



## CONTACTING JOBSEEKERS

The Path to Pro Network is here to help you connect with available jobseekers to support your growing business. To make a strong impression and attract top candidates, it's important to follow best practices when reaching out. Here's a quick guide of the do's and don'ts for contacting potential jobseekers:

### DO'S

- Confirm that you have the jobseeker's correct phone number or email address
- Introduce yourself and the reason for the call/ text/ email:
  - Email & Phone Example: Hello, this is [Pro First Name] with [Pro Business Name]. I found your information on The Home Depot Path to Pro Network and wanted to reach out about a potential job opportunity. Do you have a moment to chat, or is there a better time I could reach you?
  - Texting automatic message: Hello, this is [Pro First Name] with [Pro Business Name]. I found your information on The Home Depot Path to Pro Network and wanted to reach out about a potential job opportunity. Would you be open to discussing this via text? Msg & data rates may apply. Reply STOP to end messages from [Pro Business Name]. For HELP, email [path\\_to\\_pro@homedepot.com](mailto:path_to_pro@homedepot.com)
- If a candidate or Pro requests for you to stop contacting, please honor their request. Any abuse can be reported to [path\\_to\\_pro@homedepot.com](mailto:path_to_pro@homedepot.com).

### DON'TS

- Contact jobseekers before 8:00 am or after 9:00 pm
- Use profanity or any other non-professional style of communication
- Text a customer if the candidate or Pro has replied NO, STOP, END, CANCEL, UNSUBSCRIBE, QUIT, or other similar words at any point
- Text a message that includes sensitive personal information such as any form of ID number (e.g., driver's license, military ID, or passport), SSN, payment details, or credit card information
- Text anything that is not related to the hiring process such as GIFs, emoji's, pictures, videos, sales/marketing texts etc.
- Accounts reported for abuse will be subject to removal