

SBM Up-to-Date

SBM Invests in Employees' Children through Backpack Program

As summer came to an end, school-aged children began to look forward to the oncoming school year while parents started to add up back-to-school expenses. But for SBM Site Services' front-line employees, school supplies were one expense they didn't have to think about.

The Backpack Program, which began in 2007, provides SBM employees' children or grandchildren in grades K-8 with backpacks filled with school supplies. Items include notebooks, binders, pens and pencils, and this year, lunch pails.

The 2009 program, which runs throughout August, saw participation from 135 SBM-serviced-sites across the nation with an estimated 2,600 backpacks distributed. This was more than double the amount handed out in the program's first year.

And while it may not seem like much, SBM Site Manager Nick McMackins saw first-hand how impactful this token of appreciation really was for his staff.

"One of my employees actually started to cry when I explained the program to her," McMackins said. "This provided school supplies for her children who, if not for the program, would be short the bare essentials at the start of this coming school year."

For Paul Emperador, SBM's Human Resource Director and program developer, this type of scenario is exactly why SBM began the Backpack Program.

"In the janitorial industry, many times the contributions of front-line employees are overlooked," said Emperador. "We are in the relationship business. Our goal is to support our employees and develop relationships; and what better way to engage than by reaching out to those whom matter most to them."

In addition to receiving backpacks, school supplies, and lunch pails, children also had the opportunity to participate in a "Why School is Important to Me" essay and drawing contest. A winner was selected at each site with prizes or gift cards awarded in recognition of their entry.

"Little things go a long way with my staff," McMackins said. "This is not a little thing, rather a huge burden lifted off my employees' shoulders."

SBM is already planning the program's launch for next year in May of 2010 with high hopes for continued success and support of SBM staff.

"We strive to provide a great place to work, and the Backpack Program is reflective of our company's values and focus on making a positive impact on our employees," Emperador said. "Our front-line employees provide excellent service to our company and our customers, and we want to make sure that we show them our appreciation—this is just one opportunity to do so."

For more information about SBM's Backpack Program, contact Paul Emperador at (916) 565-3651, or at pemperador@sbmcorp.com.

Sustainability Team Presents at IFMA World Workplace Conference

SBM has attended the IFMA World Workplace Conference before, but at this year's October 7-9 event, the sustainability team shared the floor with green industry leaders as a presenter.

The annual conference, which typically hosts more than 5,000 people, represents a multi-national, multi-disciplined discussion on workplace challenges, trends and best practices universal to the facility management industry. Over the years, the conference has developed multiple educational sessions focused on sustainability, and after providing IFMA with an overview of SBM's environmental program, the sustainability team was invited to participate in the conference as a speaker.

SBM's Corporate Sustainability Manager Sue Beets and Assistant Corporate Sustainability Manager Randy VanWinkle shared SBM's focus on sustainability and continued support of helping clients achieve their green goals. Presentation topics included: program and vendor management, commodity tracking and reporting, educational event hosting, and cost savings benefits.

"We are here as value-add to our customers, and we want to ensure that we're doing all we can to provide them with tools that support their green initiatives," Beets said. "We've worked hard to develop our environmental program and are seeing great results."

SBM's sustainability team also actively participated as students at the conference, researching green cleaning processes, products, and equipment from the more than 150 exhibitors who attended.

"The World Workplace Conference offered some of the best industry knowledge and allowed us the opportunity to

network with vendors who offer the most efficient products at the best price—a savings we can pass onto our customers," Beets said.

While the team works hard to provide the best innovations, practices, and savings to SBM's clients, speaking in front of industry peers was an honor and an opportunity that not many get to experience, Beets said.

"We're trying to improve our practices so that we can help educate our clients on how to maximize program benefits," Beets said. "I was honored and excited to receive this industry recognition."



SBM Assistant Corporate Sustainability Manager, Randy VanWinkle, and Corporate Sustainability Manager, Sue Beets, our presenters at the 2009 IFMA conference.

SBM's Sustainability Stats for 2008

- 1 SBM can support up to **14 LEED certification points** for any building
- 2 We saved customers more than **\$18 million** in 2008
- 3 Handled more than **248 million pounds** in 2008
- 4 Diverted an average **74%** of recyclable materials from landfill annually

For more information on SBM's Sustainability Programs contact Sue Beets at (916) 871-2980, or at sbeets@sbmcorp.com.

April Showers Bring May...Transitions?

On May 1, 2009, SBM embarked on its largest same-day transition effort. The goal: transition more than 11 million square feet across 49 sites in 21 states and two countries—in 30 days.

“While the sheer size of the transition may seem like a challenge in itself, the more difficult aspect to the accomplishment is what takes place behind the scenes in that one-month timeframe,” said SBM’s Executive Vice President Don Tracy who leads the transition team.

“There’s not only the interface at the site level in preparing for operation, but also the coordination of our corporate departments to ensure a seamless start-up,” Tracy said. “A great deal of time, effort, and focus goes into orchestrating a successful transition, and I’m proud to work with a staff that cares about the success of our clients.”

SBM’s success is not only validated by Tracy, but by the company’s quality measurements and its customers. Year-to-date, SBM’s average transition customer satisfaction score is at 90 percent.

“SBM is different and brings something [we have] not experienced in a transition,” said one client. “[SBM’s] team of managers, and approach to leading a transition process without guidance from us has been a great experience. Most providers assign a point of contact where you guys bring a whole team.”

In addition to the May transitions, SBM has since navigated the start-up of twelve other contracts. These accounts bring SBM’s portfolio of serviced square feet to more than 300 million.

Improving Green Processes through Green Equipment

While SBM has always used green processes and equipment where applicable, efforts to partner with leading green equipment manufacturers have been kicked into high gear with both staff and customers saving in a big way.

SBM’s Procurement Specialist Diego Gimenez led the initiative to improve SBM’s equipment lines with the goal of increasing efficiencies and generating cost savings for customers. These efforts resulted in key partnerships with equipment manufacturer household names.

90 percent of equipment lines purchased during SBM’s largest same-day transition start-up were from the company’s newly partnered green line.

“This last year we took a more aggressive approach within our transitions by implementing new lines of equipment,” Gimenez said. “It’s not only green, but we save man hours with increased productivity which equates to huge savings on our customer’s billing.”

In addition to increased efficiencies and cost savings, by working with recognized industry manufacturers, SBM will have on-call support representatives to make site visits and support operations. Industry experts will also work with SBM managers and staff to identify facility needs and best-practice solutions, complete on-site training with SBM staff, and perform routine machinery maintenance and demonstrations.

SBM’s Midwest Regional Manager, Troy Hatcher, experienced this support first-hand during a nation-wide transition, and believes customers will save in the long run.

“The on-site training is a benefit for both our team and customers in that we’re learning how to maximize the machine’s correct usage to meet the facilities’ needs,” Hatcher said. “This directly supports the longevity of our customer’s facilities and can save them money by preventing the need for extensive maintenance, especially with carpet care.”

According to Gimenez, 90 percent of equipment lines purchased during SBM’s largest same-day transition start-up (see April Showers Bring May...Transitions?) were from the company’s newly partnered green line. Equipment includes vacuums, scrubbers, and extractors, among others.

For sites that already have equipment, SBM will proactively work with customers to identify opportunities and purchase from the new green line as older pieces are retired, Gimenez said.

“We work with customers to identify innovations that will benefit and fit their facilities’ needs,” Gimenez said. “These equipment lines are a huge advantage for our team and will not only improve performance, but provide our customers with what matters most—cost savings.”

For more information on SBM’s equipment innovations contact Diego Gimenez at (916) 565-3678, or at dgi-menez@sbsmcorp.com.

SBM Holds Second Annual Safety Drawing Contest

SBM's Environmental, Health, and Safety (EHS) Department held its second annual Safety Drawing Contest June through July with four children awarded grand prizes for their winning entries. But it isn't just art that's receiving recognition; it's the safe practicing mindset of SBM employees' children that impressed the EHS team.

"The entries we received were all really good and I had difficulty selecting winners," EHS Administrator and contest judge Jacob Rowe said. "It's really impressive to see how aware young people are of being safe, and how well they can actually depict those safe practices in a drawing."

A total of 57 entries were received in this year's contest with pictures ranging from children riding scooters with helmets, to SBM employees wearing vests, gloves, and glasses while working with equipment and supplies.

Entries are divided into age groups 3-5, 6-8, and 9-12. A total of 13 divisional winners were chosen and received \$25 Wal-Mart gift cards. Four grand prize winners were selected and awarded new bicycles or roller blades, and helmets.

SBM Area Manager Jaime Wagar's 12-year-old son has participated in the contest the past two years, and won a \$25 gift card this year.

"The entries we received were all really good and I had difficulty selecting winners. It's really impressive to see how aware young people are of being safe, and how well they can actually depict those safe practices in a drawing."

"I think it's a great program," Wagar said. "It is a great way for kids and families to be involved with the company."

And that was part of the initial goal when EHS Safety Manager Kristen Johnson began the contest in 2007. The idea stemmed from an American Society of Safety Engineers (ASSE) conference, an association that also holds a safety drawing contest. SBM's EHS team thought it would be a great way to promote safety, Johnson said.

"It's about supporting the change of culture and providing an opportunity for parents and children to open up dialogue about safe practice," Johnson said. "Not only in the work place, but in the home as well."

Six of SBM's EHS leaders are members of the ASSE. All of SBM's grand prize Safety Drawing Contest winners will be submitted as entries into the association's 2010 safety poster contest for the chance to win a \$1,000, \$500, or \$200 savings bond. Winners will be announced for the ASSE program in March 2010.

For more information on SBM's EHS Department offerings, contact Jake Rowe at (916) 565-3685, or at jrowe@sbmcorp.com. For more information on the ASSE safety poster contest, visit www.asse.org/newsroom/naosh09/poster-contest.php.



The 2009 Safety Drawing Contest winner's entries were showcased on the above poster and displayed at SBM-serviced sites.