

Onward & Upward

THOUGHTS FOR THE DAY!

“What is now
proved was once
just imagined”.
.....William Blake

“When faced with
a challenge, look
for a way, not a
way out”.
.....David
Weatherford

*“Don’t be pushed
by your
problems; be led
by your dreams”.*
.....Unknown

“Success comes
from knowing
that you did your
best to become
the best that you
are capable of.”

“Never doubt that
a small group of
committed
people can
change the
world. Indeed,
it’s the only thing
that ever has”
...Margaret Mead

WORDS FROM THE TOP

Kaizen



In Japanese, the word kaizen means the “continuous, constant and never ending process of improvement”. Kaizen has been responsible for transforming that small island with virtually no natural resources into a global, economic powerhouse.

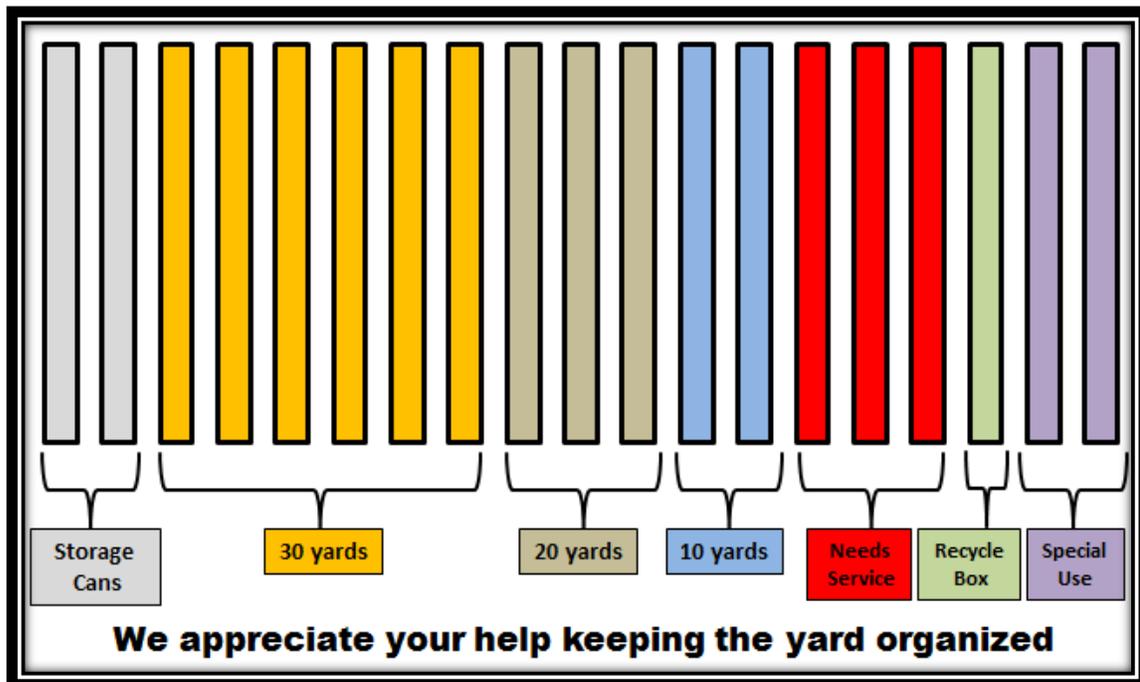
You would have to be living in a cave not to feel that same “striving for improvement” here at our facility in both large and small ways. Huge emphasis on safety for an injury free workplace, completion of the new MSW machine, the help and hospitality extended to our customers, better signage, improved parking, organized storage yard, increased productivity, heightened employee morale and lower turnover, etc. are occurring.

In that spirit we recently posted a short “Toolmaker” video on our web site. It communicates our core culture of striving to improve every aspect of how we recycle. Each of you brings your unique perspective to this effort. We value your creative input. You have a voice here. That’s why we have a suggestion box and recognize and implement the suggestion of the month. Not every suggestion works, but as a result of your willingness to get back up and keep thinking and trying, improvements are ongoing.

I know each of you has something you like to do, something you look forward to outside of work: car racing, fishing, motor cycles, hunting, gardening, sports, cooking etc. Something you’re always tinkering with trying to do it a little better. That’s the opportunity you have here. We’re not just selling widgets. Our mission is purposeful. Together we are attempting to breathe new life into trash otherwise destined for the landfill. With your continued, enthusiastic commitment we will be doing it a little better each day. It’s all hands on deck all the time. That’s what makes “onward and upward” more than just a slogan.

A Much Needed Makeover

The yard has recently enjoyed a much needed makeover. Under the direction of Chris Lamb and with the greatly appreciated help of Skeeter Jackson and Wayne Snead, the realignment of the containers utilizes the space better allowing us to put more containers in the area. The new organization of the yard now makes pulling cans easier by providing better access. Although these gentlemen did the heavy lifting to set us up for success, the responsibility of maintaining the yard falls on the daily users, our roll-off drivers. The yard map below outlines the organization of the yard. We thank you in advance for your help in keeping things in good order.



In One Way, Out The Other

The much anticipated parking expansion, although still waiting on landscaping, is almost ready to use. It is important that everyone understands that the entrance to the parking area is adjacent to our main entrance and the exit is on the cul-de-sac. The county approval for this parking requires a one way traffic flow, so it is important that you take the few extra seconds to drive all the way to the end. Once this lot is open, only company vehicles will be allowed to park behind the C&D parking lot. The next phase will be to designate customer parking in the front of the building.



Keeping Us Running

Trucks, trailers, yard dogs, tires, loaders, excavators, forklifts, skidsteers, wood grinder, rock crusher, compactors (including installing the compactors) and any other misc. mechanical item that might need attention falls on our maintenance shop to keep running. Not an easy task. It takes two shifts working six days a week both inside and outside the shop and in all types of weather, be it in the yard or on the side of the road to keep on top of it all. We are lucky to have a skilled team of repair, technicians, service technicians, tire technicians, fabricators, welders and painters to get it all done. In Alphabetical order, the members of this team are Michael Bolton, Adam Broderson, Ronnie Dorsey, Jonathan Hines, David Jackson, Robert Johnson, Justin Platt, Dwayne Sims, Wayne Snead and Sylvester Turner all led by Dan Gooden. This team is an integral part of our organization and essential to our goal to move ourselves Onward & Upward. Thank you for our hard work. Please know it is greatly appreciated.



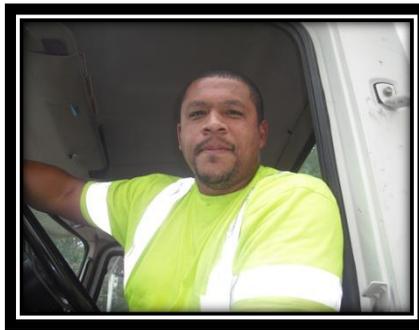
Are You Interested?

We have come to the exciting part of our MSW expansion that we can now look at staffing for the building. The four positions we will be looking at filling first are: Incoming Material Team Leader, Incoming Material Line Leader, Outgoing Product and Material Line Leader and Outgoing Product & Material Team Leader. If you are interested in applying for one of these positions, please pick up an application and a copy of the job description from HR. All applications will need to be submitted to HR no later than November 17th so we can start the interview process. Please note, team leaders must be qualified heavy equipment operators. This is not a requirement for line leaders.

Customer Compliments

Every employee is involved in customer service and because it is such an important part of what we do on a daily basis, we like to recognize employees who have done such an outstanding job that the customer takes the time and effort to contact us to let us know about their outstanding performance. The following employees have received customer compliments:

- Matt Smith, MSW facility – “Matt Smith does an outstanding job and is a great asset to your company”. Allen Roberts – Allen Roberts Disposal
- Kevin Braxton, Roll-off Driver – “I met Kevin, your driver...great guy. He nailed the two containers for staging. Great start...thank you”. David Arthur, U.V.A., Ray C. Hunt Job.
- C&D Receiving Attendants, “Please give my compliments to the fellows in the C&D receiving area for their service”. David Wagner, Wagner Construction



Suggestion of the Month

We can't believe it ourselves, but we have a three time winner for the suggestion of the month. Once again Chris Lamb is taking the prize with his suggestion to change the entrance point and direction of the individual parking spaces in the new employee parking lot. This idea makes the entrance safer, more accessible and gives more room for individual vehicles to pull in and out of the spaces. Chris, please come and pick up your gift certificate at the office. To the rest of the team, we are sure there is someone out there with a great suggestion they are dying to share. We encourage you to step forward and not only help us improve our organization but give Chris some competition as there is seemingly no end to his great ideas.

