

RED RIVER
SANITORS,
INC.

Clean Talk

OFFICIAL PUBLICATION OF RED RIVER SANITORS, INC.

Supervision.....You Get What You Give—————

Employee Communication—————

Welcoming New Workers

Ask any long-term employee what he or she remembers about the first day on the job, and the answer for most will be "Everything."

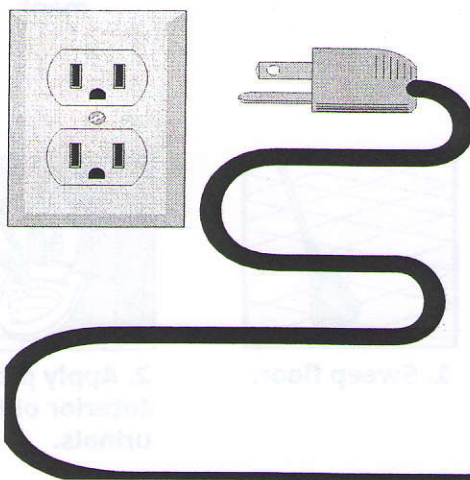
New workers should be made to feel welcome and important to Red River Sanitors. Give a new employee a tour of the facility. Show them how their job fits into the overall operation.

Introduce the new worker to everyone on his or her team, as well as to management personnel.

New workers should be made to feel welcome and important to Red River Sanitors

Talk about the company's history and goals. Carefully explain company policies and benefits.

Arrange for a follow-up meeting to discuss these topics again after the new employee has settled in. Pleasant first-day memories are a factor in an employee's long-term happiness. Management can make sure that the first impressions are good ones.



Never unplug a piece of equipment by jerking the cord. This can cause damage to both the equipment and the wall socket.

Personal Phone Calls

Red River Sanitor's employees are not permitted to make or receive personal phone calls while at their assigned building. Employees are to inform their friends and relatives of this policy.

During new employee orientation you will be shown which phone(s) are to be used for contacting the ATM Computer and for placing calls to your supervisor or the Operations Manager.

Do The Right Thing!

It is wonderful to do the right thing. It's not always the easiest thing to do and sometimes we hear of people that get ahead by not doing the right thing.

This makes us have doubts about what we should do. I would like to pass on to you a short quotation from *Bits and Pieces*. That I believe says a lot about doing the right thing.

*It is hard to forget,
to apologize,
to avoid mistakes,
to keep out of a rut,
to begin all over again,
to make the best of all things,
to keep your temper at all times,
to think first and act afterwards,
to maintain a high standard,
to keep on keeping on,
to shoulder the blame,
to be charitable,
to admit error,
to take advice,
to forgive,
BUT IT PAYS!*

The next time you find yourself in a situation where you are unsure of what to do, please try to remember these words.

—Claude E. Young

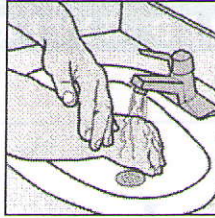
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Nov 26, 2010

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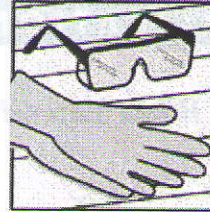


Restroom

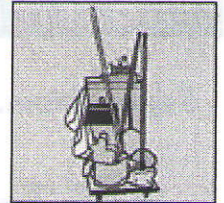
Before Cleaning:



1. Wash your hands.

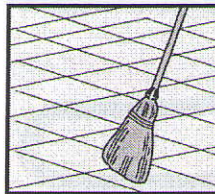


2. Put on Personal Protective Equipment.



3. Assemble equipment.

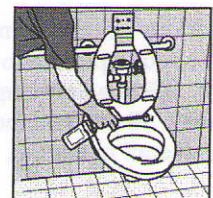
Daily Cleaning:



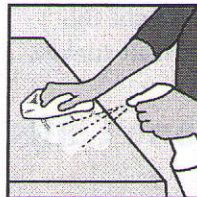
1. Sweep floor.



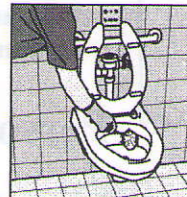
2. Apply product to Interior of toilets and urinals.



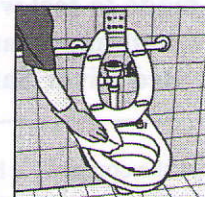
3. Apply product to Exterior of toilets and urinals.



9. Wipe sinks and counter-tops.



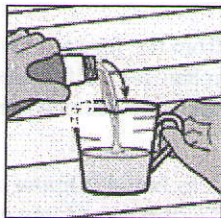
10. Clean Interiors of toilets and urinals.



11. Clean Exteriors of toilets and urinals.



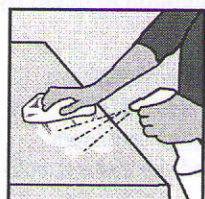
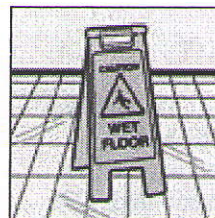
Cleaning



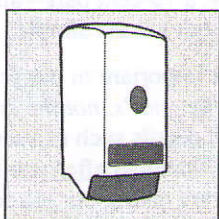
4. Mix/dispense cleaning solutions.



5. Knock, announce yourself, prop open the door, and place a Wet Floor sign.



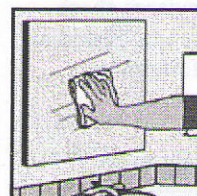
4. Apply product to sinks and countertops.



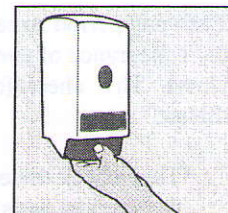
5. Fill dispensers.



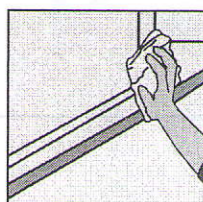
6. Empty trash.



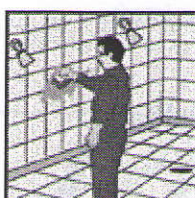
7. Clean mirrors.



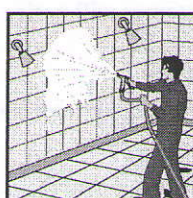
8. Clean and wipe dispensers.



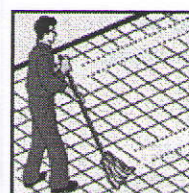
12. Clean frequently touched surfaces.



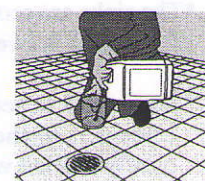
13. Spot clean walls.



14. Clean showers and tubs.



15. Mop floors.



16. Odor control.



Clean Closet Award

Wins Award!

The winner of this weeks Clean Closet Award is Donnell Brooks. Donnell was nominated for this award by Mrs. Stephanie Draper. Donnell won for his closet at JW Porter. Stephanie said, "His closet looks great!" when she was nominating Donnell for this honor.

Congratulations Donnell! We really appreciate all of the hard work and attention to detail that you do each and every day.

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.
- *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 \$25.00 cash. As with all of our contests, the winner must claim their prize within two weeks to be eligible to win.

Do Sweat The Small Stuff!

An awesome example of taking little things for granted—with big consequences—was covered some years back in *The Wall Street Journal*. It reported a most expensive and frightening lesson learned by a major airline about taking little, easy steps for granted.

A mechanic working under an aircraft noticed a small leak from the forward lavatory. Having just completed the repair of a more sophisticated mechanical malfunction that threatened to delay the on-time departure of the plane, the mechanic decided the little drip could wait until the plane landed at the next airport.

The plane took off. Well, that little drip kept dripping. And, as liquid is known to do at very cold temperatures, the drips began to freeze. The little drip turned into a big chunk of ice. At 650 miles per hour, that little chunk of ice broke off from the fuselage and slammed into an engine. The impact from all those little drips-turned-brick caused the engine to self-destruct and rip right off the plane.

After the emergency landing, officials determined that the part that could have prevented the nearly catastrophic mishap was a little rubber washer. More than a hundred lives were put at risk, and an engine costing more than \$1 million dollars was destroyed all for the want of, literally, a 10-cent part—and a little attention to detail by a mechanic focusing on the complex but not the simple.

Attention to the little details is just as important in our profession. I know that we have all heard Mr. Young say, "It's the gnat's, not the dragons that will kill you!" If we don't pay attention to the smallest details such as vacuuming behind the doors, under the trash cans, polishing up the stainless after you have scoured the sink, checking your log book daily, and etc., we are taking our job for granted.

As you know when you start taking things for granted the quality of work goes down. That's when our competitors can come in and take that account away from us.

Attention to the smallest detail is what should set us apart from other janitorial company's. If you see something that is dirty clean it! Don't worry about what frequency the cleaning specifications call for. If it is dirty today then clean it today. The specifications are a guideline—a tool to use for the minimum requirements. Always give more, the customer will notice and appreciate it.

Beckie Willis



Smoking is not permitted on any customer's property, either inside or outside.

Our customers have contracted with Red River Sanitors to maintain their buildings in a professional manner. Employees smoking on customer property do not portray a professional appearance.

We must strictly enforce this policy due to our obligation to the customer and the Federal Clean Air Act which prohibits smoking in any public building or public area of buildings. Smoking is also not permitted inside the Red River Sanitors offices.

Violation of this policy is grounds for termination.