

**SOCIAL MEDIA AND US**

IT'S MORE THAN JUST FOR FUN

**HALLOWEEN FUN**

ASSOCIATES UP TO AN INTERESTING CHALLENGE

**MAKING THINGS RIGHT**

AN APOLOGY TO OUR TEAM AT NUTRA ANDERSON

# PARTNERS IN SERVICE

www.ihservices.com | www.newboldservices.com | ISSUE DECEMBER 2013

**HACKER ALERT**

Protect Yourself from ID Theft

**BE A LEADER, NOT A BOSS**

20 Tips for Effective Supervisors

**YOU GENERATE WASTE**

Know Where to Dispose of It

**HYGIENE & TECHNOLOGY**

Is Your Cell Phone Making You Sick?

**WHAT'S IN A NAME?**

Not Much!



**FOCUS**

**What Does An Effective Supervisor Look Like?**

- 4** **WE NEED LEADERSHIP**  
Be a Leader, Make a Difference
- 5** **END OF YEAR MESSAGE**  
Thoughts from Our CEO
- 6** **WELCOME TO THE WORLD OF BEING A SUPERVISOR**  
With Granted Power and Authority Comes Great Responsibilities
- 10** **THE GREEN CONNECTION**  
Floors and Cords
- 11** **SEPARATING OURSELVES FROM THE COMPETITION**  
How Our Certifications Make Us Better
- 13** **WELCOME!**  
We Are Pleased You Have Joined Us
- 14** **PROTECT YOUR IDENTITY**  
Minimize Your Personal Risk
- 16** **TAPPING INTO ONLINE JOB POSTINGS**  
Our New Less Traditional Approach
- 18** **MAKING A DIFFERENCE...**  
...in our Community
- 21** **9 TIPS FOR BACKBACK VAC USAGE**  
Protect Your Back
- 22** **THE ZERO ZONE**  
News from Our Safety Program
- 23** **YOU GENERATE WASTE. NOW WHAT?**  
Know Your Site Specific Disposal Procedures
- 24** **THE DEVELOPING ZERO CAP INITIATIVE**  
The Power of Recognition
- 30** **WHAT'S IN A TITLE? NOT MUCH!**  
It's How You DO...That Matters

## What's Your Leadership Style?

# 08

### Happy Anniversary, Stuart!

Stuart Adams, an associate at Ethicon, will celebrate his one-year anniversary on December 13. He has not missed a single day of work! Shortly after Stuart began working with us, we had our Christmas shutdown. He was assigned to clean out stripping pads which can be a wet and frustrating job. An associate stopped by the steam room and said, "That's a rough job, huh?" Stuart replied, "It could be worse. I could not have a job." He has kept that attitude the



whole time he has been with us! He continues to impress us with his positive attitude towards his job and especially towards the safety program. He whole-heartedly participates in our 5-4-0 meetings and enthusiastically reminds his co-workers to "PPE-it-up." Stuart is an outstanding example to all of us! ~ Amanda Thomas

**READ about other associates who have been noticed for Delivering Their Very Best on Page 12.**

# 12

### "A True Leader..."

...has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the equality of his actions and the integrity of his intent." ~ Douglas MacArthur

**20 Tips for Effective Supervisors found on Page 32.**

# 32

# Study: Bathroom Cell Phone Use Rising

A recent survey found 75% of Americans have used their mobile devices while on the toilet, reports *The New York Times*.

One-quarter of the 1,000 Americans surveyed by 11mark Marketing reveal they won't go to the bathroom without their cell phone or mobile devices. What used to give us time for private contemplation has given way to toilet-time texting, talking, shopping, using apps or just surfing the web. The survey found that 63% have answered a call while using the restroom, and 41% have admitted to placing an outgoing call. Perhaps the most surprising discovery was that 20% of males have at one time joined a conference call from the restroom.

**PLUS: For more important information on how your cell phone might be contaminated after a bathroom visit, read the article on Page 34.**

## Making Things Right

We sincerely apologize our team at Nutra Anderson for previously misidentifying their team's photo in the last newsletter. Pictured here is this proud group that has achieved an awesome record of TWO YEARS accident free through 2012! We are so proud of you!



Front Row R to L:  
Christina Bryce, Debra McCoy

2nd Row R to L:  
Victoria Ramos, Marie Painter, Ineatha Blassingame, Lola Garrett, Tonia "Trouble" Vaughn, Minnie Duvall

3rd Row R to L:  
April Wheatley, Stephanie Childers, Neil Meeks, Latonya Martin, Rahniada Davis, Delmar Martin

## There Every Day, All Year @ Hanesbrands, Mt. Airy NC

**Perfect Attendance Awards**

- |               |             |                 |
|---------------|-------------|-----------------|
| Damon Carter  | Kayla Hawks | Ronald Draughn  |
| Kenny Carter  | Jerry Minor | Cindy Hawks     |
| Junior Crotts | Wes Moody   | Patricia Norman |

This edition of *Partners in Service* is full of other Account Manager Initiatives that have been shared with Us **...Send Us Yours!**

## Cover Story

Account Manager Chris Williams uses the helpful information provided in this article to help train and develop his lead supervisors towards "lead leaders".



by TAYLOR BRUCE  
President

# We Need Leadership

Be a Leader, Make a Difference, Stand Out in the Crowd, Stand Up and Be Heard

As we approach the end of 2013, I want to take a few minutes to talk about a subject that is dear to all of us - LEADERSHIP.

Whether it be on the evening news, within your family, at your church, in your community, or at work, we are all affected by leadership - whether it be good, bad or non-existent. The affect on us personally is reflective of that leadership we are exposed to in these various surroundings.

A question to ask ourselves is, "Are we providing the proper leadership example in our role of managers, supervisors, leads?" As a manager, you are granted certain authority and power that in turn makes you responsible for certain assets, including people. Are you engaging your people, getting them involved, unleashing the true potential of employee involvement?

At a recent seminar, a speaker addressed the subject of employee involvement. His words were, "stoke the fire, don't soak the fire." In other words, encourage employees, energize them, collaborate with them, congratulate them, get ideas from your employees.

Leadership as a word could mean "Lead-the-Ship", where the Captain (manager) should set the course, the crew (employees) would man the ship (business), and the team would complete the journey. In this scenario, "The Journey is not complete until there is uncompromising sacrifice, commitment and loyalty to each other."

Unleashing the potential of your team means having everyone aligned, everyone committed, maintaining focus, breaking down barriers, being responsible for the outcome and mutually achieving success.

When we take the leadership role, we take on the responsibility to make things happen in a positive way. In this newsletter, there are many helpful hints to make you a better leader/supervisor. There are also many examples where leaders have done something special, and we are recognizing them by publishing their story.

Be a leader, make a difference, stand out in the crowd, stand up and be heard...we need leadership.

In the holiday season, please recognize that we are blessed to live in this country, we are blessed with our faith, our families, our friends, our health and a great company where we get to work with great people.

Have a happy holiday and best wishes for a great and successful 2014.



## MANAGEMENT TEAM

### CEO

Ryan D. Hendley, CBSE  
rhendley@ihservices.com

### PRESIDENT

Taylor M. Bruce, Jr., CBSE  
tbruce@ihservices.com

### CFO

Michael Putnam  
mputnam@ihservices.com

### EXECUTIVE VP OPERATIONS

Paul Jameson, CBSE  
pjameson@ihservices.com

### VP HEALTHCARE & COMMERCIAL

Todd Hendley  
thendley@ihservices.com

### VP SALES & ENGINEERING

Parker Moore, CBSE  
pmoore@ihservices.com

### CONTACT US

#### CORPORATE OFFICE:

P.O. Box 5033 | Greenville SC 29606  
127 Tanner Road | Greenville SC 29607  
864.297.3748 **Phone** 864.297.9219 **Fax**  
info@ihservices.com **Email**

#### NEWSLETTER EDITOR:

Dawn Weber, Creative Marketing Director  
dweber@ihservices.com

## CERTIFICATIONS & AFFILIATIONS



# “Yesterday’s Endings are Seeds for Today’s Beginnings”

Because safety is our first priority, I would like to state our December safety affirmation: *I am totally committed to achieving a zero accident rate.* But are we? One of the best presents I could give each of you is not money, but convincing you to be totally committed to zero accidents in everything you do. Not just at work, but to have you pass this along to everyone you come into contact with. Why? Because I care about each and every one of you, your family, and all of our associates, and I care about your health and safety.

## Where Does the Time Go?

We have come to the end of another year and I can't believe that I am writing this year-end message. Where does the time go? Other than safety, the first thing that comes to my mind as I write this is how thankful I am for what you do for our companies. I really mean this, and I wish I could stand in front of you and personally say, THANK YOU!

I usually talk about what we did this past year, but I would rather look forward.

*“Yesterday's endings are seeds for today's beginnings.”* Lewis Losoncy, Psychologist

## A Personal Request

So I ask each of you, what will you do differently tomorrow or the next day or next year to become better at delivering the ULTIMATE CUSTOMER EXPERIENCE?

Just imagine what we could accomplish if all of our customers thought of us as **“the best at delivering the ultimate customer experience.”** We are a GREAT company with GREAT people, but we can't rely on what we have done in the past. So one of my New Year's resolutions (other than not eating as much) is to find ways to be better at what I do and to encourage you to be better at what YOU do.

## Have You Completed Your Shopping List...

...or are you just getting started? Well, here are a few ideas that don't cost anything, except a bit of pride:

- Patch up a quarrel.
- Find a forgotten friend.
- Write an overdue love note.
- Keep a promise.
- Release a grudge.
- Lessen your demands on others.
- Apologize.
- Point out the one thing you appreciate most about someone you work with or live near.

“ON BEHALF OF MYSELF AND THE HENDLEY FAMILY, I WOULD LIKE TO WISH YOU A VERY MERRY CHRISTMAS AND A HAPPY NEW YEAR.

PLEASE BE SAFE AT HOME, AS YOU TRAVEL, AND TAKE ZERO THE HERO WITH YOU EVERYWHERE YOU GO.”

# Welcome to the World of Being a Supervisor

## With Granted Power and Authority Comes Great Responsibilities

**T**his is not an easy world: it is one that you can get wrapped up in and it has one of two outcomes that could be in your near future. One outcome could see you become a well-respected, company-oriented mentor, trainer, motivator, employee “friend” who is firm and fair. The other outcome could have you becoming a disliked, disrespected, disengaged, unapproachable, corporate-loving, unfair, glory hound member of the management team. The choice is yours - which would you like to be known as? Hopefully the first, positive outcome is the one you are shooting for.

### So What Does it Take to be an Effective Supervisor?

We all love the idea of becoming a Supervisor; more money, more power and hopefully more appreciation. Plus you have spent time working for a supervisor and were probably thinking “I can do that”. Now you are a Supervisor and it is quite a bit different than you thought it would be. Problems no longer come at you one or two at a time, now they come at you dozens at a time. Being a good supervisor requires that you know and respect the abilities of the people who work for you. You encourage the employees to excel



and you must be willing to step in with a cool, dispassionate approach when there is trouble. You will have a much easier time keeping things running smoothly if you treat your employees with respect.

If you are looking at becoming a more effective Supervisor you should begin by analyzing your weak areas. You may already know what these are, however it may require someone else’s insight to enlighten you. Being open to constructive criticism, from others and yourself, is essential to this goal.

Recognizing one’s weakness can often lead to recognition of another. For example, maybe you are too authoritarian with your employees.

Realizing this can also lead you to realize that this behavior actually lowers productivity and leads to higher than normal turnover. If you are committed to change, you may be able to work on several issues at once.

### It’s More than Enforcing Rules and Pushing People to Meet Deadlines

It is very important to remember that. An effective Supervisor is one who cares for their staff. You do not have to develop personal relationships with the employees. You do however need to make the employees feel as if they can approach you on the job when they



# Leadership

A leadership process is the ability to motivate a group of people by organizing a group of people to achieve a common goal through influence.

have problems and concerns. If you are not approachable, a number of things may happen that can reflect badly upon you. The employees, for example, begin to bypass you and seek contact with members of management above you. This can cause upper management to wonder why the employees avoid you.

Being unapproachable also means that you may not be informed of looming problems. There are often issues that employees are aware of before others. If they have a Supervisor whom they are not close to or feel they cannot talk to you, employees will often allow preventable problems to become bigger than necessary. If you have a good relationship with the employees they are likely to be more proactive of you and act in your best interest. This will allow you to address problems before it's too late.

## You Still Have to Maintain a Balance of Authority

Developing personal relationships with your employees does not mean that you can forget that there

are jobs to be done, including yours. It can be difficult to maintain this balance, especially if you have been promoted from among the employees that you now supervise. You must develop a strategy to exercise your authority without appearing as though you are redefined by the power you now have.

You must develop a strategy to exercise your authority without appearing as though you are redefined by the power you have.

An Effective Supervisor is constantly learning. If you think that you know everything, you are likely to find yourself with recurring problems. You have to be willing to accept information and suggestions from those above you and those below you. You also have to be able to make wise decisions. Other people can provide information, but there are likely to be instances where you will have to make the final decision.

## To Be An Effective Supervisor, You Must be a Leader

A leader is someone who cannot only set positive examples, but who can motivate others to follow those examples. Focus on ways you can encourage employees to do better and to have pride in what they do. People who feel good about their work and who feel appreciated for their efforts generally perform much better than those who don't.

There isn't a magic formula for being an effective or good Supervisor, but if you supervise workers, the tips found on Page 32 may be able to help you out. With the power and authority granted to a Supervisor, great responsibility takes place.

Greetings to all! Yes, Another year is almost over, Christmas is coming and we're making our plans for a great 2014. I am proud to say that I celebrated my 25th anniversary with the company in August and can't remember being as excited about an upcoming year.

We have all worked hard this year to strengthen our companies core functions and 2014 will focus heavily on our training and leadership development process.

### Leadership Styles

I saw an article recently that was adapted from the *Wall Street Journal Guide to Management* by Alan Murray about Leadership Styles. The article was taken from the book "*Primal Leadership*" by Daniel Goleman, which describes six different styles of leadership. He states that successful leadership is **"less about your needs, and more about the needs of the people and the organization. Leadership styles should be adapted to the particular requirements of the people involved and the particular challenges facing the organization."**

Effective leaders can move among these six leadership styles, adopting the one that best meets the needs of the moment.

# Adapting Your Leadership Style

## There is No "One Size Fits All" When It Comes to Effective Leadership

### "Visionary" Style

This style works best when an organization or group needs a new direction. The leader's goal is to move the group towards a new set of shared dreams. Visionary leaders articulate where the group is going but not how it will get there. Group members are free to innovate, experiment and take calculated risk.

### "Coaching" Style

This style focuses on developing individuals, showing them how to improve their performance and connect these goals to the group's goals. Micromanaging is a negative of this style. An employee's self-confidence can be undermined if not careful.

### "Affiliative" Style

This style emphasizes teamwork and creates harmony in the group. This approach is particularly good when trying to build team harmony, increase morale, improve

communication or repair broken trust. This style should not be used alone since its emphasis is on group praise and allows performance to go uncorrected.

### "Democratic" Style

This style draws on the group's knowledge and skills and creates a group commitment to the resulting goals. This style should be used when the direction of the group is unclear and the leader needs the collective help and wisdom of the group. This style should not be used when urgent events demand quick decisions.

### "Pace Setting" Style

In this style, the leader sets high standards for performance. The leader is obsessive about doing things better and faster and asks the same from everyone. This style should be used sparingly as it can hurt morale and make people feel like they are failing and can poison the climate.



### “Commanding” Style

Military-style leadership is most often used but the least often effective. This style rarely involves praise and frequently employs criticism, and is only effective in a crisis when an urgent turnaround is needed.

As you can see, leadership can be somewhat complicated, but with the use of these noted styles it can be made easy and more effective. There is no “one size fits all” style. By understanding the styles and how and when to use them, you should be able to effectively accommodate any task at hand.

Stopping and thinking about what style needs to be applied will definitely help us to better understand the situation and hopefully lead our group in the desired direction. The more we use this process, the more routine it will become and ultimately make us better leaders. I know that I will be considering this to improve on

my personal leadership skills. I hope you will do the same.

Merry Christmas and happy holidays. I hope to see you all in the near future.

**E**FFECTIVE LEADERS CAN MOVE  
 AMONG THESE SIX LEADERSHIP  
 STYLES, ADOPTING THE ONE THAT  
 BEST MEETS THE NEEDS OF THE MOMENT.



Making The Best Use of Limited Resources to Achieve Our Desired Results



## Floors & Cords

When we were at the Convention last month looking at new products and talking to our suppliers, several topics discussed hit home with me, and I wanted to share them with you.

### Maintenance of Floors to Prolong the Need for Stripping

We all know that stripping floors is one of the most labor-intensive processes that we perform. Prolonging the time between stripping would be very Green, in both the use of time and any material that was saved.

The first thing discussed was the proactive maintenance that can be done by using the right type and length of entrance matting. This was crucial to keeping the floors looking their best. Next was the removal of dry dirt through regular dust mopping to remove any abrasive soil. Wet mopping - the third step in this process - will keep the floor consistently cleaner. These steps are usually done regularly and are your first line of defense.

However, the most important process is the recoat process. This process, when done properly, removes one to two coats of finish before the new coats are applied. It is the top coats that contain the

embedded dirt that makes the floor look yellow/brown, and if not removed, will result in the need to strip the floor.

A couple of companies were showing "chemical free" stripping, which was just very aggressive scrubbing to remove three to four coats of finish. Depending on how many coats of finish you have, this might not make sense.

The finish selection was also discussed, and how it met the traffic volume and maintenance frequency. A finish with a higher solids percentage usually lasts longer. Everyone did agree that regular deep scrubbing and recoating should be done "before the point of no return".

Using these steps and procedures should allow you to maximize your stripping schedule.

### The Importance of a Properly Wrapped Cord

Enabling equipment to last longer between repairs is also Green from a money and repair budget perspective. Almost all vacuums have cords that wear out prematurely. Different people have what they consider is the "right" solution to that issue.

One suggestion was to wrap the cord up in a figure-8 motion, alter-

nating the direction of wrapping the cord. When wrapped in this manner, the cord will not become tangled when it is released for use.

Another supplier stated that heat builds up in the wire as electricity flows through it. When the cord is wrapped as you walk back to the machine, a twist is created in the wire and that twist becomes "locked in" as the cord cools. He feels that if you unplug the vacuum, drop the cord, walk back to the machine and wrap the cord while you are at the machine, this will allow the twist to work out of the cord as it is wrapped.

Regarding extension cords, most manufacturers recommend no more length than 50% of the original cord. Our vacuums have a 50-foot cord, so that would mean using an extension cord no longer than 25-feet long. As well, you must always use a ground fault circuit interrupter when using an extension cord.

Another good bit of information I picked up is this: when you are using the wand on an upright vacuum, the "one-penny guide" is helpful. Don't try to pick up anything with the wand larger than a penny. You should always scan the area and pick up any large debris before you begin. An upright vacuum is not a shop vac and should not be treated as one, or expected to perform like one.

Merry Christmas...and be safe!

# Separating Ourselves from the Competition

During 2013, IH Services and Newbold Services have added 57 accounts in 12 states. The new accounts have been in the Industrial, Distribution, Power Generation, Healthcare, Commercial and Education markets. New sales rely on good, strong references from our existing customers to continue to grow our business, and I want to thank all of you for your dedication to providing your “very best” each and every day. The upcoming new year will be getting off to a fast start as we already have four new start-ups scheduled and a number of pending proposals that will fall our way.

## Structured to Deliver

Most of you are aware of our CIMS-GB certifications from the International Sanitary Supply Association (ISSA) because much of what you do on a daily basis comes directly from the requirements to maintain this certification. Compliance with the CIMS-GB standard demonstrates that IH and Newbold are structured to deliver Quality Systems, Service Delivery, Human Resources, Health, Safety & Environmental Stewardship, Management Commitment and Green Building Services to our customers. Currently there are only 181 companies in the U.S. out of over 50,000 that are certified in CIMS-GB.

## Our Certifications Make Us Better at What We Do

We are involved in this program because it helps separate us from our competition by making us better at what we do. We have company certifications and now we are working on individual certifications through the Building Service Contractors Association International (BSCAI) for members of our management team, which includes all District and Operations Managers, Sales Groups, HR/Safety Managers and Industrial Engineers.

We have seven members of our upper management team who will be attaining the Certified Building Service Executive (CBSE) designation and 24 others from our team attaining the Registered Building Service Manager (RBSM) designation. Both certifications are a symbol of accomplishment and are recognized with great respect by other building service contractors. Currently ten of our management team members have these certifications.

## What The CBSE & RBSM Designations Mean to Our Customers

Obtaining the CBSE designation means an executive has a complete understanding of cleaning technology and also a broad business and management expertise to ensure that a building’s maintenance needs are met smoothly and cost

“ IN THIS ERA OF INCREASED COMPETITION, CUSTOMERS AND PROSPECTIVE CUSTOMERS ALIKE SEEK CREDENTIALS THAT SUBSTANTIATE KNOWLEDGE AND EXPERIENCE IN THE CLEANING INDUSTRY. ATTAINING INDIVIDUAL CERTIFICATIONS IS ANOTHER COMMITMENT ON OUR BEHALF TO CONTINUE TO BE AN INDUSTRY LEADER.

effectively. The RBSM designation identifies a cleaning professional who maintains a thorough knowledge of the latest cleaning technology, understands the most effective methods of managing people, equipment and supplies and has the ability to successfully supervise the daily maintenance of a building.

## A Commitment to Achieve

Preparation for the exam to be certified is extensive and involves time studying the 8+ manuals provided by the BSCAI, along with attending Webinars and listening to in-house training recordings we have provided. The test itself takes a full day to complete and has over 650

# Delivering Our Very Best

## Ferrara Candy Co.

I just wanted to take the time to thank you (Jennifer Pierce) and your crew for helping us pass the BRC audit. As always, you bend over backwards to assist production in whatever is needed. The assistance you guys provided with additional weekly staffing to help us get all of the cleaning done was much appreciated as well. We are glad to have you as part of our team. Thanks!

*Greg Land*



John Wood at Sysco-Central Florida is presented a Certificate of Excellence by DJ Hardy, Area Manager.

Says DJ, "John has been a model Account Manager and I am proud to recognize him for his dedication and excellence at what he does. Everything is well organized in the way he conducts his business and he has built a great partnership with Sysco. John has also been a great help in participation of acquiring and scouting out more Sysco accounts for our company. I am very proud!"

## SCA Tissue

Met and spoke with the SE Regional Director for SCA today. He wanted to say thanks for the seamless transition to us taking over and that we are doing good things. I told him we are glad to be part of SCA Barton and the people here have welcomed us like their own.

*Randy Keith, IH Account Manager*

Randy (Keith), Thanks for passing along this information. It is encouraging to know that our efforts were noticed. Although Clint (Morgan) and I did a great deal of work prior to the official start, it was your dedication and commitment that made things run as smoothly as they did. I appreciate the effort that you put forth and the responsibility that you have taken on your own with little extra direction from me. Keep up the good work! *Shane Stroud, IH District Manager*

## Ingersoll Rand - Club Car

Thank you (Ronnie Timmerman) and your team for setting up our room. All too often we take for granted the folks who are behind the scenes and really make things happen. You guys were wonderful and accommodating. We appreciate you!

*Sandra Clowney*

## Lockheed Martin

I would like to take a moment to brag about my associates. They work very hard at keeping Lockheed Martin looking great. I say this because we recently had our quarterly review and we scored in the 90th percentile for cleanliness from our client this quarter. That is covering 38 buildings! I am so proud of my associates!

*Richard Sanders, District Manager*

## Borg Warner

IH crew approached me about all these good notebooks that are being disposed of as to why we weren't giving them to the schools to help out needy children who could not afford a notebook. I called Water Valley High School and talked to Mr. Kitchens (Principal). Mr.

Kitchens stated they would be proud to have all we had to be distributed to the children. I have asked the IH crew to put these books in separate boxes (which they were already doing) and we will take them to the school. *Herbert A. Rogers*

“GOOD IDEA FOR RECYCLING FROM THE IH CREW. PROUD TO HAVE A CREW THAT CARES ABOUT WHAT THEY DO HERE AS WELL AS IN THEIR COMMUNITY.”

## Nutra Greenville

I want to thank you for everything that you do to make this company shine. "So grateful for your thoughtfulness." From the Bottom of my heart, thank you so much! *Hanna Broome*





Walter Whitfield at Magna Drive is presented a Stellar Work Performance Award by Alex Valezquez, Account Manager

Alex says, "Thank you, Walter, for your dedication and commitment to deliver your very best."

## Welcome Shane Stroud

Please welcome Shane Stroud, District Manager. Shane came to us through our sister company, Gatekeeper Maintenance, and has quickly proven to be a strong leader in his territory. Shane operates out of Tennessee where he can better serve his accounts and still be close to his precious grandbabies.

## Welcome Roger Poulcott

Maintenance Technician Roger Poulcott joined our Maintenance Department at the corporate office in Greenville. Roger brings with him a wealth of knowledge and experience and has already become a great asset to our team. Say hello when you see his new face!

## Welcome Back, Rick

Maintenance Technician Rick Maloney is once again part of our team. Those of you who have been with us for awhile will remember Rick from his previous work with us in the late 90's-early 2000's. Rick has slipped easily back onto the team and we are excited to have him with us again.

## Welcome Bradley Roberts

Bradley Roberts, former Account Manager for IH Services, has been promoted to District Manager over Kentucky, Ohio and Indiana. Because of his new position, Bradley and his wife Shirley relocated from South Carolina to Kentucky so Bradley could better serve his new area. Congratulations, Bradley!

## Welcome New Account Managers

Analiza Merriweather, #180  
 Roger Ledbetter, #640  
 Susan Sullivan, Several Locations  
 Joey Shokes, #147  
 Vennessa Richardson, #694  
 Jerome Powell, #118  
 Cassie Wyman, #73 & #75  
 Mike Fairfield, #164  
 Janice Anderson, #148  
 Debbie Driggers, #665 (promoted)  
 Amanda Thomas, #447 (promoted)

## Welcome New Customers

SCA Tissue, Cherokee AL  
 Ingersoll Rand, Vidalia GA  
 St. Joseph/Candler, Savannah GA  
 GE Appliance, Decatur AL  
 Hargray Comm., Bluffton, SC  
 Webasto, Lexington KY  
 Mechanical Const., Muskogee OK  
 GHS CHOS, Greenville SC  
 Decostar Ind., Mauldin SC  
 Baldor ABB, Fort Smith AR  
 World Kitchens, Greencastle PA  
 Oppermann Webbing, Piedmont SC  
 Perdue, Accomac VA  
 First Data, Hagerstown MD  
 Charter, Greenville SC  
 Target, Tyler TX  
 Sysco, Little Rock AR  
 Florence Darlington Tech, Florence SC  
 MD Anderson, Houston TX  
 Charter, Gray Court SC  
 TW Fitting, Duncan SC

## Welcome Justin Adams

A recent grad from Clemson, Justin joined the team and is working in the Engineering Department in the Greenville office. Justin's primary focus is on our P3/Quality Inspections and Reporting program. Your fellow Tigers (and everyone else, too!) are glad to have you aboard, Justin!

Nearly every transaction you make - be it using a debit or credit card, getting a blood test, posting something on Facebook, collecting a paycheck - is captured in Cyberspace and stored in databases that are operated by health care providers, corporations, the government, etc.

This plethora of data is a treasure chest for someone who might be inclined to steal your identity. Every day, it seems, we hear on the news that some corporation's databases have been hacked, or broken into. Last year, there were 2,644 documented "hackings" which exposed some 267 million records, reports the Open Security Foundation, which track information for security risks.

Last year, one in 20 Americans were hit with identify theft. That amounts to one every three seconds, and cost about \$21 billion. Whether you believe it or not, statistics like this mean that you are at risk, too. Although you can't prevent "hackings", you CAN minimize your personal risk. Here's how:

### **Be sparing with your data.**

If you are asked on an application to provide your Social Security number, ask why. It may not really

be needed. It's always safest not to store financial account information online for bill paying. But if you do, then credit cards are better to use than debit cards as they offer better protections if compromised.

### **If the hacked company has your address,**

expect breach notifications (SCAM MAIL) to come by U.S. mail. Be suspicious of notification emails, especially those containing links or attachments as they may contain computer-infecting malware.

### **If your Social Security number**

was taken in a hacking, your risk of ID

theft is five times greater than the average customer's. As soon as you can, place a fraud alert or security freeze on your credit report at the three big credit-reporting agencies.

### **Say yes to added security.**

If the hacked organization offers you free monitoring service, take advantage of this extra layer of security. Only 20% of victims do.

### **Protect your medical records,**

which are especially prized in hacking because they fetch more on the black market than financial data. Read every letter you receive from medical insurers

# Protect Your Identity... It's the Only One You Have

**Minimize Your Personal Risk When a "Hacking" Occurs**



and providers - including those that say "this is not a bill" - to ensure that no one's been masquerading as you to get treatment. To be extra safe, ask for a listing of medical insurance benefits paid out in your name each year.

---

### **Keep tabs on recent hackings**

by going to sites like [privacyrights.org/data-breach](http://privacyrights.org/data-breach) or [idtheftcenter.org](http://idtheftcenter.org). Remember: not all hackings are reported to victims.

---

### **Monitor your accounts,**

including your Social Security earnings record. Ask your bank or credit card issuers to set up free email alerts to notify you about activity on your account, including change-of-address requests.

---

### **Change your passwords frequently**

and order, for free, your credit report from each agency once every four months at [annualcreditreport.com](http://annualcreditreport.com).

*Article adapted from "Scam Alert", in AARP Bulletin, written by Sid Kircheimer, the author of "Scam Proof your Life."*

**MEDICAL RECORDS ARE  
“ ESPECIALLY PRIZED IN DATA  
HACKINGS: THEY FETCH MORE ON  
THE BLACK MARKET.**

by DALE HIGHTOWER  
Our Talent Acquisition Coordinator



# Tapping Into Online Job Postings and Social Media

When IH Services found itself in the market for a new Quality Engineer, the company turned to a less traditional approach to hunt for job applicants: social media.

**A**lready a member of Facebook and Twitter, the company also accessed some of LinkedIn's more premium features, including advertising on the site's exclusive job board and taking advantage of its advanced email function - known as inMail - to personally reach out to hundreds of contacts within their network.

The company still posted the job announcement to various online employment boards, such as Career Builder and Monster.com, but it was our experimental method that yielded the best results. After just a few weeks, we identified three solid candidates and made an eventual hire.

IH Services will continue a recruiting process using LinkedIn connections to maintain a future steady flow of interest in positions as they are opened.

## It Just Works Better

Building Service Contractors (BSCs) are joining a growing movement among employers who are using social media to tap into millions of people who maintain social profiles online.

A 2012 study by California-based recruiting software

firm JobVite reported 93 percent of American employers plan to use social media for recruiting in the next few years. Of the employers surveyed, 73 percent said they had successfully hired candidates using the technique in the past.

According to the study, social recruiting "just works better"; it not only increases the number of applicants in the hiring pipeline, but also the quality.

A 2012 Contracting Profits survey showed more than 60 percent of BSCs were active on Facebook, about 70 percent were regulars on LinkedIn, and about one-third maintained pages on Google+ and Twitter.

About 50 percent of respondents said they were members of MyCleanLink, a social network created specifically for cleaning industry professionals.



## Hire Cleaning Professionals Faster with Social Recruiting

Using social media to find talent just makes sense.

You might have a Facebook page with 500 people. Then your connections have 500 people. You can reach a lot of people geographically - for free.

At IH Services and Newbold Services, using aggregate online recruiting and social recruiting has proven to shorten and streamline the recruitment process while reducing expenses and effectively weeding out non-qualified applicants from the start.

In today's environment, when so much of what we do is instant, waiting three days for a newspaper to even run your ad, then hoping people see it when it's in the paper, and waiting for the applicants to call...it's just not realistic anymore. We like the speed in which applicants can apply.

Another advantage is that social recruiting works like a two-way street. We have had people reach out to us via Social Media. We are able to pinpoint so-called "passive applicants".

Use of computerized search engines can identify qualified individuals who may not currently be looking for new jobs. These [people] can be a fruitful source of potential candidates.

*In his newly created position as Recruiting Specialist, Dale brings us years of knowledge and experience in the recruiting field. He is based in the Greenville office and has already begun upgrading and modernizing our recruitment and employment programs.*

*We are very excited to have him with us and can't wait to see where his knowledge will lead us!*

# HIRING



A recent JobVite survey said about 50 percent of social job seekers were employed but "open" to finding new employment.

At our company, aggregate online and social recruiting has given the company the opportunity to file away workers we would like to hire, but for whom we don't have an opening right now.

We can eliminate "hiring from need". We believe in developing a 'bench' of potential employees that we would love to hire, and who in turn, would love to join our team.

“ IN TODAY'S ENVIRONMENT, WAITING THREE DAYS FOR A NEWSPAPER AD TO EVEN RUN YOUR AD, THEN HOPING PEOPLE SEE IT, AND WAITING FOR THE APPLICANTS TO CALL... IT'S JUST NOT REALISTIC ANYMORE.



Like us on  
**Facebook**



[www.facebook.com/  
ihservicesinc](http://www.facebook.com/ihservicesinc)

“ 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



We Support

# Pet Props, Inc.

Setting the Stage for  
 Animal Adoptions

“ DEAR MRS. BUTLER-HALL, I AM WRITING TO THANK YOU FOR ARRANGING THE OPPORTUNITY FOR MY GRANDFATHER, BAILEY HENDLEY, TO USE THE BOX TRUCK. WITHOUT YOUR HARD WORK, THE \$23,000 WORTH OF DONATIONS THAT WE PICKED UP WOULD BE IN THE TRASH. THANKS TO YOUR HARD WORK AND WILLINGNESS TO HELP, THESE SUPPLIES WILL BE GOING TO HELP ANIMALS IN LOCAL SHELTERS. THANK YOU,

ULIE MCKINLEY RIDDLE

j

**P**et Props was created by McKinley Riddle, a 13-year old animal lover, who has been volunteering at a local shelter for over a year. While volunteering, she realized that shelters can provide better care for the animals if they had increased community support, and she knew she should do something about it. By providing assistance to animal shelters, McKinley believes that shelters will be able to use their own resources to provide even better care to

animals awaiting adoption. On behalf of McKinley, her grandpa, Bailey Hendley, approached Donna Butler-Hall, our Maintenance Manager. He asked if IH Services would be able to donate the use of one of our service trucks to help Pet Props pick up and deliver donations during a recent fundraiser. Donna and IH Services was very happy to help! Donna shared this note of appreciation (shown to the left) that was hand written by McKinley.

Pet Props, Inc. is a non-profit organization whose mission is to make a difference in the comfort and welfare of animals.

To See How You Can Help, Visit [www.PetProps.org](http://www.PetProps.org)

Or Contact Your Local Animal Shelter - Help Those Who Can't Help Themselves

## Life in the Fast Lane

“ THIS WAS A FIRST TIME FOR ME, GETTING A BETTER SEAT THAN A CELEBRITY!



H Services President Taylor Bruce and his wife Dottie were given a great treat! Here's what happened: Sprint sponsors NASCAR racing series "The Sprint Cup". As guests of Sprint on Saturday, October 12, just before the start of the 2013 NASCAR "Bank of America 500" race in Charlotte, NC at the Charlotte Motor Speedway, much to his surprise, Taylor was chosen to ride in the PACE car at the start of the race. While in the PACE car leading the race cars, he rode around the track about 2.5 times, at speeds up to 90 MPH, getting out of the way quickly when the starter dropped the green flag to start the race. Taylor was fortunate to be riding in the front seat with former NASCAR driver Ken Lawson, who is now the Chief Engine Inspector for NASCAR. The other person who got to ride in the back seat was the lead singer of the band "The GooGoo Dolls. His name is John Rzeznik. When asked about the experience, Taylor grins and says, "This was a first time for me, getting a better seat than a celebrity!"

## The Year's Most Creative Request

Good Morning, Donna!

We cannot use our pressure washer.  
We cannot use it any more.  
We can't wash walls, or picnic tables...  
we cannot wash the floor.

With contracts due and people looking  
I don't want to give them a reason to  
find some else to do this job...  
and be out of work next season.

I know you are the bright and shining star  
that keeps our equipment in line...  
So one more time I ask of you  
to make my equipment run fine.

I need a hose and wand for my pressure washer;  
It's a HUSKY HYDRO SURGE.  
The Serial Number is BMM3110071...  
with this, the dirt we could purge.

I hope your day is bright and fun...  
May your life be full of glee.  
I wish I could write some more to you...  
but I really have to pee!

Have a great day!  
Larry Christopher, Account Manager  
Ross Distribution Center



Just imagine what a treat it would be if every request that came across your desk arrived in this whimsical and fun manner! Thank you, Donna Butler-Hall, for sharing! And thank you, Larry Christopher, for the smile this gave us!

# Yes, Technically He is Laying Down on the Job...



...But He is Delivering His Very Best for You!

**Can you identify this  
hard-working  
Service Tech?**

Anniversary Dates (5-Year Increments) July - December 2013



## In Recognition of Service and Support

Paul Jameson	25	Matthew Diggs	5
Cynthia Hawks	15	Thomas Stephens	5
Roger Moody	15	Shawanda Washington	5
Angela Brumley	10	Angelyn Casey	5
Laura McGugan	10	Gerardo Cabrera	5
Marisela Teneria	10	Jennifer Elmore	5
Florence Proctor	10	Obrian Rodriguez	5
Matt Nesbett	5	Billy Ivory	5
Ronald Draughn	5	Frank Whitfield	5
Wes Moody	5	Christopher Alexander	5
Willie Potts	5	Jessie Derrick	5
Jennifer Elmore	5	Patricia Cook	5
Aaron Williams	5	Linnie Kelley	5
Barbara Jones	5	Robbie Appleberry	5
Stephanie Childers	5	John Allison	5
Eric Williams	5	Henry Caulder	5
Lisa Ivy	5	Laura Wellborn	5
Patricia Means	5	Brenda Johnson	5
Sharon Penn	5	David Jackson	5
Kilby Baker	5	John Banks	5
Pam Begley	5	Geraldine Gibbs	5
Edward Higgins	5	Willie Brownlee	5
Julia Wyatt	5	Levette Miller	5
Gary Little	5	Brenda Spillman	5
Sonya Kimble	5	Jacqueline Lewis	5
Loretta Brewer	5	Marvin Cromer	5
Maria Abrigo	5	Willie Shumpert	5
Ismael Guerrero	5	Martha Markham	5
Willie Harmon	5	Melissa Cooley	5
Furman Makins	5	Elizabeth "Page" Davis	5
Carlos Muniz	5	Roger McColley	5



Congratulations [Dianne Lowder](#),  
Account Manager at International  
Automotive, who was married in July!

We wish you and your love many  
happy years together!



Newbold associates at Honda SC welcomed Erwin Carter, President of  
Newbold Services on September 15.

"Thank you, Mr. Carter, for your support and we look forward to your next visit."

A backpack vacuum is a handy piece of technology that allows you to clean without hauling a heavy vacuum around behind you. There is no pushing or pulling required. Simply slip it on your back and go. Always be safe when using a backpack vacuum and wear it properly. This will prevent unnecessary injuries from improper use. Here's how to properly wear your vac so you can clean in style:

# 9 Tips for Backpack Vac Usage

**01** The padded waist belt should fasten snugly around the hips, allowing the shoulder straps to fit comfortably but loosely.

**02** The primary weight of the unit should rest on the hips, not the shoulders, since shoulder straps serve mainly to balance the pack and prevent load shifting.

**03** Ensure the backplate - a ventilated panel that rests against your back and supports the vacuum unit - if adjustable, is positioned to your height.

**04** Slide your arms through the appropriate shoulder straps; if right-handed, grab the harness and pick up the backpack with your right hand. This allows for better control when lifting and can help reduce strain.

**05** With the machine on your back, lift the vacuum so it is on or slightly above your hips before adjusting the strap around your waist. This is how you should wear the backpack.

**06** If you are right-handed, leave the right shoulder strap looser than the left; this will free up your right arm, making vacuuming easier to perform.

**07** Be sure the shoulder straps are tight but comfortable; if they are too loose, the machine will slide around on your back, making it uncomfortable to wear.

**08** Avoid bending over while wearing the backpack. With some machines, tools and attachments are designed to be worn on a belt, within easy reach, so no bending or stooping is necessary.

**09** Empty the bag frequently to keep the unit light and safer to manage.



It's crucial that any specialized tool be used properly, especially one attached to your body. Backpack vacuums must be worn and used properly for maximum safety, comfort and efficiency.

by **TIM BARBEE, MS CSP COSS EHS**  
Lead Environmental Safety & Health Engineer, Lockheed Martin

# "I Admire Your Program"

I wanted to take this opportunity to express my appreciation to you (Sue Spinks) and your staff for being proactive and helping us to maintain a safe and healthy environment at both the Huntsville and Courtland campuses. Your leadership and the diligence of your entire staff have contributed to the Huntsville campus reaching over 10 million man-hours and Courtland reaching over 1 million man-hours without a Lost Time accident and Huntsville reaching over 2 million with no accidents at all. Some of the things I admire about your program are that you conduct daily safety meetings with your

entire IH staff. You hold the weekly Stand Down meetings where you discuss close calls and other problems and your employees are genuinely involved and concerned about their own safety as well as the safety of other IH and LM employees. I greatly admire your 540 safety program, it fits well into our "Target Zero" program and helps us both strive for the same goal. As you know we have this year been awarded the first ever corporate Platinum safety award for reaching that 10 million man-hour plateau, your organization has been instrumental in helping us reach this goal. I also understand

that you have won awards for zero accidents for the past two years in both Huntsville and Courtland. Congratulations on that achievement. I have truly enjoyed the way that we in LM Environmental Safety and Health have been able to work together with IH Site management (i.e. you and LaKasha) to iron out the rough spots and keep things running smoothly across both campuses and over 15 separate buildings without an incident. I look forward to continued success in our partnership. If there is anything that we can do to assist you, don't hesitate to ask.

## An Affirmation Triggers a Memory



**O**ctober's affirmation brought to mind an incident that happened many years ago. A young man was trained to use his meter to measure the oxygen levels in (tractor trailer) tanks before entering them to clean. On one particular morning, he chose to take a shortcut. Without using his oxygen meter, he entered the tank. Within a few short minutes, he was dead. He was

about 24 years old and left behind a young wife and small child. Every once in a while I think of him and of all the things he missed out on just because he chose to take that shortcut. I hope you will share this story with others as a lesson in what can happen when we take shortcuts with safety.

by **DIANNE VENABLE**  
Account Manager, Fruit of the Loom #21

## Brook's Definition of Safety

**S**tart on time! Begin your meeting at the beginning of shift and be thorough and time-efficient.

**A**lways review the monthly affirmation at the start of each meeting.

**F**ollow the safety program book daily so that each shift is on the same page.

**E**veryone participates! Let different employees answer questions, give feedback and lead discussions.

**T**alk up safety! Stress the importance of ALWAYS being safe at work AND at home.

**Y**our enthusiasm is key! The more excited you are about safety, the more excited your crew will be.

Created by **BROOK DIAZ**  
1st Shift Supervisor, Magna Drive

# Starting Off Right

by TRACY CAVERO  
Area Manager



I wanted to share the success of the start up at #165 World Kitchen in Greencastle, PA. Our Account Manager Tonya Schroyer has started off in a positive supportive manner with Zero the Hero and our safety program. You can see by these photos that she has posted not only the standard

Zero communications, but is creating her own documents, as well as displaying and reinforcing our safety beliefs and practices. She has jumped into the program with both feet and is doing a great job in less than a month. Just thought I would share how important “Starting Off Right” should be.

## Nestle - Marysville

Tracey (Cavero), I wanted to forward you an observation that involved some of your workers during a recent BBS observation. “Great job! I have added 3.4 for the cleaning staff providing warning of the stairs being a potential hazard along with 1.3 for you identifying the hazard and not slipping”. Great job to your team for providing signage when mopping. Thanks!

*Robert Otten, Master Technician*

## Grateful at Ethicon

Amanda Thomas, newly promoted Account Manager says, “I’m so grateful to be given the opportunity to use my skills, knowledge and passion to continue to meet our customer’s needs as well as maintain a safe and fun working environment!”

Did you know, Account Managers, that you are responsible for training all associates who are affected by our Waste Management Plan? This includes all new hires, newly transferred associates and associates performing the task for the first time.

### Waste We Generate Includes:

- mop water
- wet/dry vacuum contents
- carpet extraction solution
- scrubber solution
- recyclables
- trash

### Waste Streams Include:

- all staging areas for waste and trash pick up
- all parking areas for scrubbers including fill stations
- all approved drains to use when discharging waste
- recycle containers or staging areas
- trash receptacles, dumpsters or balers
- contingency planning if designated drains are inoperable

## You Generate Waste - Now What?

### You’re Required to Know Your Site-Specific Disposal Procedures

Each site location has proper areas for liquid waste disposal and to stage trash for pickup. In most cases, this will be designated drains, dumpsters or compactors. Each of our associates who are responsible for trash pickup and dumping is required to be trained in the handling and proper disposal of both dry and wet waste at the time of hire.

The handling of cardboard, plastics and other solid waste may also be part of contracted services we perform at your location. Ensure you know what is to be disposed of, where it will be disposed, what manner of disposal will be used and which riding or other equipment will be required.

Contact Your District Manager If You Need Additional Training on this Procedure



Cindy Hawks and Les Perdue



Patricia Norman and Les Perdue



Benjamin Kaylor

# The Developing “Zero Cap Initiative”

“ DO YOU HAVE AN ASSOCIATE YOU WOULD LIKE TO RECOGNIZE FOR DELIVERING THEIR VERY BEST IN QUALITY OR SAFETY? CONTACT DAWN WEBER

(dweber@ihservices.com)

OR CALL 864-297-3748.

These articles submitted by Les Perdue and Marie Johnson, with accompanying photos of smiling, appreciative faces, are becoming a “regular feature” in our newsletter. Les is a regular correspondent with Zero and is always looking for an opportunity to award the coveted Zero the Hero cap to some well-deserving team member.

Zero and his team would like to take a moment to thank Les and Marie and applaud the “pats on the back” we hear about from them. 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 them. 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.



### Cindy's Safety Hat

Each month I do a safety audit for Hanesbrands. When I do, I take an associate with me. During the audit for August, Cindy Hawks and I were in the knitting area when Cindy stopped and said, "I thought fire extinguishers were supposed to be clear and not blocked."

Hanging there on the wall was an extinguisher with a grinder in front of it. You could only get to it by reaching over the grinder. The fire extinguisher has since been relocated.

Also, it was only this morning that Cindy came to me with a broken slat from a pallet she found laying in the baling area. The slat had four nails sticking up waiting for an unexpected foot to happen by. GREAT JOB, CINDY!

Cindy has been with IH Services for 15 years as of August 2013 and is a model associate. Cindy is always a team player and willing to do whatever is asked of her without any complaints. Cindy has been cross trained and is capable of doing any job here. Cindy is always singing and talking about Christ. Everyone here at Hanesbrands loves her and I'm proud to have her as part of our team. Thank you, Cindy. *Les Perdue, Account Manager*

### Patricia's Safety Hat

On September 11, 2013, Patricia Norman and I were discussing some work related problems and coming up with solutions.

While talking with her, she told me when she was cleaning the front offices, one of them felt like an oven. When looking around she saw that a heater had been left on and was only a couple of inches away from a sweater that was hanging on the back of a chair. Patricia notified our contact so that the heater could be turned off. This incident is a great example of "being aware of your surroundings" and "asking yourself what if?"

Patricia Norman has been with IH Services for 14 years and holds a working supervisor position. Patricia is very hard working and takes a tremendous amount of pride in her work. Since she has taken over the maid route, the areas she cleans shine like new and always look great.

Patricia also fills in for me whenever I am out and has always been able to handle any problems that may arise. Patricia knows all the job tasks of each associate and can perform each and every one. Patricia is a great asset to me and IH Services and I'm very proud and fortunate to have her as part of our team. Thank you, Trish.

*Les Perdue, Account Manager*

### Benjamin's Safety Hat

Benjamin (Kaylor) loves his new hat! Thank you so much for helping me recognize him. He said it was the best uniform he has ever had. Benjamin is a great asset and I love that showing that we appreciate him through something so simple means so much to him. It has meant a lot to me as well. We have a Hero Huddle tomorrow and I am excited to distribute the lanyards and key chains you sent me. *Marie Johnson, Account Manager*

## More Recognition



Branda Hendricks and Dorothy Rose Allen from #433 Fruit of the Loom-Jamestown received Safety Awareness Awards and were recognized for always putting safety first!



Tiffany Pendleton at #79 Fruit of the Loom shows off her team's ZERO ACCIDENTS safety award and a Big Zero t-shirt the entire team received for their awesome achievement!



(Starting back L-R) Ebony Skinner, Jolene Guitierrez, Corine Trevino, Eseivina Flores, Maria Miranda, Martha Lopez, Maria Rodelo, Felipa Rosales, Joseph Rodriguez, Linda Taylor, Rebecca Rodriguez, Jessica Rodriguez, Sharon Blake, Donna Pete, Maria Tapia, Carman Valadez, Claudia Mata, Gabiella Benelly, Alphonso Helton, Wesley Banks, Jeffery Gloeckner, Brandon Brown, Nathan Lemon.

## “I Don’t Mean to Brag on My Team, But...

**W**e at #36 Lockheed Martin-Grand Prairie have not had an accident in 15 months. We have not missed a single 5-4-0 in 15 months. During our monthly safety meeting, whomever knows the monthly affirmation wins a \$15 gift card. We started this three months ago and I am always surprised who wins the gift card. I am really proud of our team and the hard work they do in managing safety on a daily basis. *Richard Sanders, District Manager*



( L-R) Cynthia Lawson, Yourt Bean, Naroshai Black, David Gloeckner, Marshae Tunson, Carlos Bates, Darrien Toliver

## Our Team at Ingersoll Rand #688 enjoys a Zero the Hero Cookie during their Hero Huddle

(Standing L-R)  
Chelsy Hill, Marcus Woodard, David Fenderson, Pedro Murrillo, Maria Angon

(Seated L-R)  
Lissa Trammell, Gloria Odums, Jimmy Chamberlain and Jeronimo Angon



# A Milestone Reached!

Thursday, August 1, the email box of Zero the Hero was inundated with shouts of accomplishment! Take a look at all the teams who were excited and proud to be ACCIDENT FREE.

## Chapel Hill UNC

Edward Smith and his team at UNC celebrate 8 MONTHS of ZERO ACCIDENTS during their daily 5-4-0.



## Magna Drive

Alex Velazquez and his group enjoy a mini-celebration for 8 MONTHS ACCIDENT FREE!



## Michelin US3

Today at Michelin US3 we celebrated 8 MONTHS without an accident. We are so excited!



“ MICHELIN PLANT 7 JUST PASSED AND CELEBRATED OUR 8TH MONTH WITHOUT AN ACCIDENT. WE ARE ALL TRYING TO BE CONTINUALLY CONSCIOUS OF HAZARDS, BOTH IN AND OUT OF OUR WORK ENVIRONMENT. *Roger Ledbetter, Account Manager*

“ CONGRATULATIONS TO EDWARD SMITH AND HIS TEAM! WE TOO HERE AT HUSQVARNA -ORANGEBURG HAVE HAD 8 MONTHS WITHOUT AN ACCIDENT. HAVE A SAFE DAY!

*Gary Whitlock, Account Manager*

## Be Loud and Proud in Your Zero Zones

## Share Your Accomplishments With Us!

# Oh Look! A Mini-Me

There's nothing like getting into a holiday spirit!

I received a call in early October from Traci Daniel, Account Manager at Ingersoll Rand in Texas. She was very excited to tell us about a challenge that she offered up to her entire team - to decorate a pumpkin to look like, well....Me. *What?! I LOVED it!*

I'm sure that *"What?"* was probably the reaction of her team, but never ones to back down from a challenge (Traci just LOVES the enthusiasm of her team!), and to show their support for our "12 Steps to Zero Accidents" Safety Program, they took this fun challenge head on.

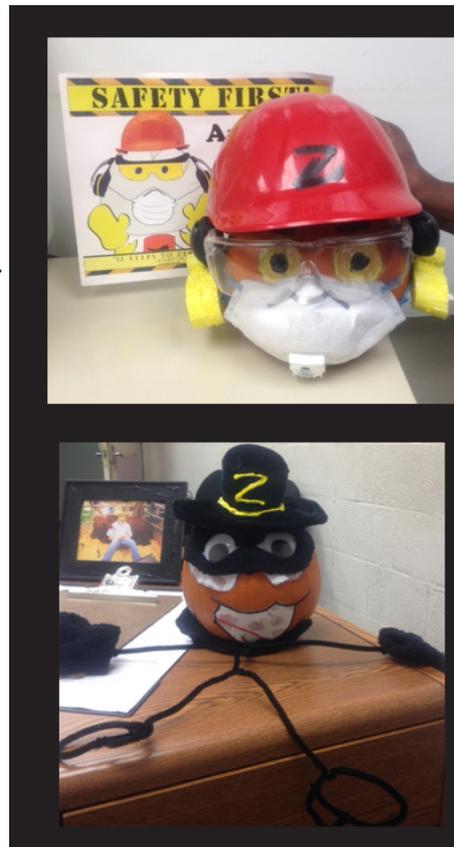
Traci had asked us to be the judges of this innovative "Best Pumpkin" contest, and we were excited to see what these creative geniuses would come up with. We knew we wouldn't be disappointed!

On Friday, November 1, my email

box received photos of three entries. In Traci's words, every entry was "awesome!", and my team and I felt the same way.

Each entry was spectacularly creative and entirely different. It was evident by the looks of these "Pumpkin-Mini-Me's" that these people have truly taken safety to heart. I am sure that we would be hard pressed to find another safety program that seems to have captured the minds and imaginations of its people like our "12 Steps to Zero" has captured us. I am honored to have such pumpkin-likenesses of me.

My team and I appreciate all entries and the time and effort so obviously taken by each of these associates. Every one of the entries is a "winner" in our book.



Because of that, I am happy to announce that all three of these associates will receive their very own Zero the Hero cap for participating in the "great idea" that Traci initiated.

We are so proud of all of you for being so actively involved in our safety program! ~ Zero



## Congratulations, Jimmy Chamberlain, shown here with his winning entry.

That pumpkin sure looks remarkably like my official "Trademark" photo, huh?

# Sharp Eyes Don't Miss a Thing

They Caught It! Did You?

On August 1, 2013. Zero the Hero sent out a reminder to everyone that we were now in a new month, which meant that we would be focusing on a new affirmation, which was:

**I will never  
all someone  
to put me in  
an unsafe  
position.**

If you look closely at that affirmation here, you will see that the last two letters of the word "allow" - meaning the "OW" - were left off...accidentally.

Mark Cones, Business Development Manager, was the first person to bring this typo to our attention by emailing us, "I'm sure we want to keep the "OW" or ouch out of our workday, but I just noticed that the word "allow" on the affirmation is missing the "OW".

After thanking Mark for catching it, we took the opportunity to change this typo-turned-subliminal-safety-message by challenging everyone else out there to see how we kept the "OW" out of our workday with that announcement. We had several emails from teams who recognized an incorrect monthly affirmation, too.

Congratulations to the following managers and their teams for having sharp eyes for safety and telling us about it! It is your heightened safety awareness that keeps you and those around you safe each day and brings us ever closer to our goal of ZERO ACCIDENTS.

## Michelin LPG

Manager John Porter and his team caught it!

**#622**

## Hanesbrands

Manager Les Perdue and his team caught it!

**#205**

## Southern Nuclear

Manager Donna Morgan and her teams caught it!

**#667 & #670**

## Ethicon

Manager Amanda Thomas and her team caught it!

**#447**

## Quad Graphics

Manager Denise Harris says, "It made me proud that my team actually knew what the correct affirmation was supposed to be. This program is AMAZING and it has raised the awareness in this account 100%. Thank you guys so much for the hard work and dedication you put into this program each year."

**#103**

## Valdese Weavers

Manager Nichole Kelly says, "Our team has taken the time to devote ourselves to the safety program and to creating a true Zero Zone. I am proud to say we have been accident free for 50 months and going strong! They caught it, too (is this any surprise?)

**#495**

## Lockheed Martin

Manager Sue Spinks says, "I thought the unintentional subliminal was great! I used it as a teaching tool. I made copies for each employee and asked them to see if they could identify if there were issues. If they could identify it, I gave them a star. I use a star program here, for anything done above and beyond, they get a star."

**#327**

## Nutra

Manager April Wheatly and Debra McCoy and team caught it!

**#422**

## Protect Your Eyes

Wear safety glasses always.

At work.

At home.

Always. Don't take that chance.

# What's in a Title? Not Much!

## It's How You DO...That Matters



There has been an increased amount of talk and discussion that have been generated because of two LinkedIn articles: "Why We No Longer Need HR Departments" by Bernard Marr, and the response to that article by Josh Bersin, "Why We Do Need the HR Department."

It's important to point out that these gentlemen are highly successful and socially influential. Mr. Marr is a best-selling author and Expert Performance Consultant, while Mr. Gersin is the Founder and Principle of Bersin by Deloitte. Why is that important? If you use an attention-grabbing headline and target a large demographic on LinkedIn, then boom, you've got instant success.

Just to clear the air, I think we need human resources departments - shocker, I know - MAYBE a different name, but we need them.

Marr's article was really an exercise in verbiage - wordplay - jargon. It's not that we no longer need HR departments, it's simply that we need to change the name. Why? Because (he says) people do not like to be called "human resources". SIGH.



So we love to change words around. Every generation or so we decide that the language needs to be updated, i.e. New Hire Orientation is now Onboarding. Hiring is now Talent Acquisition. That's right, you weren't "hired" - you were "acquired".

As usual...there seems to be a basic omission of what Human Resources is paid to do. Groups have discussed this several millions of times on every platform but the essential function of HR is to keep the company out of the courtroom, recruit new talent, train them, compensate them and engage them.

You can change the name from Human Resources. In fact, many companies have changed the name to People Resources, Talent Management, Human Capital Management, or Talent Masters (I don't like that one). I have even seen a job ad for a Chief People Officer. There are other companies that do not call their employees "human capital" or "talent" - they call them associates or partners. THAT is the one that works best for our companies.

### "Good to Great"

Written by Jim Collins, "Good to Great" is one of my all-time favorite books. Sure, the language is a bit outdated now, but the meaning is



## Be a Great Communicator

As a supervisor you must communicate clearly and correctly to avoid misunderstandings and frustrations.

01

## Adapt to Changes

The world is forever changing at a fast pace. Efficient Supervisors keep up with it and are able to think outside the box. They don't blindly follow the age old norms and rules. They adjust to the needs of the organization.

02

## Value Your Employees

The employees are every Supervisor's real asset - they are the ones who are doing the work. A good Supervisor understands their worth and treats them accordingly.

03

## Be a Coach/Mentor

Share your work experiences. A good Supervisor shares their wisdom, knowledge and experiences with the employees. You help them perform better. This also strengthens the bond and trust between you.

04

## Be Disciplined

If a Supervisor is disciplined, only then can you expect the employees to be the same. The "boss" sets the example - be on time, meet deadlines, set the behavior.

05

## Be an Example

Be hands on; DO NOT ALWAYS DELEGATE. At times the Supervisor should take on projects also. Try picking up something less attractive or uninteresting and complete it. This sets an example to the entire team about taking up challenges and that all work is important.

06

## Be Approachable

Your employees should not hesitate in approaching you with their concerns and problems. An efficient Supervisor will make sure that there is enough trust and openness between you and your employees.

07

## Be Considerate

Employees are people, too. They have families, friends and a life beyond work. Unless it is something urgent or work load dictates, do not make them work beyond their scheduled time. This will help improve efficiency and productivity.

08

## Have a Positive Attitude

Be polite. Wish employees good mornings and be generous in thanking them for their efforts. Inquire about their families from time to time.

09

## Criticize Constructively

When mistakes happen, a good Supervisor tries to understand the reasons behind the mishap. Criticize and assess the employee in proportion to the mistake. Do not scream or discipline in front of other employees. Show the employees the right way to do things.

10

## Be Responsible for More

A good Supervisor realizes they are no longer responsible for just their own work. Now you are responsible for the work of the other employees. This means you need to talk to your staff often and ensure they have what they need to be successful. It also means you need to train your staff. You can't do everything.

11

## Remember Your Start

Remember you were an employee at one time and you are no better than your staff. Many new Supervisors (and some older Supervisors) pull rank and boss people around. This behaviour only leads to dis-sention.

**12**

## Manage Effectively

Your job is to get your work done by others. Therefore you need to manage them but give them tasks and not look over their shoulder. By doing this they feel trusted and do their work regardless of whether or not you are around.

**13**

## Know Your Staff

What you know about them is important. Everyone has traits and knowing those will help you best lead each person their own way. This will also help you assess the abilities of those you supervise. Look at both the work output and the interactions with their fellow employees.

**14**

## Keep Things Informal

Just because you are a Supervisor doesn't mean that you have to artificially put distance between yourself and your employees. Avoid the temptation to overtly redefine your relationship with your coworkers.

**15**

## Delegate, Then Step Back

Assume that everyone knows their job. Simply assign tasks and wait for results. Most people produce their best work when given autonomy and respect they desire as adults.

**16**

## Lead From Behind

A good leader always leads from behind. You do not have to be leading the charge. You will be the first one to take the bullet. You are the orchestrator of the plan. If your employees know what is expected in doing their job AND they know what to expect from you, they will excel.

**17**

## Stand Up

When the situation presents itself, stand up for your employees in a professional manner when you know it is necessary to do so. If this is done properly it will gain you and the company much respect.

**18**

## Don't Show Favoritism

Never favor one employee over another. Never let it be seen in either your actions or in any other way to any person or group.

**19**

## Always Be Positive

You want to always project a good positive attitude. This helps protect the company's reputation and your standing in the world. Remember you represent the company and its goals.

**20**

# 20 Tips for Effective Supervisors

## Be a Leader - Not a Boss

*Adapted from an article by Sylvia Hepler, Owner and President of Launching Lives. Visit [www.launchinglives.biz](http://www.launchinglives.biz) to learn more about her.*

## Tips & Warnings

1. Be a leader, not a boss
2. Treat everyone equally
3. Be a teacher, assistant and a guide, not a buddy or bully
4. Praise frequently, but not too often
5. NEVER, NEVER, NEVER fraternize with your employees



“ TODAY’S RESEARCH IS SHOCKING AND DEMONSTRATES THE IMPORTANCE OF EFFECTIVE HYGIENE. IT IS CRITICAL THAT PEOPLE TAKE HAND WASHING SERIOUSLY ... PEOPLE MAY CLAIM THEY WASH THEIR HANDS REGULARLY BUT THE SCIENCE SHOWS OTHERWISE.

# Your Cell Phone May Be Making You Sick

One in six cell phones in the United Kingdom is contaminated with fecal matter, according to new research released. Experts say that the most likely reason that potentially harmful bacteria is lurking on so many devices is because people are not washing their hands properly with soap after visiting the restroom.

This study also revealed that (not surprisingly) people have a tendency to lie about their hygiene habits.

Although 95% of people claimed they washed their hands with soap where possible, 92% of phones and 82% of hands had bacteria on them. Most alarming, 16% of hands and 16% of phones were found to harbor E. coli - that nasty bacteria that we all know is associated with fecal matter. E-coli bacteria are associated with stomach illnesses and have been implicated in several serious cases of food poisoning over the past few years.

## If You've Never Really Thought About, Please Do

So what can we learn from this study? This study provides evidence that some people still don't wash their hands properly, especially after using the restroom. Says Dr. Val Curtis from the London School of Hygiene and Tropical Medicine, "I hope the thought of having E. coli on their hands and phones encourages them to take more care in the bathroom - washing your hands with soap is such a simple thing to do but there is no doubt it saves lives."

Peter Barratt, technical manager at Initial Washroom Solutions, which supports Global Handwashing Day, notes "Today's research is shocking and demonstrates the importance of effective hygiene. It is critical that people take hand hygiene seriously and that businesses offer their employees and customers a practical way of protecting themselves to help combat the spread of illness."

The study also found that those who had bacteria on their hands were three times as likely to have bacteria on their phone. While some cities tested did much better than others, the fact that E. coli was present on phones and hands in every location shows this is a serious issue.

### E. coli - One Tough Customer

Fecal bacteria can survive on hands and surfaces for hours at a time, especially in warmer temperatures away from the sunlight. They are easily transferred by touch to door handles, food, and even mobile phones. From there, the germs can be picked up by other people.

Every year, 3.5 million children under the age of five are killed by pneumonia and diarrheal diseases, and the simple action of washing hands with soap is one of the most effective ways of preventing these illnesses.

### You're Exposed on the Job, and Off

At IH Services and Newbold Services, many of us already realize that the jobs we perform and the areas we perform them in expose us every day to dangerous bacteria. We protect ourselves at work by following our JSHA's and performing this type of cleaning correctly, safely, and using the proper PPE.

But how many of us ever really thought about how we expose ourselves every day to dangerous bacteria when we use our cell phones in "that private room"? Or even if YOU keep your cell phone holstered while "taking care of business", how many of us don't wash our hands with soap after following the person who DIDN'T keep their cell phone holstered while using the restroom?

You wouldn't think of leaving yourself exposed to these dangerous bacteria while at work, so take Zero on the Go and expand that thinking to your cell phone. Use proper handwashing techniques after using the restroom to ensure that next time you pick up your phone to answer a call, you don't inadvertently pick up something that may make you sick.



## Proper Handwashing Technique

## *A Very Special Christmas Delivery*

As we do each year, our associates at the corporate office in Greenville have "adopted" a local family with four school-aged children to ensure they have a very special Christmas. All the little elves have been happily donating food, new clothing, toys and what has amounted to four bulging bags of wrapped goodies for these young tots and their family. It gives us great joy to be a part of making a difference for this family, and we excitedly await the arrival of Santa's sleigh to pick up and deliver some smiles to Daniel, Cedric, Jessica and Jake.



*This Christmas, may you have the fulfillment  
of seeing around you the people you love the most.  
May you have the satisfaction of creating special memories  
they will remember with pleasure forever.*

*This Christmas, may you feel peaceful and contented,  
knowing what Christmas means, and celebrating it your way.*  
~ Joana Fuchs

*Merry* **Christmas**  
from Your IH Services &  
Newbold Services Family!

*"Faith is the light that blinds the darkness of doubt." ~ Mark Anthony Grubb*