

February 2015

# Onward & Upward

## THOUGHTS FOR THE DAY!

Do what you can,  
with what you  
have, where you  
are.

.....Theodore  
Roosevelt

Any change,  
even a change  
for the better, is  
always  
accompanied by  
drawbacks and  
discomfort.

...Arnold Bennett

The world hates  
change, yet it is  
the only thing  
that has brought  
progress.

.....Charles  
Kettering

Good players  
inspire  
themselves great  
players inspire  
others.

.....Anonymous

## WORDS FROM THE TOP

### Mud and Dust

It seems like it's either mud or dust on the back of the property around the shop and MSW building. And, of course, all that mud gets dragged out onto the paved areas around the C&D building and onto the cul-de-sac. So why don't we just pave over that area? It's a swamp. The water table is inches from the surface so paving is not an option. Every time we put gravel on the surface and in the holes the heavy trucks just push it down into the water table below. The problem is made worse whenever the ground freezes and then thaws because the rise and fall creates mini craters.

We are experimenting by installing timber mats discarded by Dominion Power. These are designed specifically for moving heavy equipment over soft muddy power line paths. Weather permitting the mats are being installed sometime this week. We also discovered and diverted our first spring next to the new MSW break room trailer. Rerouting the water flow made an immediate improvement in that area.

We've replaced all the brushes on the vacuum truck and are installing a new engine on our pond pump to dampen dust before sweeping. And, believe it or not, as soon as the MSW machine is operational the fuel island canopy will be the next project. This will be cause for celebration by those who have patiently braved the duck pond while fueling. Anyone who has worked here for more than five minutes knows that sooner or later in the end we will prevail. We've slayed bigger dragons than mud and dust. I appreciate everyone's patience. Help is on the way.



## I'm Listening....

There are many things to consider when deciding to accept a position with a company. One thought may be, do I matter or am I just another body on the line? You will hear time and again, "we're a team" or "they make a good team". Each and every person is important, your contributions regardless of what that contribution is matters.

With that in mind, I bring you your Human Resources (HR) Corner, where "I'm Listening...." will focus on keeping all employees up on the latest benefits, policy and procedures, communication procedures and most importantly your thoughts and/or concerns that you would like me to share.

HR is here for you, whether you have an issue that needs to be looked into, a question on your benefits, a change in your payroll status or just someone who you can talk to without concern of it going any further. As we enter a new phase of growth, I look forward to assisting each and every one of you in any way that I can.

Please use the Suggestion Box out front and remember....All HR issues are confidential and can be submitted anomalously...most importantly, let your voice be heard...you do matter!

**Be Well, be Happy....Onward & Upward....Karen!**

## Wearing Your Safety Gear Could Put Money In Your Pocket



Statistics show that wearing your seatbelt can save your life. Is that true? Maybe yes, maybe no. There are plenty of people who have been in crashes who were not wearing their belt and walked away unharmed and others who are now six feet under. During a wreck you have a 50-50 chance either way, and you can't always prove that a seatbelt would have made a difference. *The problem is you also can't prove that it won't make a difference.*

The same applies to safety equipment. Wearing it is just smart. It is also a requirement of employment. People without their protective gear will continue to be written up, but we would also like to reward the smart ones. The people on our team who understand that protective equipment protects not only them, but us as an organization by helping to ensure we meet federal safety requirements. Therefore, we will be out doing spot checks and making a list of **people who are wearing their protective gear**. At the end of every month we will put the names in a drawing and three people will get \$25.00 cash. Then at the end of the year we will put the monthly winners in a grand prize drawing for \$200.00 cash.



## Employee Focus

“You can do anything you put your mind to.” This is how Carl ended his interview and after hearing him tell me about how he became a single father after his son’s mother suffered an aneurysm, I can surely believe it. When he is not working, Carl’s life revolves around this little guy, now 3 years old. He says he is his greatest motivation. When Carl ever gets a chance he enjoys four wheeling and fishing. I asked Carl what he likes best about working here and he said the people. He enjoys interacting with the customers but most of all enjoys working with Tommy and Patrick. They have built a strong team.



## Suggestion of the Month

The suggestion of the month regards an issue that we have spent many hours on as a management team, so the feedback regarding the trailer ladders that an anonymous employee provided was very important. It let us know that we still have some work to do. So we sat down again and continued to search for the best way to make improvements. We already have a few trailers with the ladder rungs welded directly to the side of the trailer. These seem to be able to withstand the abuse from the tipper, loaders, and backing up mishaps. We are going to try and replicate this concept on the other trailers to see if this improves the situation sooner or later. We won’t quit until we get it right. We have a gift certificate for Mr. Anonymous....please step forward and also discuss your other points



## Bending Exercises Be Gone

Anyone who has ever come to the front window knows that wearing a back brace would be helpful. Because in order to be heard you have to bend down to the height of the opening and speak through a cardboard flap taped to the glass. No need to make an appointment with a Chiropractor yet because shortly we will be installing a two way speaker at head height in the front window. We are hopeful that this will make it easier to hear and be heard. The cardboard flap will be going away as well, needless to say, why this is a step forward.





## Tractor Trailer Drivers

Logistics is such an important part of what we do and we are lucky to have a strong team of drivers to support us in this critical area. The team of nine core tractor trailer drivers is led by Patrick Collins. When asked what the strongest qualities of his team are he said, "Their versatility. I can change things on them and they just keep rolling. They also work very well together." When I asked him what the hardest thing they do is, he said, "Probably the tipper. That and dealing with other drivers on the road."

This dynamic team, listed in alphabetical order includes; Travis Bland, Devin Brown, Patrick Collins, Lorenza Fields, Scotty Steppe, Derick Taylor, Ed Thompkins, Hugh Williamson, Joe Wood and sometimes Peanut Shifflette.

It is a good thing that they are a versatile group because anyone who has been here for any length of time knows one thing, we are growing. With this growth we will be facing new logistical adventures and will be looking at this team to help take us to a new level. With the MSW expansion almost complete we are exploring taking on more of the product hauling instead of farming it out to 3<sup>rd</sup> party brokers and haulers. This would allow us to have greater flexibility in the market because we control the hauling. This is just another one of the many ways we are moving ourselves Onward and Upward.