

IN THE ZONE

Celebrating Our Achievements on our Road to Zero Accidents

IH SERVICES, INC.
NEWBOLD SERVICES
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Ultimate Safety Awards Bring Much Excitement Celebrating New and Innovative Safety Ideas

This time last year, our Safety Team was traveling across the southeast to unveil our exciting new "12 Steps to Zero" Accidents Safety Program.

Since its inception and through the dedication, motivation and persistence of all of us, we have seen a 38.9% decrease in the number of accidents across the board. Your efforts and dedication to making safety your first priority are making a difference!

The drop in our accident rate comes from your positive attitudes toward safety and from making safety a way of life at home and at work. You are making good safety decisions and identifying and communicating safety hazards to others. You are challenging when you don't feel safe. Congratulations to all of our teams and to our Account Managers who are leading you!

An additional component to our "12 Steps to Zero" Accidents Safety Program is the special recognition of teams where the focus, interest, effort and enthusiasm of an individual Account Manager has taken the "12 Steps to Zero" program to an even higher level by implementing new and creative ways of engaging all of our associates. The Safety Team felt it was important for us to find a way to recognize these teams and their Account Managers, and to do so in a way that would allow us the opportunity to spread these new and innovative ideas throughout our companies to further improve the program.

As a result, we developed an "Above and Beyond" Safety Award, along with a Nomination Form. We asked our District Managers to nominate accounts within their districts that they felt have gone "Above and Beyond" the basic structure of the program and proven to be a shining example to our other managers on just what is possible.

Nominations were made based on the following criteria:

- Program development and expansion
- Interaction and engagement of associates
- Training
- Equipment usage and/or re-engineering of the facility
- Safety record

Choosing the Recipients

It was important that all nominees were judged evenly across all five categories, so only fully completed Nomination Forms were accepted for consideration.

Our original goal was to choose one Account Manager to receive this award for 2011. However, after careful review and consideration of the eligible Nomination Forms, we decided to choose THREE deserving managers to help us kick off this new award.

And The Winners Are...

Our CEO, Ryan Hendley, spent much of November on the road, personally delivering the "Above and Beyond" Ultimate Safety Award to the following Account Managers and their teams:

JB Bice, Account #7, Mena, AR
George Wilson, Account #399, Tupelo, MS
Angela Brumley, Account #433, Jamestown, KY

Elsewhere in this publication, you will find the contents of their completed Nomination Forms, as well as an article detailing the criteria upon which they were chosen.

Where We Go From Here

It is our hope that the actions and ideas put into place by these award-winning managers will help spur your own imagination; that you will be motivated again to embrace this program and make it your own. The program's success, and YOUR safety success, greatly depends upon how you take the given tools and apply them in a way that will best serve your associates and your specific facility.

We hope you will enjoy this first edition of IN THE ZONE, where we celebrate our safety successes and achievements on our road to zero accidents.

CONGRATS TO ALL OF OUR OUR NOMINEES:

Angela Brumley, #433
Shelby Smith, #447
Luke Thames, #464
John Friscea, #442
George Wilson, #399
JB Bice, #7



CRITERIA EXPLAINED

More Details!

PROGRAM DEVELOPMENT AND EXPANSION. How has the Account Manager created new and innovative ways of developing the "12 Steps to Zero" Program and expanded its presence throughout the workspaces of the facility?

INTERACTION AND ENGAGEMENT OF ASSOCIATES. How does the Account Manager increase the interaction and engagement of all associates? This may include allowing them to lead 540's or Hero Huddles, creating contests that require associ-

“She is Dedicated and Dialed in to The Safety Expectations of Our Company” Meet “Above and Beyond” Safety Award Recipient JB Bice

JB's Thoughts About Receiving This Award:

Thursday, November 2, 2011, was a very important day at Nidec Motors, as we were treated to a visit from Ryan Hendley when he arrived to present the Ultimate Above and Beyond Safety Award. I was very honored not only to meet Ryan, but to win this award considering how many outstanding operations there were to choose from.



My crew and I work very hard to make safety our first priority, and I am proud of my crew and myself for all the hard work that has been recognized in such a way. Being able to stand beside me as Ryan presented this

award meant a great deal to my entire team. They were all excited to be presented with a t-shirt for their efforts in making our facility #1 in Safety.

My motto is “What you do for me today earns you the right to come back tomorrow.” My crew lives up to that standard every day. We will continue to take the “12 Steps to Zero” Program to new heights, as I look forward to winning this safety award year after year!

There is no time limit on safety...we make it our first priority!

In Conclusion

Final Thoughts from Steve Morris

Every IH Services' team member here is dedicated and dialed in to the safety expectations of our company. Each member strives to accomplish the ULTIMATE level of compliance and is passionate about their personal commitment and contribution. The “12 Steps to Zero” Program has given them a goal to shoot for and a mission to be proud of.

COMPLETED NOMINATION FORM

from Steve Morris

Program Development:

1. Prepared quick reference safety affirmation cards that are attached to every associate's badge so they are able to carry a constant reminder of their commitment.
2. Enlarged several copies of the safety affirmations and posted them throughout the facility's janitorial areas.
3. Presents certificates of achievement to recognize, above all else, superior safety minded performance.
4. Periodically rewards her crew for the wearing of their orange safety awareness bracelets and the commitment they represent.
5. Conducts weekly exercise/stretching efforts to stress the importance of muscle flexibility during the work activities in an effort to reduce potential cold muscle injuries.
6. Zero Zone alerts are printed and posted for team members to view and discuss during Hero Huddles and 540's.
7. General plant safety posters are displayed throughout JB's office to keep safety on the forefront of everyone's mind.

Interaction and Engagement of Associates:

1. Management and team members have taken full ownership of the “12 Steps to Zero” program. JB and her crew promote safety awareness weekly through evaluations/discussions of close calls, general observations and possible scenarios. All team members are engaged in interactive 540's as well as during Hero Huddles. Some topics of discussion outside of the aforementioned categories come by way of a safety comment box that is made available for discreet/confidential presentation of topics/ideas (if so desired) regarding thoughts for improvement and/or any general safety concerns.
2. Team members have purchased (at their request) bright safety color tshirts that sport a large IH log on the back. These are highly identifiable and they send a visibility signal out to all motorized vehicles in hopes of avoiding any pedestrian accidents in tight confines.
3. Team members perform daily equipment safety evaluations and report any deficiencies. This affords the opportunity for the team to be involved in the safe mechanical operational aspects of their job.

Training: JB implemented the following training:

1. Cross training on all equipment with her associates so in the event a “fill in” effort is necessary, everyone has a thorough understanding of all safety requirements and proper operating guidelines.
2. Weekly instruction/demonstration of proper lifting techniques to avoid injury from misalignment.
3. New associate training as well as refreshers on hazardous handling and the proper PPE required during these interactions.

Equipment Usage:

1. All equipment receives an operational safety check regularly and all team members are cross-trained on proper safe operating guidelines.
2. All equipment is labeled with “Zero the Hero” stickers for increased awareness.
3. JB communicates regularly with the Plant Safety Manager and presents him with a required report on all of our equipment safe operational status. She also provides support for any of their ongoing safety projects in an effort to improve overall safe practices throughout the facility.

Safety Record:

The safety record at this account, one for which we provide ever-expanding maintenance services, has been fantastic. We have maintained a zero recordable/lost time accident record at this facility since its startup in September, 2010.

“Knowing My Associates are Safe is the Greatest Reward”

Meet “Above and Beyond” Safety Award Recipient Angela Brumley

Angela's Thoughts About Receiving This Award:



My entire crew and I are honored to be selected for the “Above and Beyond” Award. We are constantly trying to improve in every aspect of safety, support and customer service.

I would like to thank all of my crew for their willingness and dedication throughout this process. I know I have asked a lot

of them at times and I appreciate their support. Improving in safety allows us to feel like we have a safer work environment and I am always grateful when my fellow workers go home each day safe and well.

Recognition is always appreciated but knowing my associates are safe is the greatest reward.

Safety Team Pictured, Top to Bottom, Left to Right:

Destiny Adams - Ravane Smith (top center)

Kelena Montgomery - Kathy Staten

Ameila Flanagan - Bobby Bennett

Robert Coons - James Mondie

Lara Holt

Angela Brumley (left front)

Mary Ann Morgan (right front)

Not Pictured: Lori Whittle and Jessy McQueary

In Conclusion

Final Thoughts from Ken Allman

Every IH Services' team member here is dedicated and dialed in to the safety expectations of our company. Each member strives to accomplish the ULTIMATE level of compliance and is passionate about their personal commitment and contribution. The “12 Steps to Zero” Program has given them a goal to shoot for and a mission to be proud of.

COMPLETED NOMINATION FORM

from Ken Allman

Program Development:

1. Angela has implemented a safety team that is made up of a minimum of 2 associates per shift. These associates are trained in fire evacuation, fire extinguisher use, ergonomics, safety issue assessment, and implementation. The team meets once a month to discuss any safety issues that need to be addressed as well as any additional training needed.
2. Each day the Lead on each shift goes over a 540 safety topic and notes it on a monthly 540 training sheet. This sheet is turned in to Angela at the end of the month and it is entered into the Zero Safety Binder.
3. A minimum of one weekly safety meeting is performed with each associate. A monthly safety topic quiz is performed to assess what information the associates have taken in. These are graded and entered into the Zero Safety Binder.
4. All topics are based on OSHA standards and occupational needs. Ergonomic exercises are done at the beginning of every shift to get associates ready for the day and to reduce strains, sprains, etc.
5. Each safety team member has the authority to issue a safety citation and correct the issue when a safety incident or near miss occurs. This is filled out, corrected and then turned in to Angela for review, authorization and filing. Any other actions are taken by Angela.
6. A bi-yearly safety review and meeting is held in December and July of each year. This reviews accidents/incidents, how the facility is improving in safety, speaks of concern or improvements with all associates.

Interaction and Engagement of Associates:

It is the goal of Angela to engage each associate in all the safety aspects of the facility. The more information given, the more information can be used. Angela heads up the safety team and double-checks are provided through forms and procedures. She keeps an open mind to suggestions and implements ideas if they are beneficial. Associates are engaged in all aspects of the system, from the 540 to ergonomic reviews.

Training:

540 trainers are done each shift. Safety meetings are done weekly. There are 2 bi-weekly trainings per year. Angela is responsible for all PIT trainings and bloodborne training for IH Services in the facility. She is a Certified Trainer in bloodborne through IH Services and PIT through Fruit of the Loom. She is also certified in spill prevention and asbestos control.

Equipment Usage:

Angela, along with the Tennant Tech, had devised a safety switch that is mounted on the industrial sweeper that will not allow the sweeper to operate unless the operator is in the driver's seat and the emergency brake is released. This eliminates the potential of the motor overheating and causing a fire which can result in a fatality or serious injury. Angela does approximately 95% of the repair on the equipment, with Tennant outsourcing for all additional assistance. Ergonomic reviews show potentials in strains, sprains, pulls and repetitive motions.



“The Focus on Safety Exceeds Standard Expectations” Meet “Above and Beyond” Safety Award Recipient George Wilson



To know that we work for a company where Safety is truly the 1st priority is awesome. Often companies will say that Safety is #1, but when

the rubber meets the road they put profits before all else. This is NOT the case with IH Services and Newbold Services. How do I know this? Not only was a great safety program created and practiced by the executives of our companies, but several times throughout this first year, we have opted to lose some profits in favor of putting safety FIRST in my district. Then there is the fact that Ryan Hendley, the CEO of our companies, took the time to personally visit one of my accounts and present the “Above and Beyond Safety Award”!

Knowing that George Wilson and the crew at the Cooper Tire facility were rewarded for their focus and diligence in the application of the safety program is fantastic! It means a lot to me that they received this award and it proves that the Goal of Zero Accidents is obtainable by ALL accounts!

~Katie Miles, District Manager, IH Services

In Conclusion Final Thoughts from Katie Miles

Cooper Tire is not your average janitorial job. It consists of jobs that can be more dangerous if safety is not always a #1 priority. There are extreme temperatures to deal with, a large volume of forklifts operating in small places, hazardous materials that are moved by our associates, and many other factors that put Cooper Tire into a class of its own. The jobs that we do, from cleaning machinery to painting ceilings and tall outside buildings, could very well make Cooper Tire one of the most dangerous facilities that we operate in. With that being said, it is with pride that I nominate George Wilson and his crew for this safety award. The decrease in injuries and the focus on safety in this account have exceeded standard expectations.

COMPLETED NOMINATION FORM

from Katie Miles

Program Development:

1. George has expended upon the Zero the Hero Safety Program by having the administrative clerk (Sonya Kimble) create and maintain a Safety Bulletin Board. This is a large bulletin board which is regularly updated to include a variety of safety topics, concerns and slogans.
2. One hour every day is dedicated to safety compliance and auditing of the facility. Either George or one of his supervisors performs a one-hour walk thru in which they do nothing but look at the facility from a safety standpoint.

Interaction and Engagement of Associates:

1. All associates are encouraged to actively participate in the bulletin board project by providing pictures of their families to be put on the board as a reminder that they should be safe every day, so that they can return home to these families unharmed.
2. Associates participate in the 540 meetings that are held daily. Each day they are led by different associates.
3. George and his associates regularly preach and teach by example positive attitudes towards safety. This motivates the associates not only to work safe, in conditions that can be dangerous, but also motivates them to continually strive to do a great job.

Training:

1. Consistent retraining daily of various jobs within the facility are a main focus for George and his crew. Training on how to complete a job safely is always first priority. Every new associate is trained FIRST on safety.
2. Jobs are evaluated on a regular basis to determine if there are any areas that can be improved with the focus of improvement always being on safety. Example: box cutter jobs were evaluated and a new procedure was written for their training to include an updated checklist and sign-off form for the trainer to use. The amount of time that a trainer spends with a new box cutter increased in order to provide better training for the new associate.

Equipment Usage:

1. George convinced the customer to provide caution signs for the steam room that informed the associates of proper procedures when operating the water and chemicals in this area.
2. George petitioned the customer to provide limit switches for forklifts that are used in the upstairs mixing department to aid in the issue of sprinkler lines being hit and busted by the forklifts. This was a proactive solution from George to solve a known safety issue that Cooper Tire has had for years. This has been an issue not only with IH associates, but for every other contractor, as well as Cooper associates.

Safety Record:

In past years, the Cooper Tire facility has had a very high percentage of workers comp claims. This year, our accident record has decreased by at least half. In 2011, we have had two claims that required medical attention.

“I make safety the first criteria for all decisions”

We had a request to paint an 80-ft tower as part of the outside painting project. We felt that the safety issues involved in this project exceeded our abilities. Therefore, even though it meant a lost sale in extra hours, we declined to perform this work and requested that the customer get someone else to do that job. The customer did and actually respected us for the decision to place Safety over Profits.

Criteria Explained ~ More Details!

~continued from Page 1

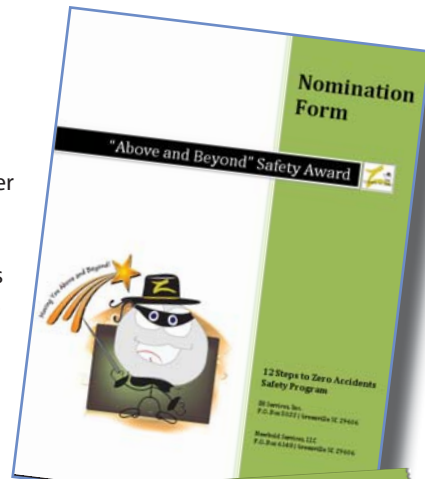
AND CHALLENGE each other or any other recognition programs that bring the associates further into the daily implementation of the program.

TRAINING. Describe any changes, improvements or enhancements to current training programs that would have a direct or positive impact on the associates' abilities to accomplish their job tasks with a higher degree of safety.

EQUIPMENT USAGE AND/OR RE-ENGINEERING OF THE FACILITY. Describe any efforts made to implement new procedures or to request any additional equipment that would minimize or eliminate the potential for accidents to occur.

SAFETY RECORD.

- Has the account achieved a zero lost time accident rate for the period?
- Has the account improved the safety record from the same period last year?
- Has the Account Manager been proactive in implementing the company "return to work" policy?
- Has there been a significant change in the emphasis on safety within the facility that has resulted in an improved safety record?



ACCOUNTS WITH ZERO ACCIDENTS IN 2011

Your Commitment is Amazing!

2	Century BMW/Mini	181	Farleys and Sathers	486	Cherokee Long Term Care
3	GHS/OBGYN	184	Pactiv Foodservice	490	Target/Newton
4	Surgery Center/Pelham	201	Cognis	492	Unilever/Owensboro
6	Marsden/US Airt	204	Karastan Rug	494	Johnson Control/Ark
7	Nidec Motors	211	Holly Rock	495	Valdese Weavers
10	Firth Rixson	219	Mohawk Karastan	496	GA Ports Authority
14	FOTL - Corporate	221	Carolina Dermatology	497	Internal Medicine
17	Smurfit/Forest Resources	222	ESAB	498	Jones Lang Lasalle/Fredrick
18	Springfield, LLC	224	Henniges Automotive	499	Jones Lang Lasalle/Gboro
19	Mission Health System	228	Emory Clark Holder	503	Ross DC/Fort Mill
21	FOTL - Summerville	232	Unilever/Suffolk	504	Ross DC/Carlisle
22	Tower Associates	241	GHS/Pediatric Clinic	509	GA Pacific/OK
23	The Hand Center	248	Karastan/Worsted	512	Medallion Foods
25	Sanderson Farms	250	Target/Chambersburg	513	Mt. View Memorial
30	Mountain View/Thornblade	259	First Citizens/Augusta	515	Nestle Mt. Sterling
32	MD 360 -IMA Bldg	272	Draexlmaier Automotive	520	Nestle
33	GHS/Admin	277	Greenville OB/GYN	523	Myrtle Beach Middle
34	Borg Warner	278	Graniteville Specialty	525	Seaside Elementary
35	Jones Lang Lasalle/Mt Pleasant	283	GHS/Distribution	527	Kingston Elementary
38	Jones Lang Lasalle/Delaware	285	First Citizens-East North	528	Myrtle Beach Family Learning
39	First Citizens/Pleasantburg	286	IMA/Proaxis Therapy	529	St James Middle
40	Intl Automotive	287	Kellogg Development	530	Myrtle Beach Intermediate
41	Fesesnius Mgmt	297	Roper Corp	531	Myrtle Beach Elementary
42	Contec	302	Hanesbrands/Kernersville	532	Black Water Middle
43	Batesville Casket	305	SC Dept of Public Safety	601	Duracell/Lancaster
44	Jones Lang Lasalle/Hagerstown	308	Brookwood Community	603	Duracell/LaGrange
45	Karastan/Bigelow - Landrum	315	Anmed Pediatric	604	Duracell/Engineering
46	Cryovac/Simpsonville	317	GHS/Pediatric Clinic	605	ASMO
47	Covidien	321	American Greetings	612	Miller Brewing
48	Amazon/Charleston	324	Reliable Sprinkler	617	City of Greenville
49	Manheim/Greer	327	Lockheed Martin/Courtland	624	Superior - Rogers
51	Patriot News	330	Anmed FCU	625	Crown Cork and Seal
52	Teledyne	346	GASA Finance/Charleston	626	Honda of SC
58	DSI/Easley Dialysis	357	Erwin Penland	629	Falls Place
59	Charleston Airport	360	Bosch Home Appliances	630	AGC Flat Glass Engineering
60	Covidien/Raleigh	363	Sysco Food	632	Ga Power - Plant Branch
63	Pinova	374	Roanoke Times	637	Gulf Power
74	Warehouse	384	Batesville Casket	638	Alabama Power/Barry
77	Marley Electric	386	Southwire	640	Michelin US 7
83	Hanesbrands/Clarksville	387	GE/GTTL	641	Michelin Marc
84	Kapstone Kraft	390	Lockheed/Huntsville	642	Michelin Prime
86	GE - Gville	391	Adtran	645	Mars Pet Care
91	Northrop Grumman	392	Benson Nissan/Easley	650	GHS Admin Bldg
92	Greenwood Info Center	396	Sunnyvalle II/Lockheed	651	GHS 200A
95	GHS/Operating Room	410	Target/Suffolk	652	GHS 200C
111	Greenville Library	411	Target/Tifton	653	GHS 200B
113	ITG - Richmond	413	Target/Midlothian	654	GHS - Cross Creek
114	Mountville Mills	414	Target/West Jefferson	655	GHS - Life Center
118	Home Depot	419	Target/Port Wentworth	656	GHS - CC Medical
124	Gerber	422	Nutra/Anderson	657	GHS - CTC
131	Heil Environmental	423	Quebecor/Covington	658	GHS - MMOB
151	Cryovac/Duncan	438	Greenfield Industries	659	GHS - Employee Services Center
152	West Pharmaceuticals	445	GHS/Ortho	660	Michelin - MRT
153	Quebecor/Dickson	448	Budweiser of Gville	661	Michelin - STC
155	Caldwell Banker	449	Asten Johnson	662	Michelin - LPG
159	Bandag	451	AnMed Health	663	GHS - OB/GYN
160	Club Car	460	Mohawk Durkan	665	GA Power/Vogtle 3&4
162	Lockheed Martin	464	Smurfit/Box Plant	667	Alabama Power/Farley
163	Hanwha	470	Covidien	668	GA Power/Hatch
166	William Carter	472	Post Foods, LLC	669	Oliver Rubber
167	St. Francis Rehab	474	Target/TX	670	Alabama Power/Farley Lab
168	Rock Tenn	475	Farleys and Sathers	671	GA Power - Plant Bowen
171	Southside Christian	477	Benteler Automotive	672	Cummins
172	Intl Paper	480	Baruch Gville	673	Honda Recycling
179	Nestle USA			674	Cummins Turbo



My Message for 2012

As we enter our second year of the "12 Steps to Zero" program, I remain totally committed to the goal of achieving a ZERO accident rate and am absolutely convinced that with your continued help, we can accomplish that goal.

By your vigilance, attention to detail, commitment and associate training, we reduced the number of accidents by 40%; a remarkable result for the first year of the program. We were also able to reduce our "slips, trips, falls and back injuries" from 75% of all recordable accidents to just 50%. Additionally, we had over 198 accounts that achieved a ZERO accident rate for the year which is 80% of all accounts; another remarkable accomplishment. For that let me say, THANK YOU.

One very startling but maybe not surprising statistic is that 42% of all accidents in 2011 occurred within the first 6 months of employment: 42%! Knowing this begs the question for each of us: "What can we do differently for our newest associates in that first six months that could have a profound impact on this statistic?" Are we hiring the right people? Are we assigning the right people to the right tasks? Are we providing the quality and consistency of training necessary? Are we organized in a way that provides the most appropriate level of supervision? Do we partner our newest associates with a more tenured associate who can provide guidance and mentoring during this critical period?

This year I ask each of you to answer these questions honestly and if you find that there are changes that you could make; make them. Focus on your newest associates, ask them to lead some of your "Five for Zero" huddles, provide increased supervision and engage them frequently as it relates to safety.

Together we have a lot to be proud of this year but for me specifically, I am so very proud of each of you. It has been YOU who has provided the energy, enthusiasm and focus that resulted in our path to reaching the "BIG ZERO" and it will be YOU that will continue to remain committed to achieving our most important goal.

I remain confident that together we can achieve the "BIG ZERO."

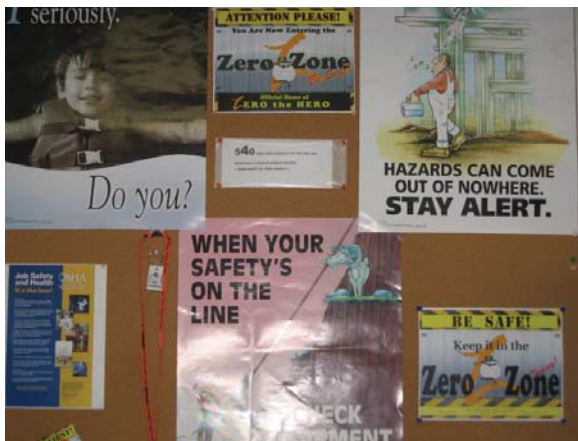
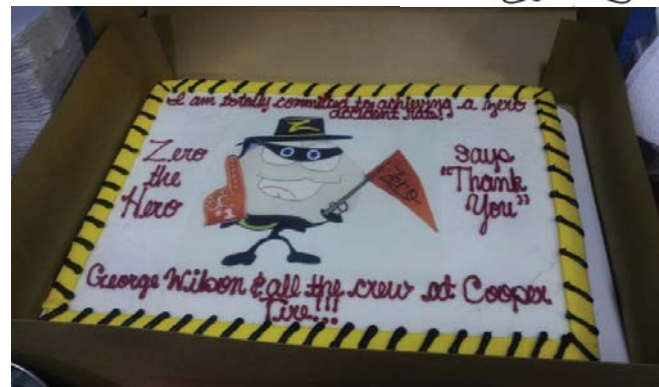
To our future successes,



PHOTOS IN THE ZONE

Documenting Our Achievements on our Road to Zero Accidents

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