

## SBM Up-to-Date

# Family Feel Leads To 7-Year Site Safety Performance

Since its contract start in 2003, one SBM-services Fortune 500 site has performed injury-free for more than 2,555 days. When you ask Site Manager Regina Stringfield how this 7-year feat was accomplished, it isn't just the safety programs she gives credit to—it's the relationships that have been built with the staff.

"We let our employees come and talk to us about anything, business or personal," Stringfield said. "Having that open-door policy allows for them to clear their chest and perform their job safely rather than going out there thinking about their sick child at home."

Stringfield, who has been the site manager for the past three years, also credits her employees as the main contributors to the site's safety success.

The site, which has enough personnel to support a safety committee, has developed a communication process that gives site safety committee members the opportunity to be "the voice of the employees," Stringfield said.

Safety committee members meet on a regular basis to discuss site safety concerns and present ideas for resolution. Team leads then communicate this information to site management at monthly meetings, allowing for SBM to provide its business partners with vital operational information as well as ideas for improving safety.

This concept of employee ownership is also practiced with a mentorship program where seasoned staff members take new employees under their wing to train them on SBM

safety policies and procedures, and to show them what to look out for while on the job.

"It's a combined effort, not just management," Stringfield said. "It's the team leads, and employees; they take ownership of their safety and our programs."

In addition to an open-door policy and a site safety committee, Stringfield is a firm believer in reward programs noting, "it's the recognition, however small, that makes the difference."



*Back: Enrique Arguedas (Custodial Supervisor), Daniel Terrazas, Gerardo Campoy (Recycle Supervisor), Jorge Leon, Jose Galdamez*

*Top Row: Vilma Gonzalez, Hugo Pineda, Maria Deblanco, Islia Rios, Inez Martinez, Alicia Martinez*

*Bottom Row: Regina Stringfield (Site Manager), Glenda Alvarez, Maria Jimenes, Melbia Posas, Azucena Avilez, Mirna Herrera*

*Center: Tanya Amaya*

Employees who identify and report potentially dangerous working conditions, known as good catches, participate in a monthly drawing to receive \$25 gift cards. As a result, Stringfield's team identifies approximately 50-100 good catches on a monthly basis, she said.

Additionally, for every month performed injury free employees participate in a safety bingo program with the opportunity to win prizes such as offsite lunches with management. The SBM staff is also recognized by corporate and the Environmental, Health and Safety Department for every year completed without a lost time injury.

In past years, rewards have included catered lunches and off-site dinners, jackets, and cash bonuses. This year, the employees received a safety luncheon in recognition of the site's 7-year injury free accomplishment.

While a lot of the site's safety performance is made possible by the programs and rewards, it goes beyond that, Stringfield said.

"When we go to work, it's an extended family, it's about creating that comfortable stress-free atmosphere where employees can talk to you—we're a family at SBM," Stringfield said.

## EMPLOYEE SPOTLIGHT: JUAN RODRIGUEZ

### Corporate Transition and Operations Manager



**SBM: When did you begin your career at SBM?**

Rodriguez: I joined SBM in March of 1986.

**SBM: What was your first job with the company?**

Rodriguez: I started off as a day laborer for a construction site they were cleaning up and after proving myself as a hard worker I was offered a position as the night janitor at one of SBM's first downtown buildings. During extra time before or after my shift I would ask Don Tracy (Executive Vice President of SBM) to teach me how to do extra services and more about the industry.

**SBM: Wow, it sounds like you were driven to learn more.**

Rodriguez: Yes, I was. I was even more motivated after a conversation I had with Don, in which he agreed to promote me to a manager if I learned more fluent English. So, he sent me to English for Speakers of Other Languages (ESOL) classes for two months and I became a night supervisor at SBM.

**SBM: How many positions have you held with SBM?**

Rodriguez: I became Area Night Manager when we won the HP Roseville site, moved to Santa Rosa as Site Operations Supervisor for another HP location, then I moved to Oregon for a new account, built the team there and became Regional Manager. When SBM expanded into transitions I transferred over to work side-by-side with Don, helped to build up the transitions team as the business section grew, and currently I'm the Corporate Transition Operations Manager.

**SBM: That's quite the journey.**

Rodriguez: SBM is a company where you can build your career – if I can do it anyone can. I was always asking how I could move to the next level and what else I could learn.

**SBM: What is one thing you want others to know about your achievements at SBM?**

Rodriguez: I love this company and I'm happy to be part of it. Not only have I built my career with them, but I have found a true and honest mentor in Don Tracy. It's interesting to think about my role within the company now, because it has come full circle. I'm the one passing knowledge and tips on to managers when I travel to the various SBM locations. Some of it I learned when I was in their role and other information was given to me by Don.

## SBM Employees and Corporate Office Contribute \$44K to Haiti Relief Efforts

Following the January 12 Haiti earthquake, SBM's corporate social responsibility efforts kicked into high gear launching a dollar-for-dollar donation program that resulted in \$44,172 being raised toward the country's disaster relief efforts.

The program, which rolled out January 15, offered SBM employees the option to make a one-time donation with the company matching their contributions. A total of 1,060 SBM employees responded donating \$22,086 on their own accord.

"I knew people needed help and that was reason enough for me to contribute," said Information Technology Junior Developer Blake Rogers. "But the fact that SBM put together a donation program, and then matched those contributions is great—it makes SBM feel more personal."

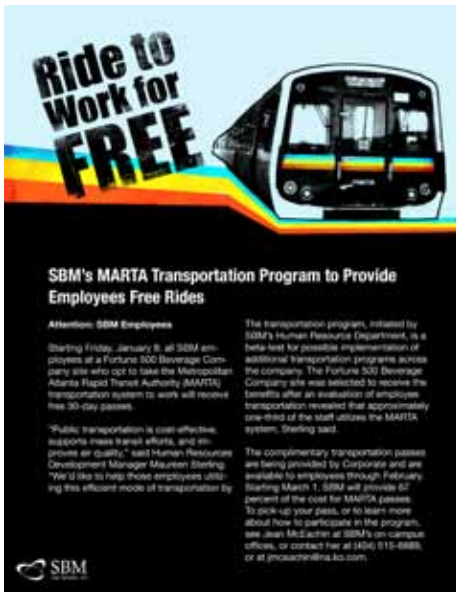
SBM will donate the money to the Healing Hands for Haiti organization that works in conjunction with the International Committee of the Red Cross. The donations will support distribution of food, water, and supplies, as well as medical and rehabilitation care for survivors.

"SBM's contributions to Haiti's relief efforts through the Healing Hands for Haiti organization are commendable," said Robert Graham, Healing Hands for Haiti Board Member. "Their donations will make a huge impact providing immediate and long-term relief to the people of Haiti."

For more information on SBM's Haiti donation program, contact SBM's Human Resource Development Manager Maureen Sterling at (916) 565-3674, or at [msterling@sbmcorp.com](mailto:msterling@sbmcorp.com).



## SBM's Marta Transportation Promotes Environment and Provides Employees Free Rides



While SBM's Sustainability Team is an industry environmental leader, as of January 8, so is SBM's Human Resources Department with its beta-testing of a new transportation program that helps the environment and its employees wallets.

The program provides SBM employees who service one of the world's largest manufacturer's headquarters in Atlanta with 30-day mass transit passes for January and February. Starting March 1, SBM will provide 50 percent of the cost for MARTA passes.

The employees were selected to participate in the program after an evaluation of employee transportation revealed that approximately one-third of the staff utilizes the Metropolitan Atlanta Rapid Transit Authority (MARTA) transportation system to get to and from work.

"Public transportation is cost-effective, supports mass transit efforts, and improves air quality," said Human Resources Development Manager Maureen Sterling. "We'd like to help

those employees utilizing this efficient mode of transportation by reducing their commuting costs and encourage others to take part."

The MARTA Transportation Program is a beta-test for possible implementation of additional transportation programs across the company. SBM Employee Relationship Manager Sonia Trinidad was at the Atlanta site to distribute the complimentary passes to employees and was happy to participate in such a program, she said.

"I think it's great that SBM is looking to assist our employees not only in their commuting cost, but also being able to provide them a way to get to and from work," Trinidad said. "In this economy, every little bit counts and the staff were very appreciative of the offer."

For more information about SBM's MARTA Transportation Program, contact SBM's Human Resources Development Manager Maureen Sterling at (916) 565-3674, or at [msterling@sbmcorp.com](mailto:msterling@sbmcorp.com).

## SITE PROFILE:

# Providing Seamless Service to a Fortune 500 Chip Manufacturer

<b>Site:</b>	Fortune 500 Chip manufacturer
<b>Location:</b>	Folsom, CA
<b>Size:</b>	62 acres, 1.7 million square feet
<b>Space Type:</b>	Office, Cafés, Data Centers, Terminal and Hangar, Labs
<b>Services Provided:</b>	Janitorial, Landscape, Pest Control, Recycling

In April of 2009, SBM began service at a Fortune 500 Chip Manufacturer's Folsom, CA location. For SBM Site Manager Brenda Sanchez, building a team was foundational to the site's successful delivery of outstanding customer service.

When Sanchez stepped onto the campus, one of her first priorities was to introduce herself and begin to get to know the staff. A lunch at Chili's was organized as a team-building event and as a farewell to the current day supervisor.

According to Sanchez the outing was well received noting everyone had a great time.

"It was nice to get to know everyone outside of work, I learned about their families and the other things they have going on when they are not here working," Sanchez said.

As the site members rolled up their sleeves and got down to business, the team building continued with bi-monthly birthday recognitions, most improved team member award, best duster award, and weekly lunches with Sanchez in the site's café.

"I make a point of eating lunch with my team on a weekly basis. I feel it shows I care about them and that's important to maintaining communication," Sanchez said.

Within a couple of months the site was sparkling – the parking lots had been swept clean, the grass, bushes and flower beds tidied, inside walls free of marks, water fountains detailed, light fixtures and furniture dusted, bathrooms and floors scrubbed. Plus, she had established a schedule for floor waxing to bring the floors up to standard.

As the days passed she noted how few good catches were being reported. Good catches are exemplified as an employee who identifies frontline issues that could potentially be dangerous, and then provides a solution to prevent any danger from falling upon SBM employees and its customers. Sanchez inquired with the staff and discovered that "the form was intimidating and they didn't even know where to begin when filling it out," she said.

After reviewing the form, Sanchez agreed and developed a simplified version on a handy notepad to put in their carts. The 8x10 revamp includes only the needed details: name of catcher, location of catch, and type of catch. Also, to encourage turning in good catches, a monthly \$25 gift card is awarded to the team member who submits the most. Within the first month, submissions increased, from zero to an average of one per day.

In addition to developing a solid SBM team, Sanchez also focused on developing open and constant communication with the site's JLL property manager using SBMinsite.

"I did not like using Insite in the beginning, but now I'll tell anyone about the benefits of it," Sanchez said. "I see it as an insurance policy for all the work we do here."

The advantages of being able to monitor the extra services she completes without additional costs, the work request tracking, and complement and complaint logging has repeatedly paid off, she said. During quarterly business meetings and general conversations, Sanchez is able to speak in detail to the level of service she provides. Necessary changes have also been made through trending.

"Using SBMinsite and forming a great working relationship with my staff allows me to be very proactive instead of reactive, which is important especially since it's such a large location," Sanchez said.

## NEW AND NOTEWORTHY

# Environmental SBM News

SBM's Corporate Sustainability Manager Sue Beets was invited to speak at the February 24 Zero In on Zero Waste business conference in San Diego, CA.

The conference, co-hosted by Zero Waste San Diego & Earth Resource Foundation, was designed to bring San Diego, CA business owners together with knowledgeable experts in the field of Zero Waste. Areas of focus included Zero Waste special events and venues, hospitality, food scrap composting, as well as restaurants and multi-national manufacturers that are eliminating waste by reusing, recycling and composting. Beets presented on "Zero Waste Corporations Leading the Way," and "Active Waste Management: Getting to 90%."

Beets, who has presented on zero waste and recycling solutions numerous times in the past few months, is proud to represent SBM and the Sustainability Team at the speaking events, she said.

"Workshops are motivating because we are doing a great job for our clients as well as internally teaching the SBM Staff," Beets said.

To learn more about the Zero In on Zero Waste conference and Beets's participation, see the article "Expert: Reducing waste can help bottom line" published in The Daily Transcript at: [www.sddt.com/Green/article.cfm?SourceCode=20100224czn](http://www.sddt.com/Green/article.cfm?SourceCode=20100224czn).

Come meet Sue Beets of SBM Site Services, LLC at the  
**"Zero In on Zero Waste"**  
Business Conference  
Co-hosted by Zero Waste San Diego & Earth Resource Foundation

Marina Village Conference Center,  
San Diego, CA on **February 24, 2010**

To find out how SBM and Sue Beets can help your  
company achieve its environmental goals, be sure to  
attend Ms. Beets' presentation.

Register at [www.earthresource.org](http://www.earthresource.org)  
Standard registration fees apply

E-mail: [sbeets@sbmcorp.com](mailto:sbeets@sbmcorp.com) | Phone: (916) 871-2960



*Ms. Beets is an invited speaker to the conference due to her innovation, implementation, and management of waste diversion and recycling programs for several Fortune 500 companies. As a LEED® Accredited Professional, she has supervised the recycling of more than 212 million pounds of material in her 17 years of solid waste management.*

zero in on  
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