

Clean Talk



OFFICIAL PUBLICATION OF RED RIVER SANITORS, INC.

Supervision. . . You get What You give

Rules and Regulations Appearance

"He harms the good who spares the bad," says Publius Syrus.

Most of us like to work for an easy-going, tolerant leader in contrast to a dictatorial, authoritarian "boss." We like to feel we are doing our best because we want to, not because we're forced to.

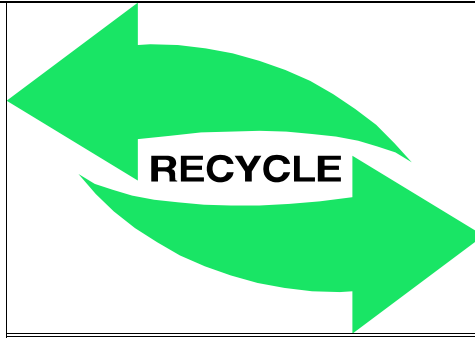
But, just as it is possible to be too commanding, it is also possible to go too far in the other direction. The manager who overlooks too much is ducking the job of leadership.

There will always be, unfortunately, people who will take advantage. They do only what is necessary to get by. The minute the supervisor's back is turned they start loafing.

The manager who deliberately ignores this is, in effect, condoning their actions. This in itself would be serious enough, but the real danger is even greater: *It will harm those who are trying to do a good job.*

People who don't take advantage, who have a sense of responsibility and duty, can be demoralized by such a lack of leadership. There are three things you can do to make sure you don't fall into such a situation. . .

First, set **clear-cut standards** of conduct



Please remember to bring in your dirty wet mops, dust mops, and so that they can be washed and recycled.

and responsibility. People should know exactly what is expected of them, and all should be judged against the same set of values.

Second, ***don't spare the bad apples*** in your group. Have the guts to correct a situation before it contaminates your entire organization.

Third, ***reward the good.*** In these days of blanket raises and automatic benefits this is not always easy, but it can be done. Rewards to those who deserve them serve to maintain their morale and enthusiasm. They also let those who are loafing know where they stand.

Source: Bits & Pieces, January 4, 1996

Think of the last time you saw a police officer or a nurse. What made you recognize them as a professional? It probably was their uniform.

A proper uniform identifies an individual as a true professional in their field. This includes the janitorial field. A janitor dressed neatly and properly in their uniform looks good and is recognized as a professional.

The policy of RRS is to have all employees wear either a smock or a company shirt along with a name badge anytime they are on duty. This gives our customers a sense of security and comfort as they identify our workers on the job.

We are seeing at times employees out of uniform and even having it reported to the office by customers. This is not acceptable. Supervisors should make sure smocks and badges are worn at all times. Employees should take the personal responsibility to keep their smocks looking good and to wear them everyday.

Our customers judge us not only by our work, but also by our appearance. Please remember, appearance counts.

If you need a smock or vest, please contact your supervisor.

Feb 25, 2005

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Think Safety and Act Safely

Be Careful — Be Safe!

Have you ever been working at home, trying to do something quickly, got in a hurry, and ended up injuring yourself in some way? Sure, it happens to all of us. It may be burning your finger or hand because you didn't grab a pot holder or it may be scraping or cutting yourself because you weren't using gloves or proper protection.

It is very important that we work safely and do our jobs carefully to prevent accidents and injuries to ourselves, co-workers, and customers. We must use caution around wet floors, putting out wet floor signs and cleaning up any spills as soon as possible.

Any job requiring lifting requires careful thought to eliminate possible strain injuries. Do not overload trash containers that you must lift. Change them when they become mostly full. This is even more important if customers are throwing out

books and magazines. They can be very heavy and even cause bags to burst when you lift them out of the trash barrel. When lifting equipment or heavy loads, use your legs to lift and keep your back as straight as possible.

Never reach into the trash can. Dump the trash can into your brute barrel without reaching inside. If you need to push the trash down, always use the bottom of the trash can that you emptied to push down with. Never use your hand. You do not know what is in the trash that could hurt you. When you are carrying trash bags to the disposal site, do not let them bump against your legs. Any sharp object in the bag could puncture the bag and then stick you.

Watch where you put your hands. We use our hands for everything, wiping, dusting, sweeping, mopping and vacuuming. Wear gloves and guard

against bumping or smashing fingers. Also watch for sharp edges.

If you hurt yourself or are injured on the job, report the injury to your supervisor right away. The supervisor will fill out an Incident/Accident Report Form and turn it into the office. If medical attention is needed, we have arrangements with several medical facilities for treatment.

Injuries requiring medical attention will require the employee to submit to drug testing. This is standard procedure. We strictly enforce our Drug Free Policy at all times. This rule applies to all employees there are no exceptions made.

Please try to work safely at all times and take care of yourself and others. We all need to work together to maintain a safe workplace.



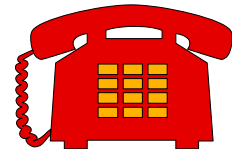
Team Work When common people work together

Quote of the Week

"An honest man is the noblest work of God."

Alexander Pope

ATM Numbers



222-8937

If you can not get through to the ATM-2000 Computer, call this number.

673-4760

Please remember to speak clearly and give the following information.

01. Your name and employee number.
02. Your access number and the name of the building that you are working in.
03. Whether you are checking in or out.

Cut this out and put into your wallet



Clean Closet Award

Poland Takes Top Spot!

The winner of this weeks Clean Closet Award is Ms. Vernia Poland. Vernia was nominated by Mrs. Beckie Willis. When nominating Vernia for this award Beckie said, *"We can always count on Vernia to keep her closet in as great a shape as she does the Tower."*

Congratulations Vernia! We certainly appreciate all of your hard work and efforts. Keep up the great work!

Each pay period Area Supervisors check the appearance of every accounts custodial closet. They check for the following things:

- *They check the equipment to see if the vacuum bags have been emptied. All uprights are to be emptied every Friday. Back Pack Vacuums are to be emptied daily.
- *Vacuums are clean and polished.
- * Mops and wringers are cleaned and rinsed.
- *The sinks are scoured and the closet floor is swept and mopped.
- *They check to see that all containers of chemicals are clearly labeled with the proper HASCOM labeling.
- *The MSDS books are checked to see if there is a sheet for each chemical that is used in that particular account.

The winner of the Clean Closet Award receives \$10.00 cash. As with all of our contests, the winner must call or come by the main office within two (2) weeks of this newsletter to claim their prize.



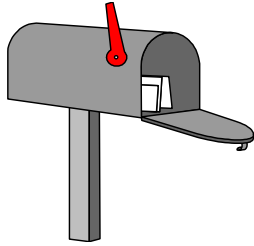
We are currently taking applications between the hours of 8:00 AM and 5:30 PM.

If you know of someone who may be interested in working for Red River Sanitors, please pass this information along to them.

All applicants must be at least 18 years old and have a clean police record. Police background checks are ran on each applicant. This is done for the safety of our employees and the security of our customers. Our insurance company will not bond anyone who does not have a clean record.

Each applicant must have two forms of acceptable identification. One form must be a social security card or a birth certificate. A drivers license, state ID card or a voters registration card is also needed.

If you are a current employee who would like to work more hours per week, please call the office and let the personnel department know. We will try to find you additional work if at all possible

*Employee Communications*

RRS Employee Mailbox

1522 Corporate Drive Shreveport, Louisiana 71107 phone 318-222-6070 fax 318-227-0101

Dear Ms. Beckie,

I do not understand why every time I ask my supervisor a question he says he doesn't know. He tells us that we have to clean our area in less time but he doesn't know why. He told us Ms. Beckie says to do it - that's all he knows. It doesn't matter what the question is he never knows an answer. The only answer he ever gives us is Ms. Beckie says to do it. Why don't you explain things better to our supervisors instead of just telling them. That way they could give us an answer when we ask them.

Signed, Mrs. F.

Dear Mrs. F.,

Sounds like we have a supervisor out there who is not doing a very good job. I wish that you had given me a little more information about which building that you work in. After you read this maybe you could call me or come by the office and visit with me.

I never tell a supervisor anything without first explaining the reason why. If your supervisor told you that you had to clean your area in less time, your building must have been over its budgeted hours. Our customers do not pay us by the hour for cleaning their buildings. We have done extensive studies on each building and we know exactly how long it should take to clean each area. That is how we determine how much to charge for cleaning the building and also how long it should take us to get the job done. This is how we establish the budgeted hours for each building. I realize that sometimes there are things that happen in a building that are going to require that you stay over the budgeted hours to get taken care of. I always want you to stay until the job is done. Never leave an account without making sure that it is cleaned properly. But when an account consistently runs over the budgeted time we have a problem. There are several things that could contribute to an account running over the set budgeted hours. They are, (1) the budget was set incorrectly to begin with, (2) there have been changes in the scope of the work that would require a new budget to be established, (3) the supervisor is not training his/her employees properly (4) the supervisor is not doing his/her share of the work.

If the only answer your supervisor ever gives you is Ms. Beckie says - - then I would bet that your building is over its budgeted time because the supervisor is not training the employees properly. I can not be in every building every night, that is why we have area managers and building supervisors. I would appreciate very much if you or any of our employees who ever get "because Ms. Beckie said" given to them as an answer to a question would call me. If your supervisor can not answer your questions, I can.

I encourage you and all of our employees to come to our RRS Company training meetings that are held once a month here at the office. We always have a question and answer period at the end of each session. This is an excellent time to discuss problems that you may be having. If you have a supervisor that can't answer your questions you certainly don't have to worry about running into him/her at the meeting. Our next meeting is August 24, at 10 AM. The meeting room is upstairs in the warehouse. I hope that you will be able to come. I really look forward to these meetings. It gives me the opportunity to meet each employee and to get to know them on a more personal level.

Thank you for taking the time to write. I really appreciate it very much. I hope to hear from you personally so that I can know which supervisor out there is not doing his/her job. Never accept "because Ms. Beckie said" as an answer. That is unacceptable! If you have a question, you deserve an answer. If you have a supervisor who can not answer your question properly you should contact me personally. I will be glad to help you.

Thanks again,

Beckie Willis

General Manager