

June 2015

# Onward & Upward

## WORDS FROM THE TOP

### Pop Quiz.....One Question – Multiple Choice

**Question** – What do you do when things don't go according to your plan?

**Possible Answers:**

**A** – Give up and go home feeling victimized.

**B** – Make excuses and blame somebody and/or something for your setback or failure.

**C** – Damn the torpedoes, full speed ahead. Never give up. Press on, together.

**Good News.** Everybody gets a passing grade because there are no right or wrong answers. These are simply choices. Only don't expect to choose **A** or **B** and reach your goals because quitting can only, no exceptions, lead to failure. Choosing answer **C** guarantees success because you simply can't fail if you don't quit.

Could it be that simple? Yes, it's that simple. That's a fact, not my opinion. Through life we just get talked out of it along the way. Children start out with high expectations. If you ask them what they want to be when they grow up goals like fireman, astronaut, teacher, and athlete come naturally to their minds. That's before the naysayers slowly, insidiously over years, plant that seed of doubt and fear ultimately convincing them that they cannot reach their goals so much so they often don't even try.

Our favorite movies are often based on someone or some group of people struggling to triumph over adversity. We recognize and applaud these qualities that lead our movie heroes to victory. Similarly, victory in real life can be yours and ours if only we follow Hollywood's script. And just as in the movies, life is not always easy or fair but ultimate success cannot be denied if only you choose to stick with answer **C** above.

These newsletters recurrent theme of striving to improve as individuals and as a company, doing a little better each day, is indispensable to getting the job done from improved safety and customer service to increasing recycling recovery levels. There has to be nothing on your unwilling list. That's the only way to get us to the professional promised land.

It's never too late to choose answer **C**. Do so and "Onward and Upward" will be redefined from a mere slogan to your everyday reality.



## I'm Listening....

**Help me help you!** During your initial orientation, and found in our handbook, we emphasize over and over, over again that if you are injured on the job, you **MUST** notify your supervisor immediately. This does not mean two days later, this mean at the very moment of the incident or injury. I advised you that if you do not report an accident immediately it means the difference between the company paying your medical bills or you paying your medical bills out of your own pocket, the choice is yours!

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

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



## Mulch Making Miracle

The mulch operation is an example of the payoffs of perseverance. Those of you who have been with us awhile will remember our early stumbling and fumbling of the wood dying and grinding process. Arguably we have made almost every mistake that could be made during a steep learning curve. The collective and relentless efforts of many people over the past several years have contributed to our current system that produces a high volume of high quality, low priced product we can all be proud of. Currently, Mike Blewitt and his team are carrying the torch of our mulch making miracle while continuing process improvement.

## And The Winners Are....

Thank you to everyone who has been wearing their safety gear every day. You are important to us and we want you to go home in great condition. Wearing your safety equipment on the job, every day, without exception, helps to make sure that you will. While out and about we make note of employees who are wearing all of their assigned safety gear and we put their names into a drawing for \$25.00 cash. These winners will have an opportunity to win \$200.00 in our end of year safety drawing. Congratulations to the winners from May and June! Please come to the office to pick up your cash!

**Winners of May's Safety Drawing:  
Sean Bradley, Ronald Harris and Stuart Roberts**

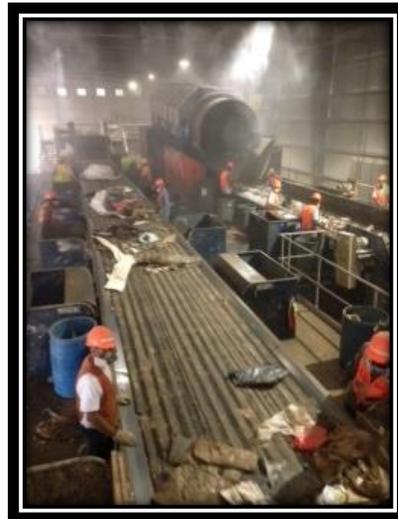
**Winners of June's Safety Drawing:  
Freddie Frazier, Daniel Lee and Mark Carter**



## Thanks For All You Do!

We hope that everyone enjoyed our second annual employee appreciation picnic. Along with the food and drinks, we hope you all came away with the feeling that what you contribute every day to our organization matters. Every job we have is important and needed or else we would not have hired you. So regardless, if you work on the road, on tracks, in the office, on the line, unloading customers, bailing, pulling trailers, fixing engines, picking up trash, washing trucks, making mulch, sweeping the floor, crushing gravel, loading trailers, painting cans, or maintaining machinery what you do is appreciated.

*We sincerely thank you for your hard work.*



## Infinite Patience Brings Immediate Results

From the suggestion box this month came, “Provide a free coffee bar at the fuel pumps to make up for the delay in canopy construction”. I appreciate everybody braving the duck pond in the summer and skating rink in the winter in continued good spirits. I am certainly not content with the canopy construction postponements. Crawl, walk, run and chipping away at improvements is probably not at the top of anyone’s wish list, including mine. Delays are not by design. Regretfully, they are just an inescapable part of the improvement process.

So although I cannot promise a free coffee bar under the fuel canopy, I can promise the completion of the canopy construction and the many other improvements projects that are still in the pipeline. Your team spirit of cooperation in getting through the many less than perfect “temporary” situations here does not go unnoticed and continues to be appreciated.

## Employee Focus – Jennifer Maccaluso



At the beginning of this year Jennifer Maccaluso was added to the shop team fulltime. Brought on initially to help clean and organize the shop, she excelled at this task. Her hard work and willingness to help has evolved to include: receiving, ordering parts and service writing. She has quickly become an asset to that team and our organization. She now holds the position of Service Writer and Inventory Specialist. She is showing first hand that if you have a positive attitude, nothing on your unwilling list and a team player attitude that forward is the only direction you will go.

In her spare time, Jennifer likes to spend time with her daughter, her pride and joy in life. She also likes playing pool, cornhole and backyard bbqs.

## Great Customer Service!!!!



Our People...moving us Onward & Upward