



SMO STARS

EMPLOYEES OF THE MONTH

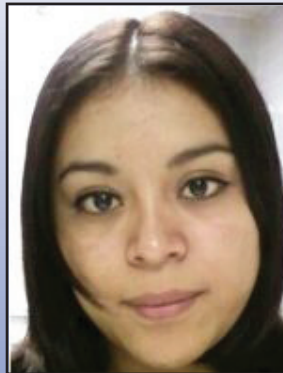
January



Noralba Robledo

Wake Technical Community College

February



Maria Lopez

Rock Tenn

March



Fermin Ranchito

UPS Winston-Salem

MONTHLY CONTEST WINNERS

January 2010

February 2010

March 2010

TEAM

UPS Winston-Salem

Ofelina Cortez
Fermin Ranchito

UPS Charlotte

Eudoxia Lara
Angelina Lopez
Lucio Bustamante
Jose Pineda Duarte
Yesenia Peraza Najarro
Vanessa Gonzalez

Husqvarna

Yesenia Peraza Najarro
Florina Perez Roman
Carmen Rivera Medina

CLOSET

WTCC - Health

Maria Canales
Noralba Robledo
Maria F Alejo
Edith Poblete

ITG Building

Susan Browning
Duncan Bass
Cristabel Amaya

LeBauer HeartCare

Delfina Vasquez

SMO EMPLOYEE BIRTHDAYS

June

- 1 Cristina Gomez Cruz
- 2 Cindy L. Costa
- 2 Joseph J. McDonough
- 4 Carlos Cruz Cruz
- 4 Lori Eichler
- 5 Yesenia Peraza Najarro
- 6 Candido Granillo-Fernandez
- 8 Jesus Gonzalez Cuatrecatl
- 8 Maximina Cisneros
- 9 Raul Ortiz Rico
- 10 Felix Galeana
- 11 Jose Luis Padierna Vilchis
- 11 Rosalinda Padilla Moreno
- 14 Jose Antonio Pineda Duarte
- 15 Susan L. Browning
- 17 Rafaela G Espinoza Chavez
- 17 Yasmin Diaz Rodriguez
- 18 Robert M Johnson
- 19 Vanesa L. Gonzalez
- 20 Maria Santos
- 22 Maribel Villalva Diaz
- 23 Sullivan Tunsil
- 25 Guillermo A. Alava
- 26 Amanda High
- 26 James B Jones
- 29 Simon Pablo Lopez-Cruz
- 30 Melinda C Mckenzie

July

- 3 Marcial Almendra
- 6 Fermin A Ranchito
- 7 Humberto Medrano Ortiz
- 7 Salvador Mendez
- 8 Hector Vergara Mendiola
- 8 Norma A Garcia
- 9 Martha Elizabeth Galeano
- 9 Migdalia Gonzalez Colon
- 10 Lewis Moore
- 13 Rene Martinez
- 14 Emmanuel Carballo
- 16 Estela Herrera Luna
- 16 Gregorio Abendaño
- 18 Alondra Zarco
- 18 Angel Sanchez Pelaez
- 19 David Duernberger
- 21 Caritina Pacheco Rodriguez
- 22 Alba I Carmona
- 22 Duncan Bass
- 23 Edith Poblete Castañeda
- 25 Gary Collins
- 28 Johany Flores Valencia
- 29 Maria Isabel Perez-Perez
- 30 Nancy Montes De Oca

August

- 2 Maria A. Ramirez
- 4 Marlene Lash
- 5 Clarence Ijames
- 5 Elizabeth Granados Gonzalez
- 8 Marie Peoples
- 8 Raul J Reyes
- 8 Secia A. Canales
- 15 Asencion Cruz
- 20 Maria De Los Angeles Mercado
- 21 Ricardo De Alba
- 22 Veronica Ortega
- 24 Gaston Eduardo Sandoval
- 24 Wallace Edward Brown
- 24 Yaneth Sanchez
- 25 Alfonza N Muhammad
- 26 Ada Mae Yon
- 28 Agustina Perez Silva
- 30 Noralba Robledo

SMO EMPLOYEE ANNIVERSARIES

June 2010

Years

- | | |
|--------------------------------|--------------------------------|
| 9 Martin Acosta | 1 Marijana Hmilj |
| 7 Marbella Betancourt | 1 Mary Baskett |
| 6 David Duernberger | 1 Mary Lou Porter |
| 6 Graciela Castaneda | 1 Melinda C Mckenzie |
| 3 Joaquina Marcial | 1 Michelle M Murphy |
| 3 Melanie M Murphy | 1 Ollie Henry Geiger |
| 2 Blanca Fuentes | 1 Patricio Antonio Tejada Diaz |
| 2 Bradley Barton | 1 Paul G Entrekin |
| 2 Felicitas Ortiz | 1 Robert D Mclaughlin |
| 2 Hector Vergara Mendiola | 1 Rosalinda Padilla Moreno |
| 2 Ileana Fuentes | 1 Saint Sean Clifford |
| 1 Alba I Carmona | 1 Wade M Collick |
| 1 Charles Marion Gambrell | 1 Wallace Edward Brown |
| 1 Cindy Marshall Ingram | 1 Warrenell Jamey Hanks |
| 1 Clarence Ijames | 1 Willie Anderson Jennette |
| 1 Donnell L Woodhouse | |
| 1 Eddie Cordero Quinones | |
| 1 Ernest H Joyner | |
| 1 Franklin Spencer Griffin | |
| 1 James Harold Burnett | |
| 1 Jessica Garcia Landin | |
| 1 Johany Flores Valencia | |
| 1 Kedin Walter Mejia Escobar | |
| 1 Ledesma R Haynes | |
| 1 Margarita Gorostieta-Sanchez | |
| 1 Maribel Villalva Diaz | |

July 2010

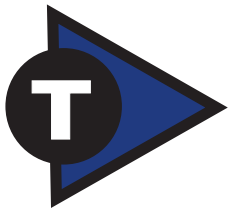
Years

- 7 Asencion Cruz
- 6 Connie Galvez
- 5 Maria Mirna Duarte
- 3 Aleida Chavez White
- 3 Candido Granillo-Fernandez
- 3 Julia V Zaragoza
- 3 Octavia Hernandez
- 3 Rocio L Lopez
- 2 Candelaria Zacarias
- 2 Olga Maltos Castillo
- 1 Alfonza N Muhammad
- 1 Caritina Pacheco Rodriguez
- 1 Christopher Collins
- 1 Cindy L Costa
- 1 Dwight Douglas Whitt
- 1 Eulanda Lorraine Brown
- 1 Freddie Albert Elum
- 1 Harold Brown
- 1 Humberto Medrano Ortiz
- 1 James B Jones
- 1 James Finnerty
- 1 James L Moten
- 1 Javier Perez Hernandez
- 1 Jesus Gonzalez Cuatrecatl
- 1 Joshua Wright
- 1 Kenneth Maclarry Allen

August 2010

Years

- 11 Cheryl Pinkney
- 9 Mabel Brann
- 6 Maria Y. Canales
- 5 Noralba Robledo
- 4 Maria L. Zermeño
- 3 Maria Lopez
- 3 Nancy Garcia Guzman
- 2 Alondra Zarco
- 1 Abel Gregorio Arrillaga
- 1 Ada Mae Yon
- 1 Darli Concepcion Rosales
- 1 Edgardo Rivera
- 1 Fletcher L Evans
- 1 Marlene Socorro Sanchez
- 1 William Van Blossom



**TRIAD
COMMERCIAL
PROPERTIES**

CUSTOMER SPOTLIGHT

TRIAD COMMERCIAL PROPERTY MANAGEMENT

Supreme Maintenance Organization is proud to serve the team at Triad Commercial Property Management (TCPM). We wish to thank TCPM, Susan Oakley and the tenants of the buildings she manages in the Green Valley Office Park. Ms. Oakley is one of TCPM's experienced Certified Property Managers (CPMs). They are known for efficiently and cost-effectively managing a diverse portfolio with attentive and personalized service.

We also would like to say thank you to our Supervisors and Cleaning Technicians who keep TCPM-managed buildings clean and healthy. Supervisors Mabel Brann, Rafaela Espinoza Chavez, Cristina Palacios and Cristabel Amaya Moreno and their award-winning teams deserve a round of applause for all their hard work and attention to detail.

If you are looking for a professional property management team to maximize your property's potential, call Triad Commercial Property Management. You can learn more by visiting www.triadcommercial.com.

CLEAN FACT: OPERATING A WALK-BEHIND AND RIDING SCRUBBER

Depending on your job site, you may have the responsibility of operating a walk-behind or riding scrubber. Currently a scrubber is the most expensive piece of equipment we use in our operation. Therefore, it is very important to use this equipment in the manner in which it was intended AND maintain the equipment so that it continues to perform well over a long period of time.

Our goal in scrubbing is to prevent the following service failures:

- 1) Floors Not Cleaned On Schedule
- 2) Puddles/Streaks Left Behind
- 3) Oil & Grease Spots
- 4) Poor Maintenance

When using an auto scrubber, please follow these procedures:

- 1) Start your scrubbing routine by inspecting your scrubber's condition, including the brushes and squeegee.
- 2) Fill your scrubber with water and use the properly diluted chemical as instructed.
- 3) Always ensure the floor has been swept before you scrub.
- 4) Put out wet floor signs as needed and watch for pedestrians and other power vehicles as you scrub (use horn if equipped as you are entering or exiting the building or at intersections). Move wheeled items that can be moved to scrub all accessible areas.
- 5) Avoid scrubbing over rough edges, bolts, broken concrete, and drains.
- 6) If you are scrubbing in a warehouse, pre-spray oil/grease spots with a strong degreaser.

- 7) After lowering the scrub deck and vacuum squeegee, adjust the solution flow rate as needed.
- 8) Operate the scrubber at a "scrubbing" speed and not a "transport" speed.
- 9) Use overlapping passes.
- 10) Empty the recovery tank in a designated drain and refill the solution tank as needed. Always flush the recovery tank after each use to avoid residue build-up.
- 11) Park scrubber in a safe and secure designated area.

At the end of your scrubbing routine, please perform the following important maintenance procedures:

- 1) Wipe down the outside of the machine and around the lid seals.
- 2) Check battery charge level and if charge is needed, plug charger into the machine.
- 3) Once per week:
 - a. Check and clean the vacuum filter
 - b. Check brushes and squeegees for wear or damage
 - c. Check water level in battery cells
 - d. If needed, add water to cover the battery plates; do not over fill
 - e. Report any maintenance issues to your manager

Through a combined effort on everyone's part, we can make sure to protect our investment in scrubbers. When our equipment is working as it should, your job will be easier and we will do a better job of satisfying our customers. Thank you in advance for taking care of our scrubbers!

SMO WINS SAFETY GOLD



SafetyFirst

The North Carolina Department of Labor has presented SMO with a Gold Safety Award for demonstrating an outstanding safety record in 2009. The Gold Award criteria as defined by the Department of Labor are based on achieving a rate of days away from work, job transfer or restriction (DART) that is at least 50 percent below the industry rate. A firm must not have had a fatality at the site or location applying for an award during 2009 to qualify for the award. Diana Wilson accepted the award on behalf of SMO from NC Commissioner of Labor, Cheri Berry.



Cheri Berry and Diana Wilson

We like to think that safety is no accident. Safety is a habit and a state-of-mind, so we want all of our SMO employees to please stand up, reach over your shoulder, and pat yourselves on the back for a job well done. We really appreciate your contributions to this achievement. Your care, consideration and daily decisions to follow safety rules protects you and the people in your building and provides the facilities you serve with a safe, clean and healthy building. Thank you and remember, Safety First!

DIRECT DEPOSIT

Supreme Maintenance Organization has recently changed its payroll policy. Since April 30, 2010 all paychecks and paystubs are mailed directly to employees' homes. For this reason, we strongly encourage all of our employees to enroll in direct deposit. You can have your money in the bank the morning of pay day without waiting for your check through the mail and later going to the bank and waiting in line. In addition, through direct deposit you can avoid check cashing fees.

If employees do not currently have a bank account, that's ok because through our banking partner SunTrust Bank, SMO employees are eligible to open a free checking account!

To enroll in direct deposit the employee must provide advance written authorization to SMO by completing an Authorization Agreement for Automatic Deposits and ACH Credits form. Direct Deposit is the most reliable, secure and affordable way for you to get paid. Employees who receive direct deposit will receive an itemized statement of wages through the U.S. Mail which will be mailed to the address of record.

2009 J. D. MURPHY EMPLOYEE OF THE YEAR

MARISELA CASTILLO



SMO would like to congratulate **Marisela Castillo** for winning our 2009 J.D. Murphy Employee of the Year Award. It is always a very difficult task to select one winner among so many deserving employees and this year was no exception. David Murphy, President of SMO, continues to maintain that “It may be one of the most difficult decisions we make all year because we have so many deserving candidates.” Our three deserving finalists were recognized at the Employee Awards & Recognition Banquet held on April 24, 2010 at the Koury Convention Center. The other finalists were Yaneth Sanchez and Eudoxia “Silvia” Lara. Yaneth has been with SMO since 2005 and is a Site Supervisor at Healthy Start Academy in Durham, NC. Silvia is a Site Supervisor at the UPS Charlotte Hub and the Halton Arena at UNC-Charlotte. Silvia has been with SMO since 2003 and this is her second year as a J.D. Murphy Employee of The Year finalist.

Marisela joined SMO in 2005 as a Site Supervisor at the UPS Center in Gastonia, NC and continues in that position today. Incredibly, she has only missed 2 days of work in five years. Gary Collins, VP of Operations,

recently said, “I can honestly say that Marisela keeps her building cleaner than any other building I have been in. She is VERY, VERY good at what she does.”

When Debbie Zabala, the UPS Gastonia Business Manager, was recently asked what she thought of Marisela’s performance, she said, “Marisela is one of your greatest assets. Our new Division Manager and his boss came to visit the facility last week and they could not believe this facility is 20 years old. She is very conscientious, meticulous, and has the best attitude. Our service providers and pre-loaders just adore her. She always has a smile on her face and makes sure that our facility is clean. I can’t thank you enough for having her here.”

We are very blessed to have Marisela on the SMO team at UPS. We would like to thank Marisela for her dedication and commitment to SMO. She is truly deserving of this award.

Marisela was presented with the 2009 J.D. Murphy Employee of the Year award and \$500 cash at the 2010 Employee Awards and Recognition Banquet.

Congratulations Marisela!

SMO EMPLOYEE AWARDS & RECOGNITION BANQUET



Gary, Marlene Lash, and David



Playing Gary's Toilet Paper Game

On April 24 2010, SMO held its annual Employee Awards & Recognition Banquet. The banquet was held at the Koury Convention Center and attended by invited employees, customers and their guests. We recognized and honored those employees who had reached five, ten, and fifteen years of service with SMO. We also recognized our three finalists for the 2009 J.D. Murphy Employee of the Year Award and announced our winner, Marisela Castillo.

It was a great night as we were able to offer a small token of gratitude to the dedicated employees of SMO. Our guest speaker for the evening was Gary Collins, CBSE, who is the Vice President of Operations for SMO. Gary gave a very motivating presentation on how to "Be A PEOPLE Person." Gary's presentation was very inspiring to all who attended. As usual, Gary kept things interesting with his toilet paper contest.

Gary Collins and David Murphy were also given a very emotional roast recognizing their 20 years of dedicated service and leadership. Gary's parents, Paul and Louise Collins, and David's mother, Faye Murphy, gave very heartfelt presentations recognizing their sons' efforts.

Our five, ten, and fifteen year employees were presented with a service award and the following employees were recognized:

Fifteen Years of Dedicated Service

Marlene LashFebruary 17, 1995

Ten Years of Dedicated Service

Cheryl Pinkney August 20, 1999

Glen BellamyFebruary 29, 2000

Five Years of Dedicated Service

Maria Canales August 30, 2004

Maria Ayala October 4, 2004

Marisela Castillo..... March 31, 2005

Myrna Soto April 29, 2005

Eudoxia "Silvia" Lara May 11, 2005

Duryea Taylor..... May 17, 2005

Maria Mirna Duarte July 20, 2005

ADOPT A STREET

We would like to thank the following who came out on Saturday, June 19 to help with the Adopt A Street clean up event:



David Murphy

Cameron McNeill

Al Summers

Lesley Summers

Mike Shaw

Shanda Everett

Montana Murphy

Gary Collins

Karena Summers

Steve Gardner

Cristina Palacios

Duryea Taylor

Mark Murphy

Chris Collins

Gisselle Summers

Shirley Shaw

Juan Palacios

The SMO Corporate office is now located at:

**3 C Wendy Court
Greensboro, NC 27409**

This new location has more space and will allow us to better serve our customers and employees.