

SERVICEMASTER GLOBAL HOLDINGS, INC.

BOARD OF DIRECTORS COMMUNICATION POLICY

Approved by the Board of Directors on June 13, 2014;
Effective as of June 26, 2014.

Policy Statement

ServiceMaster Global Holdings, Inc. (the “Company”) values the input and insights of its stockholders and other interested parties and believes that effective communication strengthens the role of the Company’s Board of Directors (the “Board”) as an active, informed and engaged body. To facilitate communication, this Policy outlines the procedures for communicating with the Board, its Committees and its members.

The Nominating and Corporate Governance Committee of the Board (the “Nominating Committee”) will oversee this Policy and will periodically review it and recommend any changes to the Board. The Board may modify this Policy unilaterally at any time without notice

Communications to the Board

Stockholders and other interested parties can communicate with the Board as a whole, the independent directors, or any individual member of the Board or any Committee of the Board. All such communications should be submitted by e-mail at:

Board_of_Directors@servicemaster.com

Or by mail at the following address:

ServiceMaster Global Holdings, Inc.
c/o Assistant Secretary
860 Ridge Lake Blvd.
Memphis, TN 38120

Procedures for Handling Communications to the Board

The Board has designated the Company’s Assistant Secretary as its agent to receive and review written communications addressed to the Board, any of its Committees, or any Board member or group of members. The Assistant Secretary may communicate with the sender for any clarification. In addition, the Assistant Secretary will promptly forward to the Chair of the Audit Committee and the General Counsel any

communication alleging legal, ethical or compliance issues by management or any other matter deemed by the Assistant Secretary to be potentially material to the Company.

As an initial matter, the Assistant Secretary will determine whether the communication is a proper communication for the Board. The Assistant Secretary will not forward to the Board, any Committee or any director communications of a personal nature or not related to the duties and responsibilities of the Board, including, without limitation, junk mail and mass mailings, business solicitations, routine customer service complaints, new product or service suggestions, opinion survey polls or any other communications deemed by the Assistant Secretary to be immaterial to the Company (“Immaterial Communications”).

Separately, the Company’s Audit Committee has established a Whistleblower Policy for the receipt, retention and treatment of complaints received by the Company regarding accounting, internal accounting controls or auditing matters and the confidential, anonymous submission by associates of the Company of concerns regarding questionable accounting or auditing matters.

The Assistant Secretary will maintain a log and copies of all communications other than Immaterial Communications, which any director may review upon request. The Assistant Secretary will review the log periodically, but not less than annually, with the Chair of the Audit Committee and the General Counsel.