



SMO STARS

EMPLOYEES OF THE MONTH

October 2009



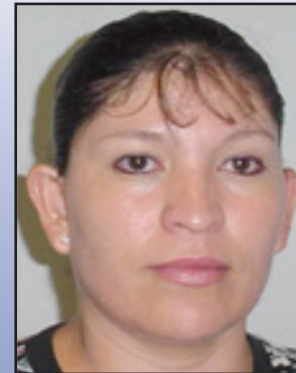
Vilma Fuentes
RF Micro Devices

November 2009



Robert Johnson
Carolina Biological Supply, York Road

December 2009



Maria Zermeno
LeBauer Elam

MONTHLY CONTEST WINNERS

October 2009

November 2009

December 2009

TEAM

Raleigh Neurology 1540

Georgina Silva
Nubia Zamorano
Sergio Morales

ITG

Susan Browning
Cora Harrison
Duncan Bass
Cristabel Amaya

UPS Greensboro

Manuel Carballo	Santiago Perez
Pedro Hernandez	Nancy Montes
Asencion Cruz	Maria Esquivel
Santos Perez	Maria Perez
Octavia Hernandez	Yolanda Garcia
Ibra Thiam	Azucena Avellaneda

CLOSET

RF Micro Devices

Vilma Fuentes	Maria Castro
Eddie Quinones	Caritina Pacheco
Jesus Esquivel	Gricel Sanchez
Maria Suarez	Sergio Gonzalez
Rosalinda Moreno	Maribel Diaz
Marijana Hmilj	Juan Mancera
Elizabeth Contreras	
Misael Roman Noyola	

Greensboro Pathology

Maribel Contreras
Julio Ortiz
Martha Galeano
Guillermo Alava

Prudential Building

Mabel Brann
Candelaria Zacarias

SMO EMPLOYEE BIRTHDAYS

March

- 1 Eudoxia Lara
- 3 Kenneth Maclarry Allen
- 6 Felicitas Ortiz
- 7 Santos Perez
- 7 Janice Marie Shifflett
- 8 Yoana Gomez
- 8 Leroy Haywood
- 10 Carlos E Dorantes
- 12 Cristabel Amaya Moreno
- 12 Olga Maltos Castillo
- 12 Melvin Gabriel Davila
- 13 Adrian Pineda Duarte
- 15 Maria Esquivel Martinez
- 16 Maria Suarez
- 17 Patricio Tejeda Diaz
- 18 Ronald Alphonso Williams
- 19 Marijana Hmilj
- 20 Joaquina Marcial
- 22 William Van Blossom
- 23 Wilma McCallum
- 24 Ernest H Joyner
- 25 Maria Esther Carrillo
- 25 Miriam Guardado
- 25 Troy Lee Dawson
- 26 Jesus Fonseca
- 26 Rishard Mccray
- 27 Isaac Lopez Rojas
- 30 Carlos A. Gutierrez

April

- 2 Carmen Alicea Flore
- 2 Adriana Padilla Herrera
- 3 Mujahid A Adams
- 6 Celso Quiterio Rojas
- 7 Eddie Cordero Quinones
- 9 Bradley Barton
- 10 Abdon Mendoza Sanchez
- 11 Ofelia Sanchez-Ramos
- 12 Damian Rojas
- 13 Aleida Chavez White
- 13 Elizabeth Olivo Contreras
- 13 Margarita Gorostieta-Sanchez
- 14 Michelle M Murphy
- 16 Ileana Fuentes
- 17 Antonio Lauriano
- 18 Maria Lopez
- 18 James Finnerty
- 18 Shanda R. Everett
- 22 America L Flores Bonilla
- 22 Sergio Morales
- 23 Georgina Silva-Villanueva
- 24 Alejandro Rodriguez
- 26 Myrna Soto
- 26 Charlotte Brown Romano
- 27 Saul Anzo
- 28 Olga Leticia Lopez Vital
- 28 Gricel Quieterio Sanchez
- 29 Daysi Reyes

May

- 1 Luciano Betancourt
- 1 Florina Perez Roman
- 4 Ofelina Cortez
- 4 Steve Gardner
- 8 Manuel Carballo
- 10 Shirley Martin Shaw
- 11 April Mason
- 11 Warrenell Jamey Hanks
- 12 Yesenia Vargas
- 12 Maria Castro Hernandez
- 13 Abelardo Sanchez
- 14 Lucio Bustamante A.
- 14 Cindy Marshall Ingram
- 18 Juan Ivan Cabrera Figueroa
- 19 Celeste Montefusco
- 19 Laura Garduño García
- 20 Itzel Avila Perez
- 23 Juana Gamez Pacheco
- 23 Dwight Douglas Whitt
- 24 Marisela Castillo
- 25 Maria Mirna Duarte
- 25 Arturo Laureano Lopez
- 25 Suzana Vazquez
- 26 Azucena Avellaneda
- 28 Evette Coulter Jordon
- 30 Cristal Avira
- 30 Willie Anderson Jennette

SMO EMPLOYEE ANNIVERSARIES

March 2010

- Years
- 14 Diana E. Wilson
 - 6 Jose Alfredo Cortez
 - 5 Marisela Castillo
 - 3 Nieves L. Marchena
 - 3 Sonia Lopez
 - 3 Vilma A. Fuentes
 - 2 Maria De Los Angeles Mercado
 - 2 Maria Esquivel Martinez
 - 2 Norma A Garcia
 - 2 Carmen R Reyes
 - 2 Felix Galeana
 - 2 Veronica Ortega
 - 2 Yolanda Garcia Lopez
 - 1 Pedro Hernandez
 - 1 Manuel Avellaneda
 - 1 Misael Roman Noyola
 - 1 Cristiano Pineda Duarte
 - 1 Gilberto Lopez Cruz
 - 1 Carlos Cruz Cruz
 - 1 Elia Ramirez Perez

April 2010

- Years
- 11 Etta Tweedy
 - 6 Clara Haywood
 - 5 Myrna Soto
 - 2 Vicente Alvarez Azamar
 - 2 Enrique Castrejon Marban
 - 2 Gaston Eduardo Sandoval
 - 2 Robert E Pennix
 - 2 Cristabel Amaya Moreno
 - 1 April Mason
 - 1 Ray Anthony Pair
 - 1 Beatriz Diaz Geronimo
 - 1 Gabriel Lopez
 - 1 Yadiralia Izazaga
 - 1 Yesenia Vargas
 - 1 Yorsi Solorio Cruz
 - 1 Maria Luviano Arroyo
 - 1 Nubia Zamorano
 - 1 William M Morgan

May 2010

- Years
- 13 Steve Gardner
 - 11 Leroy Haywood
 - 3 Maria Del Rosario Murillo
 - 3 Randy C Scott
 - 2 Arturo Laureano Lopez
 - 2 Jose Antonio Pineda Duarte
 - 2 Ibra Thiam
 - 2 Salvador Mendez
 - 1 John D Culbreth
 - 1 O'Dell A Huey
 - 1 Patricia M Messer
 - 1 Joseph J. McDonough
 - 1 Emma Elvidia Fuentes



CUSTOMER SPOTLIGHT

UPS

UPS has been in business since 1907. They were founded as a messenger company in the United States and are now serving more than 200 countries worldwide. Their brand is one of the most recognized and admired brands in the world. Their brown package trucks are not just on our streets, they are often in our favorite films.

Our relationship with UPS started in High Point, North Carolina, in November of 1997. In 2009, UPS gave SMO the opportunity to expand with them and now SMO proudly serves UPS facilities in Virginia, North Carolina, and South Carolina.

UPS shares SMO's commitment to environmental stewardship and serving their community. We have been fortunate over the past twelve years to serve some of the most talented internal and external customers because of UPS.

We would like to recognize and say thank you to all those encouraging UPS representatives and every SMO employee who has been a part of building and growing this relationship. SMO has benefitted and improved from the experience of the expansion. To learn more about 'what brown can do for you' visit the UPS website at www.ups.com.

WHAT IS QUALITY SERVICE?

Can you answer the question, "What is Quality Service?" I believe if you ask 100 people, you will get many different answers. Outside of work, I'm sure we have all experienced quality service as well as very poor service. We usually don't mind spending our money on quality service but poor service... let's just say it can be frustrating. I believe our customers feel the same way. Let's try to answer the question "What is Quality Service?" from a SMO perspective. Let's look at some common answers such as: doing it right the first time, performing your requirements, and zero defects.

DOING IT RIGHT THE FIRST TIME – We are in a very labor intensive industry and unfortunately, labor costs increase when we have to re-do a task. Having to re-do tasks may be caused by a lack of training, improper supplies / equipment, or poor follow up. You may have heard me say, "When you think an area is clean, stop and check your work. Inspect what you expect (the results)." Think about how our customer will perceive the work you just completed. Focus on doing it right the first time.

PERFORMING YOUR REQUIREMENTS – With every SMO job there is a list of specifications that spell out what the expectations are. We are under a contractual

obligation to perform certain tasks on a certain frequency. If we fail to deliver the work that we promised, we are not providing a quality service. Please make sure you are familiar with the specifications at your job site, especially as it pertains to your area of responsibility.

ZERO DEFECTS – While difficult to achieve, this should be the goal we strive for. SMO cleans approximately 7.6 million square feet of space each day. I don't know how many trash cans are in that space, but to work 260 days a year and never miss one would be no less than a miracle. At SMO, we do not expect perfection, but we do seek to strive for perfection and improve our direction. To work towards (or even achieve) zero defects, it is important that we learn from our mistakes and correct them moving forward. This allows us to continuously improve our service and prevent recurring defects.

So, what is Quality Service for SMO? It is utilizing a well trained employee that performs his or her specified tasks and looks for opportunities to continuously improve. It's correcting deficiencies and preventing their reoccurrence. Let's work hard to be the best in our industry by providing the best possible service. Thank you for all that you do for SMO and the customers we serve!!!

—Gary Collins, VP of Operations

CONTAINER LABELING IN THE WORKPLACE



SafetyFirst

Container labeling is used to communicate the chemical and health hazards of the chemical(s)

within the container in question. This is mandated by the U.S. Department of Labor's Occupational Safety and Health Administration, better known as OSHA. As an employee, you have the Right-To-Know what chemicals you are working with and what effects, if any, they may have on you.

In the normal course of your work, you will likely come into contact with two different types of labeling. **PRIMARY LABELING**, or manufacturer labeling, refers to the label that is found on containers of chemicals received from the manufacturer, or in our case, the distributor. An example of this would be the label found on the bottles from which you routinely refill your spray bottles in the workplace. The 1.5 Liter containers of Glance, Crew, Spitfire, or Stride in your Janitors Closet have what is referred to as Primary Labeling on them.

The second type of labeling that we need to be concerned with here is what is referred to as **SECONDARY LABELING**. Secondary labeling **MUST** be used when we

transfer chemical product from the primary container to any other container. Of course, in the course of our normal duties, we

routinely transfer chemical from larger (primary) containers to smaller, spray bottles for daily use. When we do this, it is very important that the spray bottle (a secondary container) be labeled properly. SMO provides these labels and you should have extras onsite at all times.

Part of your New Employee Orientation, Classroom Training, and on-site orientation includes very specific and detailed information on your Right-To-Know and labeling of chemical containers. With this information, you should be able to be more productive and feel safer while working in any of our job sites. Your responsibility as an SMO employee is to always, but always, make sure that there is a proper label on the Primary or Secondary container you are using within the workplace. If there is not a label on the container, you should NOT use the bottle. Simply writing the name of the chemical (i.e. 'Crew' or 'Bulls Eye') on the bottle, is not sufficient. Contact your supervisor or manager immediately to inform them that there is no label on the container and ask for a new label.

—Al Summers, RBSM

2010 HOLIDAY SCHEDULE

Good Friday	Friday	April 2
Memorial Day.....	Monday	May 30
Independence Day	Monday	July 5
Labor Day	Monday	September 6
Thanksgiving	Thursday	November 25
Christmas	Friday	December 24
New Years Day	Friday	December 31, 2010

A MESSAGE FROM OUR PRESIDENT

2009. Wow, what a year it was for SMO. Thanks to UPS and RFMD, our company experienced fifty percent growth in 2009 and expanded its service offerings to three states. Not bad for such a poor economic climate. While many in our country are out of work and facing possible layoffs, SMO is thriving. We are very blessed to work in such a great and stable industry. As I think back on 2009 I realize that God had His hand on SMO as He guided us through a demanding year. I know we are so fortunate to serve such a generous Lord and I am so thankful for all the blessings He has given to both me and SMO.



2009 presented many challenges due to our significant growth. When I first learned about being awarded the UPS contract, I was very nervous. It was kind of like the dog chasing the big SUV. Once he catches it, what is he going to do with it? Still, today I am truly amazed how our staff came together, did what they had to do, and got the job done. I think our team did a remarkable job of getting these new accounts up and running. I know many of our employees and management team put in very long

hours, sacrificed time away from their families, and went above and beyond to make it happen. I am very thankful for their effort and dedication to SMO.

I would like to thank our customers at UPS who have believed in and supported SMO for many years and who gave us the opportunity to grow. We are also very fortunate to have added RFMD, one of Greensboro's most prominent businesses, as a client in 2009. We are very thankful for the opportunities given to us by these two companies and all of our many customers.

If 2010 is anything like 2009, it should be another interesting year. I look forward to the challenges presented to us as we continue to strive to reach our goals.

— *David Murphy, CBSE
President*



NEW DISTRICT MANAGER – EASTERN



We would like to introduce Joe McDonough, RBSM, as our Newest District Manager. Joe joined SMO in May of 2009 as an Account Manager. With his previous industry experience, Joe was able to jump in with both feet and make an immediate impact during one of the busiest periods in the history of SMO. In August of 2009, Joe earned the prestigious RBSM designation from the BSCAI. Congratulations Joe!

In November of 2009, he was promoted to his current role as District Manager of the Eastern District. Joe is responsible for all accounts in Virginia and in the Eastern part of North Carolina. Joe's industry experience and interpersonal skills have allowed him to excel in his new role in a very timely manner. Gary Collins, VP of Operations, recently said, "Joe has proven to be dedicated to his responsibilities and possess a can-do attitude. He is very logical and has a bright future with SMO."

Prior to joining SMO, Joe was employed with Cavalier Services, Inc., with a security and military background. Joe lives in Clayton, NC, with his wife and three children.

CHRISTMAS 2009 AT SMO



Kenny Love and family pose with Santa Claus



The RFMD Crew with Santa Claus



SMO Employees and Family enjoy a holiday meal

The Turkey Giveaway

The 2009 Turkey Giveaway was a huge success. SMO gave away approximately 100 turkeys and over \$300 in door prizes to employees in the Triad area. We were very lucky as Santa Claus made another special appearance at the SMO Turkey Giveaway. Boys and girls of all ages sat on Santa's lap to pose for that perfect Christmas picture and to receive a gift from the jolly old elf.



Eddie Quinones wins the \$150 Grand Prize.

SMO Share Shop

We also had our fourth SMO Share Shop. Our employees donated their gently used and some new, never got around to using household goods, clothing and toys. All items were available free of charge to anyone attending the Greensboro Turkey Giveaway. It is obvious that many of our employees greatly appreciate the SMO Share Shop and we hope to be able to continue this Christmas tradition.