

Cintas Improves Engagement and Caliber of Service While Mitigating Risk



Cintas works with the National Fire Protection Association® (NFPA®) to implement crucial training for its employee partners as part of its comprehensive training and continuing education program.

Cintas Corporation, a nationwide fire protection company that specializes in the inspection, testing, and maintenance of fire protection equipment and systems, has long understood the value of continuous training to help ensure the highest level of fire and life safety for its customers. Through training, Cintas continuously works to increase professional certifications for its employees (who are called partners in Cintas' terminology). Cintas has found that these efforts foster better employee partner engagement, reduce risk, and improve the quality of its services to customers.

CREATING LONG-TERM VALUE ACROSS THE BUSINESS

Amid skills gaps and labor shortages in the larger fire and life safety ecosystem, investing in company culture and professional development is crucial. A LinkedIn Learning report found that 94 percent of employees would stay at their company longer if it invested in their career development. By offering best-in-class training, Cintas meaningfully invests in employee partners' long-term success.



This investment has contributed to Cintas' employee partner engagement goals. When trainings occur, Cintas is able to fill classes quickly due to the value they provide. These engagement initiatives are often cited as a top reason employee partners stay with Cintas and has helped with retention—an important metric of success in a challenging hiring landscape.

By prioritizing professional certifications, Cintas has seen an uptick in the number of its employee partners who have achieved these certifications. This increased level of employee partner credentials has resulted in higher accuracy and fewer technician mistakes, therefore mitigating risk and reducing liability.

The benefits of employee partner education have directly benefited Cintas' customers as well. Not only does training increase the quality of Cintas' services, but when customers come to technicians with questions or concerns, Cintas' trained and knowledgeable employee partners are able to reference code and explain their decision-making more quickly.

“At Cintas, our mission is to exceed customer expectations and provide long-term value to both our shareholders and our working employee partners,” said Jason Dupuis, National Fire Alarm Training Manager at Cintas. “NFPA training aligns with that mission. By investing in training today, we're able to set the foundation for sustained growth in the future, helping us continue to make the world a safer place.”

To learn more about how NFPA can support organizations in transforming their life safety practices, visit our [NFPA Group Training page](#) or request more information online.

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JASON DUPUIS
NATIONAL FIRE ALARM
TRAINING MANAGER

