

THE GOLDEN CIRCLE
THE WHAT, HOW & WHY OF IT

LOOKING BACK & SAYING THANKS
AS A NEW JOURNEY BEGINS

JUST GOIN' FISHER
BUT IT'S ABOUT SO MUCH MORE

PARTNERS IN SERVICE

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WHAT'S YOUR WHY?

When You Know, The Ride Begins

YOU'RE BEING STALKED

And It Follows You to Work

TOSS IT

Safe Chemical Handling Tips

SPAM & PHISHING

Don't Get Lured In

WHAT'S IN A TITLE?

Not Much!



FOCUS

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If You Want
to Change the
World...

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Honoring Stuart!

Stuart Adams, an associate at Ethicon, celebrated his one-year anniversary on December 13, 2013. During his entire history with us, he has not missed a single day of work! Stuart was honored with several other "above and beyond for our customer" associates during a celebratory lunch at Ethicon. When asked what his secret was, he responded with, "It's easy to get up and come to work when you know your co workers need you, you enjoy what you do and like those you work with. I also believe in what Ethicon does here."



Stuart's commitment to IH Services and our customer is admirable; he continues to be a shining example to all of us! ~ Amanda Thomas

READ about other associates who have been noticed for Delivering Their Very Best on Page 11.

11

"Happiness is an Attitude.

...We either make ourselves miserable, or happy and strong. The amount of WORK is the same." Francesca Reigler

And speaking of ATTITUDE and WORK... What attitude followed YOU to work today?

Find out how how it affects those around you on Page 32.

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Welcome New Customers

BR Thermoforming, Greenville SC
Future Fuels, Batesville AR
D&Y Staffing, Huntsville, AL
Power South Lowman, Leroy AL
Michelin, Fort Wayne IN
Michelin Warehouse, Greenville SC
CTL Packaging, Dallas NC
Sysco, Calera AL
Michelin VA Shop, Greer SC
Renessenz, Brunswick GA
Renessenz, Jacksonville FL
Med Solutions, Melbourne FL
Peak Resources (7 Locations)

Nemak, Sylacauga AL
SiMT Site FDTC, Florence SC
FedEx, Hagerstown MD
BJU Medical Assoc, Greenville SC
Ferguson Enterprises, Fort Royal VA
Mattex USA, Chatsworth GA
Michelin Tweel Plant, Piedmont SC
Wyman Gordon Forgings, Houston TX
Blue Ridge Comm. College, Flatrock NC
Dollar General, Scottsville KY
Amazon AVPI, Hazelton PA
Amazon AVP2, Gouldsboro PA
Amazon EWR4, Robinnsville NJ

Sysco, Tampa FL
Northrup Grumman, Huntsville AL
Lockheed, Oldsmar FL
GHS Research, Greenville SC
Amazon ABE2, Breingsville PA
Amazon ABE3, Breingsville PA
Amazon GSPI, Spartanburg SC
Amazon TPA1, Ruskin FL
Amazon TPA2, Lakeland FL
St. Francis Hosp., Greenville SC
Amazon BNA5, Nashville TN
Amazon MCO5, Davenport FL

Apex 2014 Award Winner!

Earlier this year, Editor Dawn Weber submitted the December 2013 edition of Partners in Service to the 26th Annual Awards for Publication Excellence: A Competition for Communications Professionals, which recognizes excellence in publications in graphic design, editorial content, and the ability to achieve overall communications excellence.

With nearly 2,100 entries, competition was exceptionally intense.

We are proud to announce that this publication, Partners in Service, was one of only 100 award winners; we share this honor with other winners from companies such as The American Bar Association and Perdue University. This award allows us to proudly display the Apex Award Logo, a nationally recognized symbol of excellence in communications. Just one more way that our associates and our customers can see that we strive daily to deliver the Ultimate Customer Experience.



Welcome New Account Managers

David Laughlin #21 &
Melvin Sanford #363 & #69
Scott Harris, Horry Co. Schools
Fredrick Slaughter #178 & #1010
John Van Slooten #626 & #673
Jonathan Reinhard #699
Janice Anderson #621
Dale Powell #87 & #88
Sharon Canada (#32, 109, 116, 221, 508, 657, 696)
Romona Escobar #19, #29, #110
Jennifer Elmore #146 (promoted)
Valerie Simmons #694 (promoted)

Lesia Hensley #627 (promoted)
Donnie Walker #6004
Rick Christian #147
Silverio Reyna #618 & #624
Denise Watson #364
Mickey Bowles #66
Brian Mitchell #180
Marvin Willis #295(promoted)
Tabetha Cameron #1032
Charles Bunn #1027
Julian Collazos #1028

Jullian Honore #1017
Jacqueline Latimore (#126, 171, 158, 308)
Rachel Hill #644
Stephanie Kerr #694
Royce Boyd #6005
Johnny Anderson #1001
Sarah Lindsey #359
Kathy Howard #494
Melinda Robinson #608
Mona Kee #94

by TAYLOR BRUCE
President

MANAGEMENT TEAM

State of Our Busy-ness Message

**"Unsuccessful People
Are Busy Being Busy...
Successful People are
Busy Being Productive"**

Where has the summer gone? It's Fall already and the holidays are around the corner! My father always said that time passes faster as you get older; I'm THERE!

I think time passes quickly for another reason ~ it is "staying productive". Our companies have been fortunate to expand and grow, both with existing customers and new ones. Dawn Weber has provided a section in this newsletter welcoming new customers. It is an impressive list from all over our service area, and it includes many Fortune 500 companies.

So "staying productive" should be viewed as a good thing ~ positive and healthy. If you are productive, you aren't sitting around eating, putting on those extra pounds. If you are productive, your mind is busy, and that is a GREAT thing. Too many great minds have been

wasted by inactivity.

As all of you well know, we provide an important function for our customers: keeping their place of business clean, sanitizing their bathrooms, canteens, break areas and offices. Imagine what these areas would look like without us.

Speaking of our growth, why are WE growing as many other janitorial companies are shrinking? We are growing because we do a lot of things RIGHT. We are good at what we do, we intend to do what we promise, we treat our associates with respect, we expect much, and we are competitive with our pricing.

"Do we do EVERYTHING right?" You know the answer to this. No, we don't always "do it right", but 90% of the time we do, and we correct the other 10%.

In closing, I want to thank you, our managers and our associates, for performing your task well, for representing our companies well, for taking care of our customers, and especially for staying active and productive - what you do makes a difference!

Thank you!




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CERTIFICATIONS & AFFILIATIONS





ISSA ELECTIONS



IH Services' President Taylor Bruce Runs for the ISSA Board of Directors

"I am seeking a position on the ISSA Board of Directors as I believe my experience heading up a large building service contractor (BSC)..."

...my past experience with BSCAI (Building Service Contractors Association International), current relationships with distributors and manufacturers, and my involvement with CIMS (Cleaning Industry Management Standard) and ISSA will allow me to provide guidance and leadership on the ISSA Board as it strives to meet the challenges of 2015 and beyond."

About the Candidate

Taylor Bruce has been associated with the building services industry for 18 years, having joined IH Services, Greenville, SC, as president in 1996. Under his leadership, IH Services has more than tripled in size and has moved into many different market segments. He has been associated with the (BSCAI) since 1997, serving

several terms on the board, including as 2012 president. He led IH Services to be among the first BSC's to join ISSA, worked with the ISSA Development Team on CIMS, and was among the first companies to be CIMS certified. He also is a current member of ISSA's BSC Advisory Council. Prior to joining IH Services, he spent 28 years in the manufacturing business as executive vice president and president of several large textile manufacturing operations.

ISSA Announces 2015 Board Election Results

August 15, 2014 - The elections for open positions on the 2015 ISSA Board of Directors closed August 7, 2014. The following individual was elected to the new board, which will be led by incoming ISSA President Alan Tomblin of Proctor & Gamble Professional:

BSC Director: Taylor Bruce, IH Services, Inc.

If You Want to Change the World

Life Lessons from Navy SEAL Training

What starts here changes the world. Tonight there are almost 8000 students graduating from UT. (sic) Ask.Com says that the average American will meet 10,000 people in their lifetime.

That's a lot of folks. But if every one of you changed the lives of just 10 people, and each of those folks changed the lives of another 10 people - just 10 - then in five generations, 125 years, the class of 2014 will have changed the lives of 800 million people.

Eight-hundred million people - think of it: over twice the population of the United States. Go one more generation and you can change the entire population of the world - 8 billion people.

If you think it's hard to change the lives of 10 people, change their lives forever, you're wrong.

I saw it happen every day in Iraq and Afghanistan. A young Army officer makes a decision to go left instead of right down a road in Baghdad and the 10 soldiers with him are saved from close-in ambush.

In Kandahar province, Afghanistan, a noncommissioned officer from the Female Engagement Team senses something isn't right and directs the infantry platoon away from a 500-pound IED, saving the lives of a dozen soldiers.

But if you think about it, not only were these soldiers saved by the decisions of one person, but their children yet unborn were also saved. And their children's children were saved. Generations were saved by one decision, one person.

But changing the world can happen anywhere and anyone can do it.

So, what starts here can indeed change the world, but the question is: What will the world look like after you change it? Well, I am confident that it will look much, much better, but if you will humor this old sailor for just a moment, I have a few suggestions that may help you on your way to a better world.

And while these lessons were learned during my time in the military, I can assure you that it matters not whether you ever served a day in uniform. It matters not your gender, your ethnic or religious background, your orientation, or your social status. Our struggles in this world are similar and the lessons to overcome those struggles and to move forward - changing ourselves and the world around us - will apply equally to all.

I have been a Navy SEAL for 36 years. But it all began when I left UT for Basic SEAL training in Coronado, CA. Basic SEAL training is six



Adm. William H. McRaven, commander of U.S. Special Operations Command.

An adaptation from the commencement address at the University of Texas, 2014.

months of long, tortuous runs in the soft sand, midnight swims in the cold water off San Diego, obstacle courses, unending calisthenics, days without sleep and always being cold, wet and miserable.

It is six months of being constantly harassed by professionally trained warriors who seek to find the weak of mind and body and eliminate them from ever becoming a Navy SEAL.

But the training also seeks to find those students who can lead in an environment of constant stress, chaos, failure and hardships. To me the basic SEAL training was a lifetime of challenges crammed into six months.

So, here are the lessons I learned from basic SEAL training that hopefully will be of value to you as you move forward in life.

1. Little Things

Every morning in basic SEAL training, my instructors, who at the time were all Vietnam veterans, would show up in my barracks rooms and

plished the first task of the day. It will give you a small sense of pride and it will encourage you to do to another task and another and another. By the end of the day, that one task completed will have turned into



the first thing they would inspect was your bed. If you did it

right, the corners would be square, the covers pulled tight, the pillow centered just under the headboard and the extra blanket folded neatly at the foot of the rack - that's Navy talk for bed.

It was a simple task, mundane at best. But every morning we were required to make our bed to perfection. It seemed a little ridiculous at the time, particularly in light of the fact that we were aspiring to be real warriors, tough battle-hardened SEALs, but the wisdom of this simple act has been proven to me many times over.

If you make your bed every morning you will have accom-

“SEAL training was a great equalizer. Nothing mattered but your will to succeed.”

many tasks completed. Making your bed will also reinforce the

fact that little things in life matter.

If you can't do the little things right, you will never do the big things right.

And if by chance you have a miserable day, you will come home to a bed that is made - that you made - and a made bed gives you encouragement that tomorrow will be better.

If you want to change the world, start off by making your bed.

2. Grab a Paddle

During SEAL training the students are broken down into boat crews. Each crew is seven students - three on each side of a small rubber boat

and one coxswain to help guide the dingy. Every day, your boat crew forms up on the beach and is instructed to get through the surfzone and paddle several miles down the coast.

In the winter, the surf off San Diego can get to be 8 to 10 feet high and it's exceedingly difficult to paddle through the plunging surf unless everyone digs in. Every paddle must be synchronized to the stroke count of the coxswain. Everyone must exert equal effort or the boat will turn against the wave and be unceremoniously tossed back on the beach.

For the boat to make it to its destination, everyone must paddle.

You can't change the world alone - you will need some help - and to truly get from your starting point to your destination takes friends, colleagues, the goodwill of strangers and a strong coxswain to guide them.

If you want to change the world, find someone to help you paddle.

3. What Really Matters

Over a few weeks of difficult training, my SEAL class, which started with 150 men, was down to just 42. There were now six boat crews of seven men each. I was in the boat with the tall guys, but the best boat crew we had was made up by the little guys - the munchkin crew we called them. No one was over about 5-foot-5.

The munchkin boat crew had one American Indian, one African-American, one Polish-American, one Greek-American, one Italian-American, and two tough kids from the Midwest.

They out-paddled, out-ran and out-swam all the other boat crews.

The big men in the other boat crews would always make good-

...Continued on Page 34

Hello from Operations. I hope this writing finds everyone doing well and you have enjoyed your summer. It has been a fast one as usual. I was in Target last weekend and everyone was back to buying school supplies. Time just seems to fly by.

The operations team has been very busy for the first half of the year with the addition of 30+ new customers across all regions. While most of these are first time accounts, some of these are additions to current customers and some are repeat customers that have returned to us.

Due to the outstanding performance by our Amazon team across all Amazon sites, we have been awarded new opportunities in New Jersey, Pennsylvania and Florida. This is a true team effort that we should be proud of. Our hard work and focus have made these awards possible. Keep it up!

The feature article, which I hope you all take the time to read, discusses the qualifying and training of the Navy SEALs, the most elite military unit in the world.

So how do we apply the message of the feature article to our team here?

Moving Ahead Because of Our WHY

When You Figure It Out, There Will Be No Stopping You

Understanding Our WHY

At IH and Newbold services, we also have to perform at our very best. While we may not work in life or death situations like the Navy SEALs, our leadership has to ensure that our associates are prepared to deliver their best every day. This requires a lot of hard work and understanding of not only our business but our customer's business as well.

The more we understand about our customer's business and operation, the more effective we can be in our work.

If we understand not only HOW but WHY we are doing what we do, and then train to this detail, our overall performance will exceed all expectations.

Once this understanding is developed and focused on, our leadership can hire, develop and train for the desired results. Selection, placement and training of the right associates in the right job, like the Navy SEALs, are the key elements in our success.

"Practice Makes Perfect"

Our most successful accounts, whether they be industrial, commercial or health-care, are practicing this process. There is a clear understanding of the work that we do and detailed training focused on the HOW and WHY of each job. We are an integral part of our customer's overall process and this approach enables us to deliver our services safely and at the highest quality level.

Thank you to everyone for being a part of our team. A big welcome to our new customers and associates. I am glad that you are here. See you soon...

What is Your WHY?

FIND IT



The Golden Circle

During our Account Manager meetings at the beginning of 2014, Gary Poole introduced many of us to Simon Sinek's "The Golden Circle" philosophy. To complement Paul Jameson's article, we have included additional links where you can learn more about the importance of WHY, as delivered by Simon.

Determining the WHAT

Every organization on the planet knows WHAT they do. These are the products they sell or the services they offer.

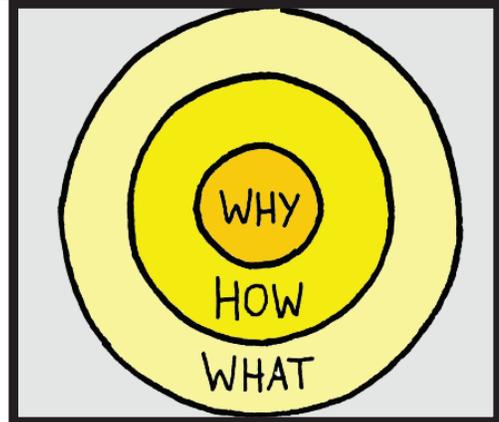
Clarifying the HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

Discovering the WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. It's a purpose, cause or belief. It's the very reason your organization exists.

Click Simon's Photo to View the YouTube Video of The Golden Circle



The Secrets of Success

We are pleased to tell you that 2014 is off to a great start with 32 new accounts. These new accounts are located in 13 states and sit within the Industrial, Distribution, Healthcare and Education markets. We also have received several verbal commitments and have a number of pending proposals we are waiting to hear from.

The theme of this month's newsletter is Leadership. Recently I read an article online by Mark Dembo, President of Lexien Management Consultants, entitled, "Eleven Secrets to Sales Success Through Leadership." Dembo devised these eleven secrets after reading "Think and Grow" by Napoleon Hill. In reading Dembo's article, it was clear that these eleven secrets apply to not only salespeople but to each of us as we interact with prospects and customers. As you read the eleven secrets, you will see areas for personal growth and improvement. With that in mind, here are Mr. Dembo's Eleven Secrets to Sales Success:

Unwavering Courage

Selling successfully requires courage; taking a risk where the odds may seem stacked against you; courage to make that extra call, to deal with the tough client or prospect, and to not let anything deter you. As Hill says, courage is "based upon knowledge of self and one's occupation."

Self Control

The ability to set a course for yourself and take disciplined action each day is a key attribute of all successful salespeople.



A Keen Sense of Justice

Knowing right from wrong - understanding what is fair and just - allows you to make wise, informed decisions.

Definiteness of Decision

Deciding on what you want to achieve, and then doing whatever it takes to get there, even in the face of obstacles and setbacks, is crucial to your success. For those who don't quite make it, failure can usually be traced back to a lack of decisiveness about what they really want.

Definiteness of Plans

In Hill's words, "the successful leader must plan his work and work his plan." Truer words were never spoken when it comes to selling. Plan your time, and then take action on your plan each and every day.

The Habit of Doing More Than Paid For

Want to sell more? Go the extra mile for your clients. Want to get the respect, admiration and cooperation from your internal "clients" - the people you need to rely on to implement or help you close the sales? Go the distance for them as well.

A Pleasing Personality

Is selling a popularity contest? No, but would you buy something from someone who was nasty and rude?

Sympathy and Understanding

Selling is about understanding what people DO, and then helping them do it better. Plain and simple.

Mastery of Detail

Ah, yes... The devil, as they say, is in the details. Ever work really hard to

...Continued on Back Cover

Delivering Our Very Best



The Land of the Free and the Home of the Brave

We are pleased to announce that District Manager Nehemias Murcia passed his US Citizenship test and was officially sworn in as a US citizen on Friday, September 5, 2014. We are so very proud of you, Nehemias!

Borg Warner

When I came back from lunch break and was getting ready to retest some GF6 Accumulators, I discovered oil on the floor. I turned the pumps off and unlocked the tester doors and found the oil was leaking and had filled the bottom of the tester about 2 inches deep. I called Debbie Bennett and her group responded immediately before anyone else came to check out the problem and began helping me contain the oil. While we were vacuuming up the oil inside the tester, I noticed the sight glass bubble up from the bottom as if it were drawing a breath. This kept repeating and after closer investigation it was discovered that the sight glass had broken. I would like to say thanks to Debbie and her group for responding so quickly to this incident. It could have been worse if they had not. Thanks for all you and your team do that really isn't part of your day to day operations.

John Mckay

SCDept of Motor Vehicles

SCDPS recently held a Promotions ceremony and IH Services' Day Porter Sandra Ray was acknowledged with SCDPS Facility Management crew for going the extra mile. Contratulations to Sandra for her hard work and her dedication to IH Services!

Hester Moore

Amazon CHA1

From Bobby Cameron, Amazon Area Manager:

I want to share with you some positive feedback for your team. This morning from 7am to 8am, all the corrugate takeaway conveyors in west receive were down due to a faulty motorhead. Facilities was engaged immediately but we could not have continued operating if not for the quick actions of six gentlemen from IH Services. Without even a call from operations, the IH team noticed the corrugate lines were down and sprung into action. They emptied the takeaway conveyors, brought empty gaylords out to receive, and emptied the full ones. The ownership of your team is greatly appreciated and I recommend rewarding the following associates for their bias for action:

Bryan Luster | Roderick Mines | Vincent Nelson | Larry Rhodes | James Reynolds | Marquell Geter

“WE ARE AT OUR VERY BEST, AND WE ARE HAPPIEST, WHEN WE ARE FULLY ENGAGED IN WORK WE ENJOY ON THE JOURNEY TOWARD THE GOAL WE'VE ESTABLISHED FOR OURSELVES.”

Delivering Our Very Best

World Kitchens

One of my associates was leaving work when a man cut himself pretty deeply at the employee entrance. My associate Matt Williams proceeded to help him by wrapping his finger and sitting him down. Then others stepped in to help. Matt had already clocked out but then came back to our room to get the supplies to clean the blood on the floor, the door and the wall. The next day our customer called Matt into his office and presented him with a gift card for helping that gentleman in need. Matt went above and beyond and we are so proud of him! And the ladies in the HR department at World Kitchens thought so, too! *Tonya Shroyer, Account Manager*



Matt Williams



Icy at Invista

Account Manager Sarah Nelsom (center) received a certificate and a gift card from our contacts for her work above and beyond during the ice storms.

Michelin US3

I would like to recognize my associates at Michelin US3. Since I have found out I was expecting, they have all stepped up and worked above and beyond their usual. They have all stepped in to help me when I need it and never questioned it. I have an amazing team and want them recognized for it. Thank you all for your hard work and dedication to this job and for all the help and support you have given me. I couldn't ask for a better group to work with. Thank you!
Kimberly Faulkner, Account Manager

More from Ethicon

What a great job Stuart Adams is doing on waxing the floors! I even took the time to stop to ask him his name because we have all been commenting on how great the floors look when he finishes them. He does a fantastic job, and everyone on B shift in Secure Strap wanted to recognize him and let you know. Thanks!
Charlotte Dodd

“JUST CAN'T HELP BUT BRAG ON OUR TEAM!” *Clint Morgan, in response to the accolades about Stuart*

Hanesbrands

I would like to take the time to let you know what a good job Willie (Potts) does with this recycling. He checks on our recycling boxes and when it is ready he takes it out. Always with a smile on his face and always returning with an empty box. Jerry (Minor) always brings the waste sheet on Wednesday without fail, and again with a smile on his face. Trisha (Norman) comes in here in the mornings with a quick good morning, and is always happy, ready to get things clean. Even when I have a fight with the paper shredder and there is paper on the floor and it is a mess, she never complains about it. I know that it makes

a mess but she sweeps it up and goes on. I think that you have some good ones working for you. *Lynn Boyd, Mt. Airy Plant*

Drive Automotive

I want to commend you and your team for your efforts on the 5S initiatives.

“YOUR ATTENTION TO DETAIL TO ENSURE THE PLANT WAS CLEANED AND LOOKING WORLD CLASS FOR OUR VISITORS DIDN'T GO UNNOTICED.”

I was very pleased with how good the plant floor looked. Please convey my thanks to your Supervisors and Team Leaders and please continue your 5S initiatives as it is certainly paying off.
Craig Lane

Sealed Air ~ Simpsonville

I know you normally only hear from us with complaints or needs. However, I just want to say that Hattie (Durham), the lady who cleans in the evenings, does a great job! She's courteous and really gives the break areas and restrooms a good cleaning. She never fails to put up wet floor signs, etc. We appreciate all that she does.
Kerry Harrison, Graphics Coordinator



Special Thanks from Ethicon

I want to recognize four of your associates for their excellent response during the inclement weather we experienced here:

Patrick St. Pierre helped to pre-treat our parking lots with salt and re-stocked all of our salt barrels.

Annie Waddell and Jennifer Carter reported to work and took care of emptying trash and cleaning and re-stocking restrooms. While the plant was closed, it helped assure our Security staff was serviced during the weather event.

Chris Thompson responded and was able to make it to the plant by noon. Chris helped to assemble a pull behind seed spreader which was then used to spread over 600 pounds of salt on our parking lots. He helped to shovel snow and ice from some critical entry and sidewalk areas. He also helped to pre-treat our parking lots with salt.

Their efforts provided outstanding customer service to our site and helped to keep our plant associates safe on their return to work! Thank you! ~ Scott Compton



Delivering Our Very Best at Ethicon

We are proud to be part of such an amazing company!

~Amanda Thomas & Staff

Southside Christian School

Dr. Reel met the visiting team after they had spent 2.5 days here at SCS. During that time they visited 20 classrooms for observations, interviewed numerous students, parents and faculty members and basically had access to the entire campus. They were very complimentary of the cleanliness of the buildings. This observation has even more meaning when you realize that these were administrators from other schools, and the majority of the team were in the leadership of ACSI accreditation activities - people who have been

in many schools. Dr. Reel wanted me to make sure you heard this, and our gratitude for your efforts to make it clean.

Russell Bryan, Director of Operations

Michelin MARC

I have heard numerous compliments from people regarding your employees in Building 11. Someone told me last night that Alba and Don can run circles around everyone else they have ever had in the Pilot Shop and the rest of Building 11. We appreciate everything they are doing. *Avis Norby*

ADTRAN, Inc.

When we saw the weather was going to be nice enough for the second broadband event to be out on the island, we decided to bring out some ADTRAN custom corn hole toss games. They are stored in a closet close to my office. I was getting them out after 5pm and one of the boxes fell off the cart making a pretty loud sound. Andre (Turner) from IHS was on the floor and heard it. He came by checking to see if everything was okay. He was nice enough to help me pick up the box and get it on the cart.

When I went downstairs, I was going out the doorway to take the cart out to the opposite side of the island. Thad (Graham) asked, "Where are you going with that?" I told him I had to take it to the other side of the island. He said, "Let me help you." It probably only took about 10-15 minutes out of his time, and the help was very much appreciated. Both Andre and Thad were so nice and professional. I just had to pass it on that it is really great to see people like them go the extra mile...even when it isn't in their "job description". Thanks so much for all the support the facilities team provides to us all. *Brandi Wheeler, Service Provider Marketing Manager*

P&G Duracell

Sunday night we came in to find the plant flooded. A water line had busted over head on one of the Cell lines. I walked around and found water going into an electrical box. At once we had someone kill the power and turn the water off. It took me and my crew 4 hours to clean up the water. We had our 5-4-0 before beginning the clean up and took A Minute for Me. I congratulate my crew for the great job and team work! *Sue Wood, Account Manager*

Amazon Chattanooga

This was on the board this morning. Amazon is happy with our cleaning!!! Our Team is Doing a Great Job!!! *Wendy Torres, Assistant Manager*

Thank You, Jennifer

I wanted to share with you how Jennifer Knifley was a big help to me. Before I went to help with a new startup, I wanted to get familiar with some detailed operations protocol. This startup was a big task because we had all new people at the facility and I knew I might actually be training people. Scott Kennington set me up to spend some time with Jennifer at her account in Campbellsville, Kentucky.

Jen was prepared from the second I got there. I could tell she had done all of her other job requirements and was prepared to spend time with me. She was organized, thoughtful, insightful and had a proactive attitude as to what I might encounter or need. While I was there, some of her staff would stop in to check something or drop off something. I could easily tell that she was respected and liked by her staff. I have been in this situation before and realized she probably didn't have the time and didn't choose to "train" me. It would have been very easy for her to go through the motions and get our time over with as quick as possible. I am very grateful to Jennifer for helping me and am impressed by her attitude. She is a great representative for IH Services.

Andy Goshorn, Manager of Business Development



Always Above & Beyond

This is my amazing team at Grove #203. Every day, they come in with a great work attitude and commitment to being safe. They all work well each other and look out for one another. The team is always willing to help each other make every day safe and I am super proud to have them here. They all go Above & Beyond every day! *Jennifer Flores, Account Manager*

Never Thinking of Herself

I wanted to share what one of my team members did. Her name is Lana Kahl. She suffered from a heart attack last night at home and was admitted to the hospital where they ran tests. They are still waiting to see how bad the heart attack was.

However, her biggest concern through all of this was work. She had her daughter Sara, who also works for me, call me this morning to assure me that Sara was not going to miss work today and that Lana had no intention of missing work, either. She was worried about me and this facility before she was worrying about herself. It broke my heart and melted it at the same time.

The irony is that I am going to name her Employee of the Month at our Hero Huddle on Friday. This is something new here and she will be my first. Lana has been at this facility longer than anyone else here and she has always shown commitment and dedication to the job and to safety in general. I hope she will be out of the hospital and able to be here to receive her certificate in person.

Regardless, I wanted it to be out there that Lana is an extreme employee and very deserving of being the Employee of the Month at this facility. She is a great example to the other team members. While I wish her first thoughts were of herself, she has truly shown how important our work is to her. *Marie Johnson, Quad Graphics*

Southern Co. - Vogtle 3 & 4

I wanted to send accolades for Charlie Moore. I came into the LLRT break room this morning to find rotten milk all inside the refrigerator and on the floor from an exploded milk container. I found Charlie in the control room and he was more than helpful assisting me with the clean up. I wanted to say THANK YOU!

Ashley Key

GE Gas Turbine

Kevin Davis & Team: Special thanks to you all for making yesterday a success. I thought we did a great job showcasing our facility and appropriately representing our greater team. The shop looks great and the ceremony went off with virtually no issues. That doesn't happen without a ton of work, so thank you for making it happen. I was very proud.

Shane Long

Easley Dialysis Center

My facility has been exceptionally clean and free of dust since Paul (Breazeale) has come back to my facility. He is willing to do a walk through with the managers and he follows up with his staff. He is accessible to them. He is doing a great job.

Betty Hill, RN, CDN, CM

Looking Back and Saying Thanks

As time goes by and we near our final days until the facility we are assigned to is moved overseas, I reflect on the associates past and present. These people are hard-working, caring and special people.

In our safety program, they have improved by leaps and bounds. They have taken their safety and everyone else's to a new level. I am extremely proud when I look on my wall and see Safety Certificates for two straight years. We have come from a below average safety record to an outstanding record and we are still holding onto it. This is because of my associates.

As managers, all we can do is lead them in the right direction; it is up to them to follow in that direction. But our proudest moments are when they show us that they can follow our example and that they can also lead a path of their own, too.

After 10+ years, everyone here is like family and it will be hard to say goodbye to these fine people. I would like to take a moment to thank all my past and present associates for their hard work, dedication, thoughtfulness and friendship. May God bless each of you and help you through this journey of change.



by CHAD HENDLEY
Business Manager



Successful Transitions

Laying the Groundwork for Continued Growth

It's a very exciting time for IH Services with regards to the on-going effort to grow the Skilled Nursing and Rehabilitation Facility Market

On May 1, 2014, IH Services began to provide housekeeping and laundry services at seven Peak Resources, Inc. skilled nursing and rehab facilities located in central and western North Carolina. Starting up all seven facilities on the same day was challenging and a successful startup would not have been possible without the help of the following support staff: Odessa Williams, Niki Yeargin, Deborah Oglesby, Sandy Lee, Linda Wells, Terry Jenkins, Nehemias Murcia, Clint Morgan, Royce Boyd, Duane Norman, Shane Stroud, Scott Kennington, David Murphy, Jim Sheehy, Charles Simpson, Donna Butler-Hall and the entire Service Department.

Pudge Tate and I would like to personally thank everyone who was involved in the Peak Resources transition for their critical support before, during and after the startup. The transition was seamless and our contact at Peak Resources did not receive a single complaint during the startup.

"Not Bad for Your First Time..."

Pudge and I would also like to reconize Clint Morgan for his outstanding preparation and execution during the startup. Clint was assigned to the Gastonia facility; we knew this facility was expecting a State Re-Survey team, we just didn't know WHEN. As it turns out, the State Re-Survey team showed up in the Gastonia facility on our first day, Thursday, May 1. Clint was absolutely prepared for

this Re-Survey team as he had read/studied the housekeeping and laundry manual that he received during his initial training. Clint was with the Re-Survey team for two days. When he attended the State exit meeting on our second day, the State reported that all old tags (from the previous vendor) were found to be in full compliance and no new tags were found. As one of our District Manager's put it, "Not bad for your first time in a nursing home."

There is no doubt that this successful transition has laid the groundwork for our continued growth in this industry/market. With the addition of these seven Peak Resources facilities, IH Services is currently servicing 11 Skilled Nursing and Rehabilitation facilities in the states of North and South Carolina.



Pine Lake



Pine Lake



Cherryville 1



Gastonia



IH Services Welcomes All Our New Peak Resources Account Managers!



Cherryville 1

Peak Resources - A Background

Peak Resources, Inc. was founded in 1999 and - like IH Services - is a family owned and operated company. Their mission is to serve the nursing and rehabilitation needs of the communities in which they are located. They continually strive to enhance the quality of the lives of their residents, so that they may return home to their families. Peak Resources also assists families with the difficulties in dealing with the end of life stages of their loved ones.

Gastonia



“ I DON'T KNOW WHAT YOUR DESTINY WILL BE, BUT ONE THING I KNOW; THE ONES AMONG YOU WHO WILL BE REALLY HAPPY ARE THOSE WHO HAVE SOUGHT AND FOUND HOW TO SERVE.

ALBERT SCHWEITZER

Stepping **UP**
 Reaching **OUT**
 Giving **BACK**
 Making a Difference in Your Community



It's About **So Much More** Than Just Fishin'

“ **THE GOAL OF THE TEEN SPORTFISHING ASSOCIATION IS TO TEACH SPORTSMANSHIP, BASIC TECHNIQUES OF FISHING AND TO INSTILL A LOVE FOR FISHING TO HELP ENSURE THIS GREAT SPORT WILL CONTINUE FOR GENERATIONS TO COME. EDUCATION FOR THE STUDENTS WHETHER IT IS IN THE CLASSROOM OR IN A TOURNAMENT ENVIRONMENT IS OUR NUMBER ONE GOAL.**

My name is Patty Lazarus and I am an Account Manager for IH Services. I volunteer and help run the program for the "Teen Sportfishing Association". We are a 501c program and are active in six counties in the central Florida area. We have bi-weekly meetings where we teach and discuss different fishing related topics. In order for the teens to be active in the program, we ask that they maintain a 2.0 GPA and pass a safe boater course. As well, they are required to perform one community service. Tournaments are held once a month where the teens fish

for prizes and trophies, and we hold a lunch where we serve hotdogs or hamburgers. Through these tournaments, participants will have an opportunity to advance from the school level, to the county level, then on to the state championship which will lead up to one teen being crowned the Teen Sportfishing Association's State Champion. We currently have around 160 teens in the "Teen Sportfishing Association". The program runs from school year start to end. Around May at the end of each program year, we host a banquet where we have a raffle and food. Please check out our website link below.



Learn More:
www.TeenSportfishingAssociation.com

Spreading Safety Through Social Media

“ AS PARENTS OF SMALL CHILDREN, SEVERAL OF US CAN SPREAD THE WORD THROUGH INTERACTIONS AT SCHOOLS OR AT SCHOOL FORUMS.

Right now, our team at #103 is incorporating June's affirmation (I will challenge if it appears that safety will be compromised) with National Safety Month. We have discussed ways that we can communicate with different people about ways to stay safe and plan to continue implementing this throughout the month of June.

The U.S. Department of Health and Human Services recognizes June as National Safety Month and slips, trips and falls are discussed as well as other ways people can have accidents. By communicating with others about ways to prevent accidents, we are challenging instances where safety could be compromised.

A great web address to go to for more information is:

healthfindergov/NHO/JuneToolkit3.aspx



This site includes some great suggestions. Several of our team members use Facebook and Twitter and can spread the word that way. My team of challengers are: Bennie Kaylor, Sara Kahl, Lana Kahl, Wallace Johnson and Paul Hadley. ~ Marie Johnson, Account Manager



Coupon Clipping to Serve Others

My name is Shacon Teeples and I'm an Account Manager for IH Services. My friend Alinka Corbin (a former IH employee) and I are avid coupon users. We get a lot of great deals, and in return we make baskets of goodies (laundry items, personal care, etc.) for people who are having difficult times.

Recently we made a basket and raffled it off with proceeds going to a local preacher and his sister to help fund a mission trip to Africa with the intention of ministering to children 5 to 12 years of age.

“ THAT'S WHAT WE DO!



She Must Have Been a Beautiful Baby...



Five year old Makayla Thomas, daughter of Account Manager Laura McGugan, is very excited to be a contestant in the Miss North Carolina Little Miss Beauty Pageant in Raleigh in August. This little sweetheart already holds four titles, including Miss Mount Holly Petite, Carolina Princess, Miss Down Home of Bessemer City and Miss Mount Holly Spring Festival.

Says Laura about her daughter, "I am very blessed to be able to see her grow so fast. She loves doing so many things including cheering, dancing and playing t-ball!"



Kendle Hill (a team member at Husqvarna #68) and his wife Shalon Hill welcomed the birth of their daughter Kenzaria Lania Hill born May 16, 2014

She weighed 11.5 pounds and measured 20 inches long.

Congratulations Kendle and Shalon!

Congratulations!



Tracey Cavero has been promoted to the position of District Manager for IH and Newbold Services.

Tracey is responsible for accounts in VA, MD, PA and NJ, and reports to Scott Kennington.

We appreciate your hard work and efforts on behalf of all of us, Tracey!



Business Development Manager Pudge Tate (center) grabbed the Heisman Trophy and a chance for a photo op with Heisman recipient George Rogers (left) and Danny Ford (right), winner of the National Championship at Clemson.

Thank You For Your Service to Our Country

Private John Wendell Porter, son of John Porter, Newbold Services Account Manager, recent and proudly graduated from Marine Corps Basic Training in Parris Island, South Carolina, on May 2, 2014.

On behalf of everyone at IH Services and Newbold Services, we congratulate Private Porter and extend our thanks for his service and dedication.



"Always Faithful"



A New Branch in the Family Tree



Mark Grubb, Yokohama Site Manager, proudly announces the birth of his new grandson, Camden.

Born December 8, he weighed 9.6 lbs.

"Sleep little man and lay down your sweet head as angels stand guarding your tiny man's bed."

- Mark Anthony Grubb



Welcome
Ryder Morgan, son of
Clint Morgan
& Candice Cribb

Born July 3, 2014
8lb, 2oz

Contrats Clint & Candace!
What a cutie!!!



Welcome

Mike Lind
Operations Manager - Greenville

Sam Jordan
IT Director - Greenville

Bree Stanley
District Manager for Peak Resources

Mary Rittenhouse
Benefits Coordinator - Greenville

Graduate
Andy Goshorn



Congratulations to our latest "Graduates" of the Powerful Changineering Leadership Development Program

Six more individuals completed the 12-week program, enhancing their communication, commitment, action plan, goal setting and leadership skills. The Changineering Sales Development Program is facilitated by Gary Poole, who has worked with many of our sales and management team members, as well as all of our account managers during our annual meetings. **Congratulations! You have been Changineered!**



Graduates Front Row: Ellen Glymph | Justin Adams | Donna Butler-Hall | Tammy Stewart | Jennifer Hendrix
Shown With President Taylor Bruce (behind Ellen), Ryan Hendley and Gary Poole (far right)

We Are Safer Than Most

I would like to thank each one of you who have worked so hard over the last four years to make safety your first priority and who have joined our effort to reach the goal of achieving the Big Zero. Through the passionate and enthusiastic implementation of our 12 Steps to Zero program in each of your accounts, together we have moved from 80% of our accounts achieving the Big Zero in 2011 to over 87% in 2013, and we have reduced our accidents by over 70%.

During our Account Manager sessions, we shared with you the importance of lowering our Experience Modification Rate or EMR to a level below a 1.0 since any rate above a 1.0 indicates that we are having more accidents than oth-

ers in our industry. We also stressed the importance of the EMR when it comes to retaining our current customers and how having an EMR above 1.0 could prevent us from re-bidding on contracts that we have held for years. Finally, we wanted you to understand how this EMR rating affects the cost of Worker's Compensation Insurance since higher EMR's indicate increased risk for the insurer.

Together we have moved the needle from "riskier than most" to "safer than most."

I am so very proud of each of you and the efforts that you continue to make to keep everyone safe and accident free. I am confident that we will continue to improve our record of success and maintain this trajectory towards our goal of ZERO accidents. We hope you enjoy reading about some of your ZERO ACCIDENT celebrations and seeing many other safe people just like you.

We are pleased to announce that our EMR for the period of May 1, 2014 through April 20, 2015 is a .99

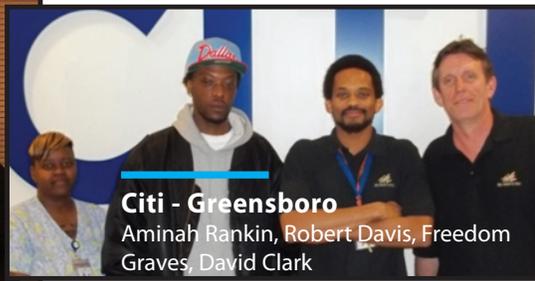
Hanesbrands
Celebrating 3 Years Accident Free



Seafood, cake and a great time...that's how Les Perdue and his safe team celebrated being BIG ZEROs three years running (Woohoo!). Shown here left to right is Les, Ronald Draughn, Kayla Hawks, Jerry Minor, Willie Potts, Cindy Hawks, Kenny Carter, Wes Moody, and Trish Norman. Not pictured are Junior Crotts, Damon Carter and Andrew Rutherford.



Teledyne - Lewisburg
Celebrating 3 Years Accident Free



Citi - Greensboro
Aminah Rankin, Robert Davis, Freedom Graves, David Clark

“ **HIP HIP HURRAY! WOO HOO!** Richard R. Hendley, in response to our new EMR rate

“ **THAT IS AWESOME!** Donna Morgan, in response to new EMR rate



Valdese Weavers

Our Zero Accident Safety Party for 2013 was great! This year, instead of spending all of our funds on food, I thought our crew would appreciate something they could take with them. I ordered a sub tray from Subway for us to enjoy during our meeting and used the remainder of the funds to purchase everyone a \$10 gift card for Food Lion. Everyone really appreciated the idea of doing something different! They were also able to watch Ryan Hendley's 2014 Safety Video as a group and provide feedback for that. Our 2013 Zero Accident Party was a success and our crew plans to continue to maintain a zero accident rate!

~ Nicole Kelley



Citi - Greensboro
Donny Bigelow, Theresa Ward, David Clark, Alvin Bieglow (Patsy Blackwell not pictured)



Target - Chambersburg
Luz Velazquez (7 yrs), Juan Fugueroa (7 yrs), Jamie Stark (Acct Mgr 7 yrs), Samantha Gantt



Amazon - Charleston
Celebrating another year of no accidents! We are proud of them all!



Wes Moody and Les Perdue



Herb Bruner, Mark Grubb , Marvin Campbell

Continuing the “Zero Cap Initiative”

Once again, we are pleased to share with you more photos of appreciative team members who have been recognized by their leaders for exemplary actions and attention to safety. For these achievements, they have received the “coveted Zero the Hero cap” to let them know we appreciate all that

they do for our companies. Zero and his team would like to take a moment to thank Account Manager Les Perdue for giving more “pats on the back” and allowing us to help in that endeavor. We are great believers in recognizing what is going RIGHT and not focusing on what is going WRONG. We are sure

there are many of you who share the same “pats on the back” leadership trait with him. Let us hear from you. We can help you recognize someone on YOUR team. From customized framed awards to Zero caps, we are able to help you let others know you NOTICE.

“ DO YOU HAVE AN ASSOCIATE YOU WOULD LIKE TO RECOGNIZE FOR DELIVERING THEIR VERY BEST IN QUALITY OR SAFETY? CONTACT DAWN WEBER (dweber@ihsservices.com) OR CALL 864-297-3748.



Wes' Safety Hat

What is lurking in those canisters?!

Wes Moody was pulling his canisters when he felt something go in between his fingers. He immediately pulled his hand out and found a long, narrow tip screw driver had been placed with the point up inside the canister. This was not the first time Wes had found items in the canisters.

Wes took the screw driver to one of our client's supervisors and reported the Near Miss. Wes also gave me the details the next evening and I wrote it up as a Near Miss. As well, I attended our client's monthly safety meeting the following morning and told the safety members of the incident. As a result, all canister pullers are now required to wear puncture resistant gloves when performing this task.

Mr. Moody has been a team player since November 15, 2008. He is a very dedicated, reliable, trust worthy and safety conscious associate. I can ask Wes to perform extra duties and he always takes care of them without any reservation. I'm very proud to have Wes as part of my team.

Les Perdue, Account Manager

Wes's Response

I received the safety cap today and couldn't wait to present Wes (Moody) with his. After the 5-4-0 this morning and reading the latest Awareness Alert, I told my second shift crew that the only thing I like better than reading

about other company associates doing great things is to be able to talk about what MY team members have accomplished. Wes lit up like a Christmas tree when he saw his Zero the Hero cap. Thank you, Zero, for all you do in helping me put a smile on someone's face.

Les Perdue, Account Manager

Marvin & Herbert's Safety Hats

IH Services Associates Actions Thwart Fire!

On Wednesday, January 15, first shift IH Services employees Marvin Campbell and Herbert Bruner were working in the 3rd floor carbon room. Marvin noticed some "white smoke" around the #1 Carbon Tilt Station and alerted Herb to it. When Marvin approached the Tilt Station he saw flames and called out "FIRE!" to Herb Bruner. Herb then got on a nearby extension phone and called plant contacts to alert them of the fire which initiated a fast response of personnel.

The flame was expected to have started when frayed wire connected to the vibrator on the unit arced which caused a spark that ignited the carbon. Due to this fast reaction time, this incident - which could have been catastrophic - was turned into a minor incident without any intervention from the local fire department.

Both Marvin Campbell and Herbert Bruner were awarded with a "Zero the Hero" safety hat which were provided by District Manager Duane Norman and Mark Grubb, Site Manager. Great Teamwork!

IH Services Team Receives the Nestle Spirit Award



Account Manager Tracey Rice explains, "We had a sprinkler system break on the third floor of our building and water went through the floors and ceilings to the first floor. This destroyed computers, desks, personal belongings, ceilings and carpets. I was called in when this happened and I immediately called in my IH team. We quickly went to work to get everything under control. We very much achieved this goal and for that we received one of the highest awards that Nestle offers, presented to us by the Head of Marysville PTC, Gillian Anantharaman, plus a \$100 gift card for each of us. I would also like to announce that we are 3 YEARS ACCIDENT FREE. I am very proud of my team."



SCA Tissue
 Tim Ingram, Denarrian
 Townsend, Debbie Rutland,
 Kim Malone, Tom Hubbert

“ YOU GUYS DID AN
 OUTSTANDING JOB
 GETTING THIS SAFETY
 PROGRAM TOGETHER...

...and should feel a great sense of accomplishment with these results. I really appreciate how easy you guys make it to run the 12 Steps to Zero Program. Thank you very much! ~ Clint Morgan, in response to our new EMR rate

“ AWESOME! THAT IS WHY
 I LOVE THIS COMPANY!

Traci Daniel, in response to our new EMR rate



AL Power - Plant Farley
 Donna Morgan (far right), Account Manager, stands proudly with her team

“What type of an accident is a good accident?”

A question posed during a 540 huddle at Ethicon...

“An accident that doesn't happen is a good accident.”

A very clever answer from Stuart Adams...



Husqvarna - Nashville

“ THE CREDIT GOES TO THE
 LEADERS AND THE FOCUSED
 TEAM APPROACH FOR
 MAKING SAFETY A PRIORITY

Mark Cones, in response to our new EMR rate



“ APRIL WHEATLEY HAS IMPLEMENTED OUR 12 STEPS TO ZERO WITH GUSTO! SHE HAS TAKEN IT WAY BEYOND WHAT IT IS REQUIRED AND MADE IT HER OWN! ~ Linda Wells, District Manager

Executive VP of Operations Paul Jameson proudly presents April Wheatley the Above & Beyond Safety Award for incredible safety leadership and accomplishments during 2013. April leads both the Greenville & Anderson Nutra locations.



Nutra - Greenville

Paul Jameson, Eddie Freels, Lisa Ivy, Desiree Wideman, Tia Jackson, April Wheatley, Leah Hufflin, Marvin Simmons, Sadie West, Sandra Harvey (customer contact), Linda Wells, James Perrin



“ HOORAY! WE DID IT! John Wood, in response to our new EMR rate

Ethicon - 6 Months Accident Free!

We recently celebrated 6 months without any accidents! We are ready to tackle the next 6 months and end the year accident free! ~ Amanda Thomas



“ I SHARED THIS WITH MY CONTACT AND THE PLANT MANAGER AND THEY WERE IMPRESSED WITH THE RESULTS Angela Brumley, in response to our new EMR rate

Still More! Delivering Our Very Best

Above & Beyond at International Paper

Account Manager Andrea Seward was a proud recipient of our prestigious Above & Beyond Safety Award for 2013. She would like to thank her team for helping her to achieve this award, as she understands that working as a team really makes a difference. She and her team continue to make safety their 1st priority every day. Zero the Hero commends Andrea for her example-setting safety achievements.

“ANDREA HAS TAKEN HER ROLE SERIOUSLY, TAKING TIME WITH EACH EMPLOYEE TO ENSURE THAT EVERYONE IS SAFE IN THE FACILITY.” Sandy Lee, District Manager



Kneeling: B. Downey & A. HArgrove
Back Row: G. Sizemore, C. Evans, A. Hunter
Not Pictured: S. Baskerville

Above & Beyond at Georgia Pacific

Account Manager Bobby Carpenter was a proud recipient of our prestigious Above & Beyond Safety Award for 2013. Executive VP Paul Jameson and Operations Manager Steve Morris presented Bobby his award. Bobby says to Zero, “Thank you again for the 12 Steps to Zero program and your efforts that keep us aware and safe each day as we get back to basics this year.” Zero thanks YOU, Bobby, for your awesome leadership in safety!

“HIS DEDICATION AND STANDING COMMITMENT TO KEEPING HIS TEAM MEMBERS SAFE THROUGH ENGAGEMENT, EDUCATION, DEMONSTRATION AND GENERAL INFORMATION IS PLACED AT THE TOP OF THE LIST.”

Steve Morris, Operations Manager



Above & Beyond at Hanesbrands

Account Manager Les Perdue was a proud recipient of our prestigious Above & Beyond Safety Award for 2013.



Above & Beyond at Grove Worldwide

Account Manager Jennifer Flores was a proud recipient of our prestigious Above & Beyond Safety Award for 2013.



Wade Hampton

I appreciate Paul Breazeale and the team that works at 2000 Wade Hampton. He is very responsive to issues that occasionally arise or when we request special cleaning like for offices. He always follows up to be sure we are satisfied. In my experience with your company he has given us the best customer service. *John Hackworth, Facilities Coordinator*

Michelin MARC

I wanted to let you know that Juan Hoyos has really worked himself the past couple of weeks but especially today helping clean out offices after the furniture came out. I wanted to let you know it was exceptional and I truly love working with him!
Avis Norby, Contract Coordinator

Nutra Greenville & Anderson

Please share with your staff that Nutra is very pleased with the results from their efforts before and during the week of the TGA Audit. This is the first audit from TGA that we have not been requested to pull a lot of housekeeping documentation. Everything went very smooth and you and your staff were on board and contributed a lot through your efforts, dedication and hard work in helping us achieve the results we achieved. Thank you again. *Sandra Harvey*

More from Ethicon

I just wanted to express my recognition of the services being provided by the IH Services Team. Their support during everyday activities are important and during this shutdown I have seen the task load they have and it is impressive what they have to accomplish in a two day period. Please give them a big Thank You from the EHS department for their efforts. *John Mitchell*

2000 Wade Hampton Blvd.

I wanted to take a moment to let you know how much I appreciate the job that Paul Breazeale, as well as his team, does at 2000 Wade Hampton Blvd. Paul gets any item addressed in a quick and professional manner and always ensures that he touches base to provide an update. And his team is extremely personable and a joy to work with. I wanted to let you all know how well these individuals represent your company!

Lisa Jules, RPA | Real Estate Manager, CBRE

Above & Beyond at Lockheed

Account Manager Sue Spinks was a proud recipient of our prestigious Above & Beyond Safey Award for 2013.



Above & Beyond at Mount Vernon Mills

Account Manager James Busby was a proud recipient of our prestigious Above & Beyond Safey Award for 2013.

Above & Beyond at Amazon

Account Manager Jennifer Knifley was a proud recipient of our prestigious Above & Beyond Safey Award for 2013.



Future Fuels

My office floors were stripped and waxed last night. They look the best I have ever seen them since I have had this office. Please pass on a thanks to whomever was responsible. *Chuck Alexander*

I wanted to say that the current cleaning crew is doing a great job in our area. Since 2005, our floor has only been waxed two times, both times this year! We came in this morning to a very clean and shiny floor. It looks terrific and is much easier to keep clean. Please pass on my appreciation. *Jerry Wilson*

Thanks to whomever did the great job cleaning my office last night. Wow! It looks like a doctor's office! *David Wigginton*

Borg Warner

In the bathroom at Line 7, there were a lot of blood splatters on the walls, on the garbage cans and at the hand sanitizer bowl or hand washer bowl. Jessica Jackson found this issue, notified me and her coworker June Hughes. Immediately I notified my supervisor and started taking pictures of this issue/incident. When my supervisor arrived, he verified with IH that it was blood. Deborah (Bennett), both of your workers identified, informed and reacted as professionals. They did a very good job! *Barry Boyd, Teamleader 2nd*

What's in a Title? Not Much!

It's How You DO...That Matters

In our December 2013 edition of Partners in Service, we presented an article with this same title. The article underlined the fact that we aren't measured by the title we have, but instead by the service we deliver and the attitude in which we deliver that service. The article ended by asking...Are you a Receptionist or an Executive Assistant? Are you a Sandwich Maker or a Sandwich Artist? Are you a Janitor or a Maintenance Engineer? The secret is it just doesn't matter much. It's all about **how you do what you do.**

In this edition, we are pleased to share some wonderful accolades regarding Mark Grubb, Account Manager at Yokohama Tire. Mark is a shining example of so many leaders we are fortunate enough to have as part of our companies, and we thank each of you for everything you do to elevate the attitude of your teams and to deliver the Ultimate Customer Experience.

"Extraordinary" is Justified

Dear Mr. (Ryan) Hendley:

I have known Mark Grubb for the past several years as the Site Manager for IH Services at Yokohama Tire Manufacturing Virginia, LLC. I have been consistently impressed by both Mark's attitude towards his

work and his performance on the job. His interpersonal and communication skills have proven to be above average.

He also has the analytical skills to diagnose problems and devise viable solutions in several areas. Those include his ability to point out alternatives to costly waste streams which helps us to be profitable. Although he works for IH Services, he has proven himself worthy to be a team player here at Yokohama Tire.

It is obvious that Mark has the ability to comprehend your organization's vision of customer service and along with human dynamics, skillfully selects the proper delivery



Mark Grubb
Account Manager
Yokohama Tire

systems. It is also apparent that he is dedicated to protecting and arming his employees with the tools and education to keep them safe which is manifested by the equipment you see them use in their job duties and the "Zero the Hero" signs that are on doors and equipment.

Perhaps it is not very often you get letters about your staff and employees being what I consider to be "extraordinary" but in the case of Mark Grubb and company here at Yokohama Tire, it is more than justified. I appreciate your taking the time to read this letter,

*Joyce Wimmer, Accounting
Yokohama Tire Mfg VA, LLC*

What Attitude Did You Bring to Work Today?

The Importance of Being Aware of Your Attitude

We talk about attitude a lot, but what, exactly, is it? Psychologists define attitude as a learned tendency to evaluate things a certain way. Most people are aware if they don't feel well or if they are hungry, but few have taken their emotional intelligence to a level where they can acknowledge their attitude at any given moment and how it's impacting them and others.

“ **ONE OF THE GREATEST GIFTS A LEADER CAN BRING TO A TEAM IS SELF-AWARENESS AND AN UNDERSTANDING OF THEIR ATTITUDE...**

...and the impact it plays on relationships, the performance of their team, and everyone around them.

Yes, You Have An Attitude ~ And It Shows

Some leaders who are described as having a bad attitude exhibit pessimism, laziness, rudeness, gossip, procrastination or negativity. Other bad attitudes are developed by events such as an unhappy customer, boss or a team member who undermines your expectations.

The problem with a leader having a bad attitude is that it's like a virus...it spreads quickly. A bad manager can ruin the work environment and lower morale for everyone. Managers with bad attitudes are also expensive to keep. When

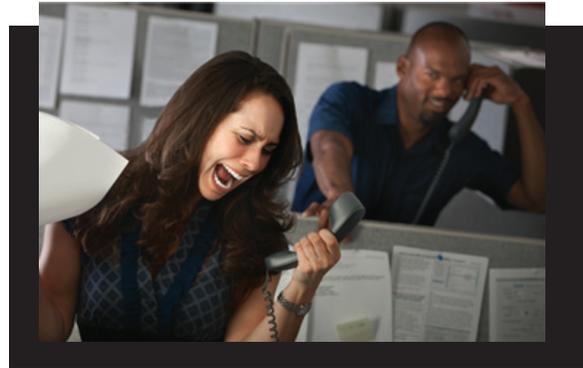
their attitude impacts employees, it's usually felt by customers who know that they can find another business with much more positive people to services their business needs.

But wait! There's Hope!

The greatest thing about attitude is that it is something we all have the ability to control. It's a choice. According to Viktor E. Frankl, "Our greatest freedom is the freedom to choose our attitude." Emotional intelligence is the ability to understand that it's not what happens to you that determines your attitude, but how you decide to respond.

So what happens if you or a leader who you work with has a bad attitude? Telling someone that they have a bad attitude doesn't work. Why? Because people will defend their attitude to their death and they have a goal of outliving you.

**Added by Dawn Weber, Editor: As we have learned in past Account Manager meetings under the leadership coaching of Gary Poole, Founder of Changineering, the only chance you have of changing another person's attitude is to change their perception,*



*which changes their belief, which in turn changes their behaviors and actions.**

Attitude is a hidden ingredient in a company's culture and is impossible to measure. Luckily, a positive attitude and culture make it very difficult for others in your industry to compete. Some may even say attitude is everything. It may not be everything, but a positive attitude will have a positive impact on productivity, quality, service, innovation, and the emotional bond customers feel with your organization. The following tips will help you exhibit a positive attitude and build a culture where your team members love coming to work and sharing their positive attitude.

**Added by Dawn Weber, Editor: We are leaning this article towards leaders, but ALL of us have attitudes. We must realize that to have a positive impact on those around us, we must begin by making a personal, positive attitude adjustment WITHIN.*

Develop a Positive Vision

A vision is the description of your clear mental picture of the future. Leaders with the right attitude have a positive vision of the future and a deep belief they can turn the vision into a reality. What's important to note about vision is that whatever your vision is - negative, status quo or positive - you're right.

1

Set Goals and Take Actions Daily to Turn the Vision Into Reality

Leaders with a positive vision set goals and then take the daily actions needed to turn the vision and goals into reality.

2

Choose Positive Self-Talk

It's impossible to think without using words. And it's the words we say to ourselves that create our emotions and attitude. It's difficult to have a bad attitude when you're thinking about how blessed you are to be alive and to have a wonderful family, friends, co-workers and clients as part of your life. **Choose your words carefully!**

3

Hang Out Positively

It's hard to be negative about life when you only hang out with positive people. On the other hand, it's more difficult to be positive when the 5 people you spend the most time with are all negative. **Choose your associates carefully.**

4

Be Very Careful: A Bad Attitude is Contagous...

Article credited to Peter Barron Stark Companies, a nationally recognized management consulting company that specializes in employee engagement surveys, executive coaching, and leadership and employee training. For more information, please visit www.peterstark.com.

Responsibilities, Not Functions

In a recent study identifying the most common career-limiting habits, "It's Not My Job" came in second place. If you want to offer absolutely no help to improving your team or company, this line says it all. Is the task your responsibility? If no else does the task and it will negatively impact a customer or another team member if it's not done, it may not be your job, but it's your responsibility.

5

Listen to Others

As a leader, if you listen and observe, you can see the morale of your team. If the team is flat or down, it may be related to your attitude. Conversely, when the team is up and highly motivated, there is also a good chance it's related to the attitude of the leader. Listen, observe and determine what attitude you want to project to your team.

6

Do What You Love

When you do what you love each day, you'll never have to get a job and work. It's easy to have a positive attitude when you have a passion and love for what you do.

7

Stay Physically Fit

When you do what you know you should do and don't do what you know you shouldn't do, you feel better about yourself. When you feel good about yourself, positive thoughts lead to a positive attitude.

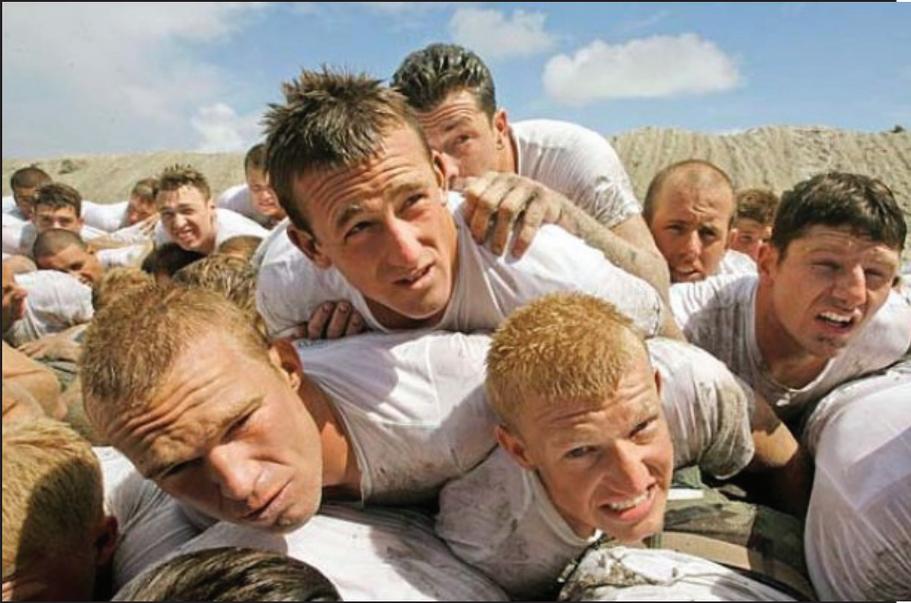
8

Stay Focused

Every leader has been challenged with some type of personal or family problem that has a significant impact on their attitude. It's easy to let negative feelings caused by these things impact your attitude and drag you down. Don't let them. Stay focused on achieving positive results at work. The only thing worse than feeling bad about your home life is combining it with poor results at work.

9

...Fortunately,
So Is a
Positive One.
**The Choice is
Yours.**



“ BEFORE THE SWIM THE INSTRUCTORS JOYFULLY BRIEF THE TRAINEES ON ALL THE SPECIES OF SHARKS THAT INHABIT THE WATERS OFF SAN CLEMENTE. THE INSTRUCTORS ASSURE YOU, HOWEVER, THAT NO STUDENT HAS EVER BEEN EATEN BY A SHARK - AT LEAST NOT RECENTLY.

...continued from Page 7

natured fun of the tiny flippers the munchkins put on their tiny little feet prior to every swim. But somehow these little guys, from every corner of the nation and the world, always had the last laugh - swimming faster than everyone and reaching the shore long before the rest of us.

SEAL training was a great equalizer. Nothing mattered but your will to succeed. Not your color, not your ethnic background, not your education and not your social status.

If you want to change the world, measure people by the size of their heart, not the size of their flippers.

4. The Sugar Cookie

Several times a week, the instructors would line up the class and do a uniform inspection. It was exceptionally thorough. Your hat had to be perfectly starched, your uniform immaculately pressed and your belt buckle shiny and void of any smudges.

But it seemed that no matter how much effort you put into starching your hat, or pressing your uniform or polishing your belt buckle, it just

wasn't good enough. The instructors would find "something" wrong.

For failing the uniform inspection, the student had to run, fully clothed, into the surfzone and then, wet from head to toe, roll around on the beach until every part of your body was covered with sand. The effect was known as a "sugar cookie". You stayed in that uniform the rest of the day - cold, wet and sandy.

There were many students who just couldn't accept the fact that all their effort was in vain. That no matter how hard they tried to get the uniform right, it was unappreciated.

Those students didn't make it through training. Those students didn't understand the purpose of the drill. You were never going to succeed. You were never going to have a perfect uniform.

Sometimes, no matter how well you prepare or how well you perform, you still end up as a sugar cookie. It's just the way life is sometimes.

If you want to change the world, get over being a sugar cookie and keep moving forward.

5. Welcome the Circus

Every day during training you were challenged with multiple physical events. Long runs, long swims, obstacle courses, hours of calisthenics - something designed to test your mettle. Every event had standards, times that you had to meet. If you failed to meet those standards, your name was posted on a list and at the end of the day those on the list were invited to a "circus."

A circus was two hours of additional calisthenics designed to wear you down, to break your spirit, to force you to quit. No one wanted a circus. A circus meant that for that day you didn't measure up. A circus meant more fatigue, and more fatigue meant that the following day would be more difficult - and more circuses were likely.

But at some time during SEAL training, everyone - everyone - made the circus list. Yet an interesting thing happened to those who were constantly on the list. Over time those students, who did two hours of extra calisthenics, got stronger and stronger. The pain of the circuses built inner strength -

built physical resiliency.

Life is filled with circuses. You will fail. You will likely fail often. It will be painful. It will be discouraging. At times it will test you to your very core.

But if you want to change the world, don't be afraid of the circuses.

6. Head First

At least twice a week, the trainees were required to run the obstacle course. The obstacle course contained 25 obstacles including a 10-foot-high wall, a 30-foot cargo net and a barbed-wire crawl, to name a few.

But the most challenging obstacle was the slide for life. It had a three-level, 30-foot tower at one end and a one-level tower at the other. In between was a 200-foot-long rope.

You had to climb the three-tiered tower and, once at the top, you grabbed the rope, swung underneath the rope and pulled yourself hand over hand until you got to the other end.

The record for the obstacle course had stood for years when my class began training in 1977. The record seemed unbeatable until one day a student decided to go down the slide for life - head first. Instead of swinging his body underneath the rope and inching his way down,

he bravely mounted the top of the rope and thrust himself forward.

It was a dangerous move - seemingly foolish, and fraught with risk. Failure could mean injury and being dropped from the training. Without hesitation, the student slid down the rope, perilously fast. Instead of several minutes, it only took him half that time and by the end of the course he had broken the record.

If you want to change the world, sometimes you have to slide down the obstacle head-first.

7. Swim with the Sharks

During the land-warfare phase of training, the students are flown out to San Clemente Island near San Diego. The waters off San Clemente are a breeding ground for great white sharks. To pass SEAL training, there are a series of long swims that must be completed. One is the night swim.

Before the swim, the instructors joyfully brief the trainees on all the species of sharks that inhabit the waters off San Clemente. The instructors assure you, however, that no student has ever been eaten by a shark - at least not recently.

But you are also taught that if a shark begins to circle your position, stand your ground. Do not swim away. Do not act afraid. And if the shark, hungry for a midnight snack, darts towards you, then summon up

all your strength and punch him in the snout and he will turn and swim away.

There are lots of sharks in the world. If you hope to complete the swim you'll have to deal with them.

So if you want to change the world, don't back down from the sharks.

8. Find Your Inner Strength

As Navy SEALs, one of our jobs is to conduct underwater attacks against enemy shipping. We practiced this technique extensively during basic training. The ship-attack mission is where a pair of SEAL divers is dropped off outside an enemy harbor and then swims well over 2 miles - underwater - using nothing but a depth gauge and a compass to get to their target.

During the entire swim, even well below the surface, there is some light that comes through. It is comforting to know that there is open water above you. But as you approach the ship, which is tied to a pier, the light begins to fade. The steel structure of the ship blocks the surrounding street lamps, it blocks out all ambient light.

To be successful in your mission, you have to swim under the ship and find the keel - the centerline and the deepest part of the ship. This is your objective. But the keel is also the darkest part of the ship, where you cannot see your hand in front of your face, where the noise from the ship's machinery is deafening and where it is easy to get disoriented and fail.

Every SEAL knows that under the keel, at the darkest moment of the mission, is the time when you must be calm, composed - when all your tactical skills, your physical power and all your inner strength must be brought to bear.

If you want to change the world, you must be your very best in the darkest moment.



...Continued on Page 36

8. The Power of Hope

The ninth week of SEAL training is referred to as Hell Week. It is six days of no sleep, constant physical and mental harrassment and one special day at the Mud Flats. The Mud Flats are an area between San Diego and Tijuana where the water runs off and creates the Tijuana slues - a swampy patch of terrain where the mud will engulf you.

It is on Wednesday of Hell Week that you paddle down to the mud flats and spend the next 15 hours trying to survive the freezing-cold mud, the howling wind and the incessant pressure from the instructors to quit.

As the sun began to set that Wednesday evening, my training class, having committed some "egregious infraction of the rules" was ordered into the mud. The mud consumed each man till there was nothing visible but our heads. The instructors told us we could leave the mud if only five men would quit - just five men and we could get out of the oppressive cold.

Looking around the mud flat, it was apparent that some students were about to give up. It was still over eight hours till the sun came up - eight more hours of bone-chilling cold. The chattering teeth and shivering moans of the trainees were so loud it was hard to hear anything. Any then, one voice began to echo through the night - one voice raised in song.

The song was terribly out of tune, but sung with great enthusiasm. One voice became two, and two became three, and before long everyone in the class was singing.

We knew that if one man could rise above the misery then others could as well. The instructors threatened us with more time in the mud if we kept up the singing - but the singing persisted. And somehow, the mud seemed a little warmer, the wind a little tamer and the dawn not so far away.



If I have learned anything in my time traveling the world, it is the power of hope. The power of one person - Washington, Lincoln, King, Mandela, and even a young girl from Pakistan named Malala - can change the world by giving people hope.

So, if you want to change the world, start singing when you're up to your neck in mud.

10. Don't Ever, Ever

Finally, in SEAL training there is a bell. A brass bell that hangs in the center of the compound for all the students to see.

All you have to do to quit is ring the bell. Ring the bell and you no longer have to wake up at 5 o'clock. Ring the bell and you no longer have to do the freezing cold swims. Ring the bell and you no longer have to do the runs, the obstacle course, the PT - and you no longer have to endure the hardships of training. Just ring the bell.

If you ever want to change the world, don't ever, ever ring the bell.

To the graduating class of 2014, you are moments away from beginning your journey through life. Moments away from starting to change the world.

It will not be easy.

But start each day with a task completed. Find someone to help you through life. Respect everyone. Know that life is not fair and that you will fail often, but if you take some risks, step up when the times are the toughest, face down the bullies, lift up the downtrodden and never, ever give up - if you do these things, then the next generation and the next generations that follow will live in a world far better than the one we have today. And what started here will indeed have changed the world, for the better.

To view the riviting live address, view online on YouTube:

<https://www.youtube.com/watch?v=pxBQLFLei70>



ASK YOURSELF:
Where do I get information about the potential hazards of a chemical I am using every day?

9 Tips on Safe Handling of Cleaning Chemicals

When used properly, both conventional and green cleaning chemicals are relatively safe. However, these products are not always properly handled and accidents do happen.

According to Cleanlink News (5/1/13), this is why the U.S. Department of Labor continues to list cleaning and custodial work as one of the most dangerous jobs in the industry, mainly because of the many accidents involving chemicals each year.

In the 2nd quarter of this year, we had three recordable accidents - all related to improper PPE when handling chemicals, or improper disposal of chemical containers.

In order to help minimize these accidents, we remind you of our Cleaning Chemical Safety Program, the key components of which include the following:

01 A complete list of all cleaning chemicals used in the facility; this documentation should include details such as how many gallons (and multiple-gallon containers) are stored, where they are stored, and the potential hazard of and necessary precautions for each specific chemical (for instance, whether or not a chemical needs to be kept away from direct sunlight.)

02 Safety Data Sheets (formerly referred to as Material Safety Data Sheets) for each chemical used or stored.

03 Keeping all cleaning chemicals in their original containers and never mixing chemicals; even if they are the same "type" of chemical.

04 Storing chemicals in well-ventilated areas away from

HVAC intake vents; this helps prevent any fumes from spreading to other areas of the facility.

05 Making sure all cleaning associates know exactly what the following "signal words" mean: Caution - the product should be used carefully but is relatively safe. Warning - the product is moderately toxic. Danger - the product is highly toxic and may cause permanent damage to skin and eyes.

06 Installing safety signage that quickly convey possible dangers and precautions related to the chemicals.

07 Always wearing the appropriate PPE for the chemical. Refer to your JSHA to ensure you have all required PPE to perform your task safely.

08 Dispose Smartly! Always replace the cap on the "empty" chemical container before placing into a waste receptacle. Why?

09 Never remove a chemical from the storage closet that you haven't been properly trained to use!



A Good Rule of Thumb: Consider disposing of any chemical product that has not been used for 6 months, and disposing of any product that has not been used for a year.

Spam and Phishing

The email they send can look like it comes from a financial institution, e-commerce site, government agency or any other service or business.

It often urges you to act quickly, because your account has been compromised, your order cannot be fulfilled or another matter.

If you are unsure whether an email request is legitimate, try to verify it with these steps:

Cybercriminals have become quite savvy in their attempts to lure you in and get you to click on a link or open an attachment

Check It Out

Contact the company directly, or;
Contact the company using information provided on an account statement or back of a credit card, or;
Search for the company online - but not with information provided in the email

1

Reduce Spam (electronic junkmail)

Enable filters on your email programs. Most ISPs and email providers offer spam filters. However, depending on the level you set, you may wind up blocking emails you want. It's a good idea to occasionally check your junk folder to ensure the filters are working properly.

Report spam. Most email clients offer ways to mark an email as spam or report instances of spam. Reporting spam will also help to prevent the messages from being directly delivered to your inbox.

Own your own online presence. Consider hiding your email address from online profiles and social networking sites or only allowing certain people to have your personal information.

2

Phishing

Phishing attacks use email or malicious websites (clicking on a link) to collect personal and financial information or infect your machine with malware and viruses.

3

Spear Phishing

Spear phishing is highly specialized attacks against a specific target or small group of targets to collect information or gain access to systems.

For example, a cybercriminal may launch a spear phishing attack against a business to gain credentials to access a list of customers. From that attack, they may launch a phishing attack against the customers of the business. Since they have gained access to the network, the email they send may look even more authentic and because the recipient is already a customer of the business, the email may more easily make it through filters and the recipient may be more likely to open the email.

The cybercriminal can use even more devious social engineering efforts such as indicating there is an important technical update or new lower pricing to lure people.

4

Spam & Phishing on Social Networks

Spam, phishing and other scams aren't limited to just email. They're also prevalent on social networking sites. The same rules apply on social networks: When in doubt, throw it out. This rule applies to links in online ads, status updates, tweets and other posts.

Here are links to learn how report spam and phishing on social networks:

[Report on Facebook](#)
[Report on Twitter](#)
[Report on YouTube](#)

5



Article borrowed online from StaySafeOnline.org

Protect Yourself with



When in doubt, throw it out
Think before you act
Secure your accounts
Make passwords long & strong
Unique account, unique password

How Do You Avoid Being a Victim?

Don't reveal personal or financial information in an email, and don't respond to email solicitations for the information. This includes following links sent in an email.

Check the security of the website before sending sensitive information over the internet.

Pay attention to the website's URL. Malicious websites may look identical to a legitimate site, but the URL may use a variation in spelling or different domain (e.g. .com versus .net).

Keep a clean machine. Having the latest operating system, software, web browsers, anti-virus protection and apps are the best defenses against viruses, malware and other online threats.

6

I Think I'm a Victim. Now What?

Report it to the appropriate people within your organization, including network administrators. They can be alert for any suspicious or unusual activity.

Contact your financial institution immediately if you believe your financial accounts may be compromised and immediately close the accounts.

Watch for any unauthorized charges to your account(s).

Consider reporting the attack to your local police department, and file a report with the [Federal Trade Commission](#) or the [FBI's Internet Complaint Center](#).

7

Additional Resources:

[Anti-Phishing Working Group](#)
[U.S. Computer Emergency Readiness Team](#)
[On Guard Online](#)

Infected on Your Work Computer?

Immediately Contact (email links below):

[Jamie Ellis](#)
[Sam Jordan](#)

Or By Calling Them at 864-297-3748

The Secrets of Success

(continued from Page 11)

close a sale, only to have it fall apart because of some small detail that falls through the cracks? What may seem like a small detail to you can be a crucial one, maybe even a deal-breaker, to your prospect, customer or client.

Willingness to Assume Full Responsibility

No matter how much customer support your company provides, you are the prime representative of your organization. If you try to pass the buck to someone else, you lose respect and credibility. "But it really wasn't my fault that the shipment was delayed in customs and then the delivery truck was attacked by a pack of wild dogs..." Doesn't matter; accept the responsibility for any problem and all details, and then do whatever needs to be done to make things right. Your clients need to know that you are their advocate.

Cooperation

You can't do it alone. Sales is a collaborative effort. Your prospects need to collaborate with you; you need the cooperation and assistance of others both inside and outside your organization to make things happen. The best salespeople are those who can work well with others, and with whom other people want to work.

Think about these eleven areas of leadership, and ask yourself how you do on each of these items. Find areas where you can make improvements and chart your course to work on improving what you do each day; incremental improvements each day become exponential over time.

“ **LEADERSHIP IS THE ART OF GETTING SOMEONE ELSE TO DO SOMETHING YOU WANT DONE BECAUSE HE WANTS TO DO IT.**

Leadership as defined by Dwight D. Eisenhower

Stepping UP

Reaching OUT

Giving BACK

Making a Difference in Your Community



(continued from Page 18)

Raising Kids Today to Know What's the Right Thing to Do

Account Manager JB Bice writes: My son's name is Shawn Young. Every year we (at Nidec) donate to the American Cancer Society. My son overheard me talking to my boss Steve Morris on the phone one night about the lady who is the Cost Control Manager here. Her daughter was diagnosed with Leukemia on February 14. As I proceeded to tell Steve about how much everything was costing this family and their Faith in God, I noticed my son got up and proceeded to leave the room. After ending the call with Steve, my son returned to the room with a letter he had written to the mother of the girl who was sick. He asked me to please give Michelle the letter and all the money he had made mowing for people. I am pleased to say I have a son who believes in God with all his heart and thinks about others. I have a son who isn't being selfish and just thinking of himself. I am proud to say I have raised an awesome young man who is my Pride And Joy ~ Shawn Marcus Young.

Dear Michelle,

I hope you take this money I earned in my summer job. If you need it for any up coming bills, I've know people with leukemia that have died. I don't want that to happen to her. I know it's not much but it's all I have. I will give you more when I earn more. I go to church and I will get the church to pray and I will pray for you and your family.

Love: -
Shawn
Young