		
1 hr	Self-Directed	Masco's Operating System	<ul style="list-style-type: none"> • Info - Masco's Operating System (MOS) is our collective approach to running our business. By focusing on culture, tools and impact, we discover information to better understand the key gaps that need to be closed and share knowledge and build capabilities to close them. 	<p>MOS Site</p>	<input type="checkbox"/>
			<ul style="list-style-type: none"> • New Hire - Please complete the following: <ul style="list-style-type: none"> ○ Review Masco Operating System site ○ Please complete the MOS Overview, Tools & 80/20 training courses using the links to the right. Once on the website, click "Enroll to course" to begin. 	<p>MOS Overview</p> <p>MOS Tools</p> <p>MOS 80/20</p>	<input type="checkbox"/>
30 Min	Manager	Operations Overview	<ul style="list-style-type: none"> • Overview of the Operations Department <ul style="list-style-type: none"> • Facilities • Project Management • Field • Org Chart • Contact List - SMEs • Team Structure • Responsibilities 	<p>Operations Contact Matrix</p> <p>MSS Operations Site</p>	<input type="checkbox"/>

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15 min	Self-Directed	Workday Training	<ul style="list-style-type: none"> • Info – Workday is our human resources information system. It is where you go to set goals, request time off, view/edit benefits, and reference other important employee documents. • New hire – Please access the Workday training video using the link. Feel free to explore the site during your free time. 	Workday Workday Overview	<input type="checkbox"/>
1.5 hrs	Manager	Performance Management & Goal Setting Discussion w/ Manager	<ul style="list-style-type: none"> • Review Job Description, roles and responsibilities • Incentive/Bonus: All full time and part time regular employees are eligible for annual bonus incentive program designed to recognize performance and contributions toward the achievement of company-wide objectives. Manager to review bonus eligibility and criteria. • Performance expectations <ul style="list-style-type: none"> ○ Discuss performance management schedule ○ Introduce team and individual goals ○ Review “Employee Goal Setting in Workday” ○ Discuss Masco Core Values ○ Discuss Enterprise Leadership Framework ○ Explain “strengths and backhands” ○ Introduce Core Capabilities Guide • New hire – Please review the links to get more information on how Masco manages performance 	Job Descriptions Employee Goal Setting in Workday Masco Core Values Enterprise Leadership Framework Watch the ELP Video Operations Core Capabilities Guide	<input type="checkbox"/>
1 hr	Self-Directed	Our Continuous Learning Culture	<p>MSS Employees are expected to consistently be looking for areas of improvement and upskilling accordingly. To that end, each employee has a Continuous Learning Goal each year. The Learning & Development department provides several possible activities and shared learning events each year to assist employees in meeting their goal.</p> <ul style="list-style-type: none"> • Continuous Learning Goal - A list of activities that employees may participate in each year to ensure we are always growing and developing our knowledge and skill sets • LMS Course Catalog – a collection of recordings of past workshops, group learning events and internal training content 	Learning & Development Site Continuous Learning Roadmap LMS Course Catalog Core Capabilities Learning Paths	<input type="checkbox"/>

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			<ul style="list-style-type: none"> • Learning Paths in LinkedIn Learning – a collection of courses related to a specific skill or behavior that we are meant to nurture at MSS <ul style="list-style-type: none"> ○ Core Capabilities ○ Enterprise Leadership Profile • Leader Resource Library – a collection of videos, articles, podcasts, eBooks, etc. organized by topic and provided to enhance learning efforts • Masco Enterprise Training Calendar - learning opportunities offered to all Masco employees across all business units • New hire – Please review the links to get more information on the learning opportunities available to you. 	Leadership Profile Learning Paths Leader Resource Library Masco Training Calendar	
1 Hr	Manager	General Meetings	<ul style="list-style-type: none"> • If applicable, new hire will sit in on any scheduled meetings throughout the day. • Please add new hire to all team meetings and 1:1s. 		<input type="checkbox"/>
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> • Review the days progress with the new hire • Questions/concerns 		<input type="checkbox"/>
Day 3: Operations Onboarding					
Time	Owner	Task	Description	Link/Documents	Completion
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> • Agenda for Day 3 <ul style="list-style-type: none"> ○ Review Onboarding Plan ○ Review who the new hire will work with throughout the day 		<input type="checkbox"/>
2-4 hrs	Self-Directed	MSS Systems Overview	<p>Manager: Discuss proficiency in the programs and platforms below with your New Hire. Together, you will determine if training is needed, and you may use the LinkedIn Learning courses below to provide training as necessary.</p> <p>NOTE: Not all may apply, so remove any from the list that your New Hire will not use.</p>	LinkedIn Learning	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Office 365: allows you share mailboxes, calendars, contacts and edit documents in real time through collaborative tools. 	Learning Microsoft 365	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Outlook: a comprehensive personal information manager (PIM) and email client that centralizes email, calendar, contacts, and tasks into one application, helping users stay organized and productive across 	Outlook Essential Training	

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			<p>devices, integrating with Microsoft Office for seamless workflow, and offering features for scheduling, communication, and file sharing.</p>	<p>Outlook Tips & Tricks</p>	
			<ul style="list-style-type: none"> • Word: a word processing application used to create, edit, and format documents like letters, reports, and resumes, offering features such as spell check, formatting tools, tables, images, and collaboration capabilities for professional-looking output on various devices, from desktop to web and mobile 	<p>Microsoft Word Essential Training</p> <p>Microsoft Word Tips & Tricks</p>	
			<ul style="list-style-type: none"> • Excel: a software program that uses spreadsheets to organize numbers and data with formulas and functions. 	<p>Excel Essential Training</p> <p>Excel Quick Tips</p>	<input type="checkbox"/>
			<ul style="list-style-type: none"> • PowerPoint: a presentation software in the Microsoft Office suite used to create visually engaging slideshows with text, images, charts, videos, and animations for business, education, and personal use, allowing users to build presentations from scratch or templates, add multimedia, and collaborate in real-time 	<p>PowerPoint Essential Training</p> <p>PowerPoint Quick Tips</p>	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Teams: a chat-based workspace that makes it easy to have conversations, host meetings, share files, collaborate on documents, and track work being done in various teams across Masco. 	<p>Microsoft Teams Essential Training</p> <p>Microsoft Teams Tips and Tricks</p>	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Power BI: is an interactive data visualization software developed by Microsoft with a primary focus on business intelligence. 	<p>Power BI Essential Training</p> <p>Power BI Dashboards for Beginners</p>	<input type="checkbox"/>

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			<ul style="list-style-type: none"> • Smart Sheet: is a spreadsheet-style project management solution for businesses managing multiple projects with dozens of moving parts. It helps companies of all sizes manage workflows and improve collaboration. 	Smart Sheet Essential Training Smart Sheet Tips and Tricks	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Sharepoint: a web-based platform for collaboration, document management, and building internal websites (intranets) for organizations, allowing teams to store, share, and work on files, manage projects, and communicate information securely 	SharePoint Online Essential Training SharePoint Quick Tips	<input type="checkbox"/>
			<ul style="list-style-type: none"> • OneDrive: a file hosting service operated by Microsoft that allows users to store, share and sync their files within Office 365. 	OneDrive for Business Essential Training One Drive Quick Tips	<input type="checkbox"/>
			<ul style="list-style-type: none"> • OneNote: a note-taking program for free-form information gathering and multi-user collaboration. It gathers users' notes, drawings, screen clippings and audio commentaries. Notes can be shared with other OneNote users over the Internet or a network. 	One Note Essential Training One Note Quick Tips	<input type="checkbox"/>
			<ul style="list-style-type: none"> • Miro: a visual workspace for innovation where teams manage projects, design products and map processes. 	Miro Academy Miro for UX: Brainstorming and Collaboration	<input type="checkbox"/>
2 hrs	Self-Directed	Product Knowledge	<ul style="list-style-type: none"> • Basic overview of product information from major Business Units assigned to all new hires 	New Hire Product Knowledge Training	<input type="checkbox"/>
1 hr	Self-Directed	MileIQ Mileage Tracking	For Masco Representatives or others who travel for work:	MileIQ Training & Supporting Documents	

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			<ul style="list-style-type: none"> In this training, our Manager of Field Operations, Jeremy Hoepfner, introduces the mileage tracking system that Masco Representatives will be using starting in 2026. Supporting documents include a User Guide and a "How To" for submitting for reimbursement. New Hire: Please watch the training and review the supporting documents. 		
1 Hr	Manager	Core Capabilities Discussion	<ul style="list-style-type: none"> Manager will go through a more in-depth review of the Core Capabilities Guide with New Hire. Discuss potential strengths and backhands Determine Goal Setting timeline 	Operations Core Capabilities Guide	<input type="checkbox"/>
1 Hr	Manager	General Meetings	<ul style="list-style-type: none"> If applicable, new hire will sit in on any scheduled meetings throughout the day. Please add new hire to all team meetings and 1:1s. 		<input type="checkbox"/>
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> Review the days progress with the new hire Questions/concerns 		<input type="checkbox"/>
Day 4: Operations Onboarding					
Time	Owner	Task	Description	Link/Documents	Completion
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> Agenda for Day 4 <ul style="list-style-type: none"> Review Onboarding Plan Review who the new hire will work with throughout the day 		<input type="checkbox"/>
TBD	HR	Benefits Orientation	<ul style="list-style-type: none"> A member of the HR Team will meet with you to discuss all the benefits Masco offers to employees. <ul style="list-style-type: none"> Review Benefits Guide Answer your questions Ensure you have chosen your allocations in Workday 	2026 Benefits Guide	<input type="checkbox"/>
2 Hrs	Manager	Department-Specific Training	<ul style="list-style-type: none"> Manager will introduce any department-specific training documents for New Hire to review Manager will arrange for any job shadowing 		<input type="checkbox"/>
2 Hrs	Manager	Role-Specific Training	<ul style="list-style-type: none"> Manager will introduce any role-specific training documents for New Hire to review Manager will arrange for any job shadowing Manager will arrange meetings with Key Contacts 	Role Specific Onboarding Examples	<input type="checkbox"/>

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				(from Operations Page of Onboarding Site)	
1 Hr	Self-Directed	General Duties	<ul style="list-style-type: none"> New Hire will participate in daily duties of role as defined by Manager 		<input type="checkbox"/>
TBD	Self-Directed	Complete Online Training	<ul style="list-style-type: none"> New Hire will complete any incomplete LinkedIn Learning or Product Knowledge training as necessary. 	LinkedIn Learning New Hire Product Knowledge Training	<input type="checkbox"/>
1 Hr	Self-Directed	Delta Display Mounting Training	For Masco Representatives specifically: <ul style="list-style-type: none"> A series of 13 videos that detail how to mount different displays for Delta showrooms 	Delta Display Mounting Training	<input type="checkbox"/>
1 Hr	Manager	General Meetings	<ul style="list-style-type: none"> If applicable, new hire will sit in on any scheduled meetings throughout the day. Please add new hire to all team meetings and 1:1s. 		<input type="checkbox"/>
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> Review the days progress with the new hire Questions/concerns 		<input type="checkbox"/>
Day 5: Operations Onboarding					
Time	Owner	Task	Description	Link/Documents	Completion
15 Min	Manger	Check In with Manager	<ul style="list-style-type: none"> Agenda for Day 5 <ul style="list-style-type: none"> Review Onboarding Plan Review who the new hire will work with throughout the day 		<input type="checkbox"/>
2 Hrs	Manager	Department-Specific Training	<ul style="list-style-type: none"> Manager will introduce any department-specific training documents for New Hire to review Manager will arrange for any job shadowing 		<input type="checkbox"/>
2 Hrs	Manager	Role-Specific Training	<ul style="list-style-type: none"> Manager will introduce any role-specific training documents for New Hire to review Manager will arrange for any job shadowing Manager will arrange meetings with Key Contacts 	Role Specific Onboarding Examples (from Operations Page of Onboarding Site)	<input type="checkbox"/>

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1 Hr	Self-Directed	General Duties	<ul style="list-style-type: none"> New Hire will participate in daily duties of role as defined by Manager 		<input type="checkbox"/>
TBD	Self-Directed	Complete Online Training	<ul style="list-style-type: none"> If applicable, new hire will sit in on any scheduled meetings throughout the day. Please add new hire to all team meetings and 1:1s. 	LinkedIn Learning New Hire Product Knowledge Training	<input type="checkbox"/>
1 Hr	Manager	General Meetings	<ul style="list-style-type: none"> If applicable, new hire will sit in on any scheduled meetings throughout the day. Please add new hire to all team meetings and 1:1s. 		<input type="checkbox"/>
15 Min	Manager	Check In with Manager	<ul style="list-style-type: none"> Review the days progress with the new hire Questions/concerns 		<input type="checkbox"/>