

GBM Insiders

SINCE 1983
Zero Defects is Our Goal

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Welcome Back Joe, Welcome Aboard Mike!

BY DAN POWELL



As we close out the first half of 2017, it seems like a great time to reflect on what we've accomplished, the journey we've taken to get to where we are and the plans we have for an exciting, bright future.

I'd like to start by telling you how much I appreciate each member of the GBM team and that I recognize we wouldn't be where we are without the contributions made by each and every one of our employees. Thank you. This year has been another year of growth, change and transition. On the surface, you may not notice anything new, but we have added several new key members to the team. As most of you know Joe Woodson returned to GBM and Mike Mora, a former ABM executive, joined the GBM team. It's an exciting time at



From Left: Chief Executive Janitor Sunny Park and President Dan Powell welcome Mike Mora on board, and welcome back Joe Woodson, Senior VP, on July 25, 2017.

GBM!

Mike is the new GM for our Atlanta Market. He brings a tremendous amount of experience from both the property management side as well as the commercial janitorial cleaning side. Mike has jumped in and focused on turning around and growing our Georgia business. He has made huge strides in expanding work with our existing customers, and implementing best practices in quality, operations management and service delivery.

Joe Woodson joins GBM's leadership, working alongside David Davis and Tammy Scott. Joe is very familiar with GBM's unique "Zero-Defects" culture. His 30 years of outstanding experience in facilities management

See Welcome back, page 2

"No One Showed Me What to Do!"

BY DAVE HARPER, GBM JACKSONVILLE GENERAL MANAGER



We started cleaning Riverplace Tower on January 8, 2016, for Commonwealth Commercial. Often with new customers, the Property Manager will ask us to try to retain the day porter from the previous vendor if they had been happy with the service they provided. This was not the case at Riverplace Tower. Kenny Glover was one of the two porters GBM did not hire based on the Property Manager's feedback. Kenny persistently called GBM Quality Assurance Manager Connie Kim asking for a job. During one of their conversations, Kenny explained to Connie that "No one ever showed me what to do or trained me." Based on that conversation, we decided to give Kenny a chance.

Kenny became a GBM employee on February 15, underwent training, and is now one of the best porters we have. He is hard working, follows instructions, and has a great attitude! Recently, Hurricane Matthew came very close to hitting Jacksonville, causing damage to many of our buildings. Riverplace Tower had many water leaks, downed ceiling tiles, and wet carpet. Connie received a call from Riverplace Tower Property Manager Liz Craig, the Saturday morning following the hurricane asking for help. In turn, Connie called Kenny and he replied, "I'm on my way!" By the time Connie and I got to the building after visiting several other buildings, Kenny had already taken care of most of the clean up. We met with Liz to look at several areas of the building



Kenny Glover with GBM Quality Assurance Manager Connie Kim

and Liz commented, "I cannot say enough about Kenny, He has been wonderful! When he got here, I asked him to do A, B, C, D...and that's exactly what he did. I can't thank him enough!"

Kenny, THANK YOU! You have been a great representative of GBM. Your hard work and great attitude have not gone unnoticed.

Plan Big to Act Big – and Serve

SUNNY PARK, CHIEF EXECUTIVE JANITOR



Since 1983, GBM has cleaned millions of toilets throughout the United States, and we continue to do it every night. Because GBM stands out in the industry, I believe we are allowed to brag about what we have achieved.

I also want to compliment those people who made it happen: our employees, senior staff and subcontractors.

GBM had big plans to become a leader in the building maintenance business, and we have worked hard to achieve that goal. The first project that GBM bid on was on April 7, 1983, only a week after the corporation was chartered – for the Kennedy Space Center (KSC) on Florida's east coast. GBM still has not won the KSC service contract after 34 years, but we have cleaned some of the nation's largest and most prestigious facilities. We were so proud when we were selected to clean the main stadium used for the Atlanta Olympics and three other Olympics venues in 1996.

Over the years, GBM has signed cleaning contracts for:

- AT&T Center, a 2.6 million square-foot facility in Atlanta that filled two city blocks
- A 3-million square-foot AT&T fiber optic cable manufacturing plant in Norcross, Georgia
- The Bank of America Tower and SunTrust Center, two of the tallest icons in downtown

Today GBM is arguably one of the largest janitorial service contractors in several major cities. How did we do it? Simple: We want to be proactive in treating our clients in the way we want to be treated.

Orlando

- Metro Nashville Airport, with 240 staff members working around the clock
- Over 2,200 JLL/Verizon facilities in the Mid-Atlantic states
- Two million square feet in facilities for Hewlett Packard in Colorado Springs
- A 1.2-million-square-foot facility for Verizon in Colorado Springs
- Nuclear labs in Oak Ridge, Tennessee
- The Pulaski Building in Washington, D.C.
- Over two dozen towers in Northern Virginia cities and around the Maryland Beltway
- The entire corporate campus of Texas Instruments in Plano, Texas
- Over 420 Barnett Bank facilities in Jacksonville and throughout the state of Florida
- Class 1 wafer fab cleanroom facilities for Hitachi and TI
- Micron Semiconductor manufacturing plants in Boise, Idaho
- Raymond James Center in Clearwater, Florida
- About a dozen towers in Tampa, Florida

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proactive in treating our clients in the way we want to be treated.

However, we seldom ask ourselves, "Are we there yet?" We maintain over 200 clients in 20 major U.S. cities, but we are still working on it each and every day. No other company that I know of is equipped with what we have: the best people you can imagine as general managers, QA managers, office staff, and subcontractors and their staff.

So, if you are bragging about your success, people want to know what good you have done for society and your community. The Bill and Melinda Gates Foundation, along with Rotary International, received the Global Health Award on June 11, 2017, for their efforts in eradicating polio from the globe. GBM was there as a major sponsor along with four others. GBM may not be the same size financially as Delta Air Lines, UPS, or pharmaceutical giant Merck, but GBM was recognized the same as these conglomerates in helping honor this great achievement.

As anyone can tell, we are having a good time serving our clients and the community. We may clean toilets to make our living, but even more so, we are providing essential services to our clients and communities.

Welcome back

continued from page 1

– both in GBM's early days and running his own company – gives us depth in all areas of marketing, operations and delivering quality services. He will use his experience to target expanding GBM's business across our entire footprint with the aid and assistance of our very capable GMs. Whew – his plate will be full! He's just what we needed. Our executive team is complete, symbiotic and fully functional!

We are proving the old adage that the whole is greater than the sum of its parts. With the management team in place and with the help of our awesome employees, we are really making strides in achieving our strategic goal of transforming our service offerings into core competencies and increasing our market share in key markets by growing our existing clients and expanding our client rosters. We have earned a great reputation as a trusted partner to our customers. And, we want our

reputation for excellence to spread to other areas within our customer community. That's our goal for 2017. However, these goals require work to achieve them. As everyone knows, setting goals without action and performance is worse than doing nothing, and we expect everyone on GBM's team to focus on what is required to achieve these objectives.

We know that because of the efforts of our phenomenal team, we are thriving and growing again. With your performance, we want the rest of 2017 to be even more successful for the company and for you. It's an incredible feeling to know that when I go out to clients – both existing and potential – that there's no way I can oversell the competency and commitment of my team. Still, my efforts will not be good enough without your enthusiastic participation. I will be available to do whatever you need to reach your own goals; please remember that my door is always open to you. Thanks to all who work hard and help the company continue to grow.

GBM Gives Back

Assisting nonprofits and their causes is just as important to GBM's mission as cleaning buildings.



Hurricane Relief: On September 1, 2017, GBM sent a truckload of cleaning supplies to the American Red Cross in Houston to aid Hurricane Harvey victims. Providing supplies like bleach, disinfectants, garbage bags, window cleaners, brooms, mops, paper towels, and toilet tissue will provide help to a few families in Houston area who are suffering from the immense flooding caused by the hurricane. We continue to pray for the wellbeing of the citizens of Houston.



A classroom in rural Guatemala. GBM supported Guatemalan students in rural areas by providing computers and printers for their classrooms in July 2017.



Sunny Park appears in the 2017 Rotary International's Atlanta Convention brochure, along with philanthropists Jack Nicklaus and Bill Gates, who were featured speakers at the convention. "GBM is equal with world's renowned philanthropists when it comes to serving others," Mr. Park said. "There is no need to wait until we grow big to serve big!"



Dear Sunny,
I have been a volunteer for Parent to Parent of GA for the past 15 years. I have been able to help others as well as my son has been able to benefit from programs and services available through this organization. Because of your support and generosity my son and countless others have an opportunity to reach their full potential. We appreciate you, we are grateful to you and we thank you.
Debra E Green

A thank you note from a volunteer at Parent to Parent of Georgia, a nonprofit that offers a variety of services to Georgia families impacted by disabilities or special healthcare needs. GBM has been a longtime supporter of this organization.

GBM Sponsors Global Health Awards

GBM was a gold sponsor of the first annual Bill Foege Global Health Awards given in honor of people and organizations whose contributions to the progress of global health measure substantially. The Awards were presented by MAP International, a leading global Christian health and relief organization that improves access to essential medicines for people living in poverty.

With its \$25,000 contribution, GBM was in the company of these other gold sponsors: the Coca-Cola Company, Chick-Fil-A, Delta Airlines, The Home Depot and UPS.

"GBM may not be as big in size as these conglomerates, but we are as big as anyone when it comes to serving others," says GBM Chief Executive Janitor Sunny Park. "With our contribution and those of others, MAP International will send \$1.8 million in medicine to 32 third world countries."



GBM New Business

GBM has been busy in the last several months securing new buildings to clean.



245 Riverside Tower, Jacksonville, Fla.



Stein Mart National Headquarters Building, Jacksonville, Fla.



Children's Medical Services, State of Florida



Music Square at Country Music Home Town, downtown Nashville, Tenn.

Use Caution Before You Visit the ER



As of July 1, 2017, Blue Cross and Blue Shield of Georgia (BCBS) – a subsidiary of Anthem Health Insurance – says it won't cover emergency room care that's determined to be unnecessary. That may leave thousands of Georgians stuck with a bill that could easily have three zeros attached to the end of it. The hope is that instead of seeking ER care that may or may not be paid for, those customers will go to urgent care centers or to a doctor's office. Certain exemptions would require BCBS of Georgia to pay even for non-emergent care in an ER:

- For patients younger than 14
- For those who don't live within 15 miles of an urgent care clinic
- If the medical event takes place on a Sunday or holiday

BCBS of Georgia is the only insurer offering individual insurance plans in nearly two-thirds of the state's counties. Anthem has similar restrictive policies on paying ER claims in three other states including New York, Missouri and Kentucky.

So what exactly constitutes a "necessary" ER visit?

According to The Los Angeles Times, the Affordable Care Act defines a necessary visit as anything that "a prudent layperson, possessing an average knowledge of medicine and health," would believe to be emergent and

in need of immediate attention.

The problem is, of course, that definition leaves a lot of gray area.

Patients would have to essentially self-diagnose and weigh the risks of not going to the ER when they truly need emergency care vs. going to the ER and later learning it was nothing serious...and then facing a massive bill.

To complicate matters, physicians and ER staff themselves admit they can't readily tell when an ER visit is truly necessary without a full examination of the patient.

Sure, we all know that going to the ER for a cough, a sore throat or a head cold is simply ridiculous. But other common ailments like headaches and earaches could be symptoms of larger and more serious issues.

In fact, research published last year in the Journal of the American Medical Association found that six of the 10 top reasons for unnecessary visits – including back, abdominal and chest pain; sore throats; and headaches – are also among the top 10 symptoms of true emergencies.

This article was written by Theo Thimou, and appeared on consumer advocate Clark Howard's website: www.clark.com on June 27, 2017. To read the full article, visit: <http://clark.com/insurance/health-insurance/this-major-health-insurer-may-stop-paying-your-er-bill-on-july-1/>

Avoiding Common Safety Hazards for Janitors and Custodians

Custodians and janitors deal with a multitude of risks every day in their working environment, no matter what type of facility they work in. Certain risk management practices can help to prevent injury on the job and can contribute to better overall health of a maintenance team. Here are a few simple ways to mitigate risk on the job:

Back Injury/Slip and Fall

When janitors and custodians don't pay attention to proper body mechanics, they are inviting back injuries related to repetitive bending motions and heavy lifting. In addition, wearing ill-fitting shoes or non slip-resistant shoes put the worker at risk of injury from slip and fall accidents.

Chemicals

When using chemicals, custodial workers can diminish the risk of chemical accidents by wearing chemical-resistant gloves and safety goggles. In addition, janitors and custodians can reduce the risk of inhaling noxious fumes that can produce respiratory complications by mixing chemicals in well-ventilated areas.

Locate and Report Hazards

Different locations in a building, such as cafeterias and laundry rooms, can

present different problems. It is important that the janitor be aware of hazards in his or her work environment. Because janitors move throughout different locations in the building, they might be the first person to see a potential hazard or danger. By reporting these hazards and displaying warning signs, they can help avoid an accident for themselves or others.

Following these safety guidelines is a simple and efficient way to reduce the risk involved with custodial and janitorial maintenance work; and most importantly, will keep a maintenance team healthy and safe. Should an accident occur however, it is important to have a policy in place that is intimately familiar with the risks in the facility maintenance class of business.

Posted on February 21, 2013 by John Thompson in MaintenancePro – to read the full article, please visit: <http://www.nipgroup.com/blogs/programs/2013/02/common-safety-hazards-janitors-custodians/>



Janitors Should Act Like Janitors

NOTE: This letter was written in 2004, but still applies today

Dear GBM Employees:

I want to thank you all for the good work you do for GBM. Our company is able to grow because of your contributions, and I am grateful to you for that.

Today, I want to help you make your hard work more effective. What I'm going to tell you also has other life applications. I am going to share with you my way of making every day exciting.

Say you were planning a trip. If your destination is Chicago, your best bet is to be totally consumed with the concept of "Chicago." You should be thinking Chicago, walking toward Chicago, and letting everyone you meet know you are working on getting closer to Chicago.

Every one of us in GBM – from the top executives to the night cleaners, day maids to general managers – must be consumed by the idea of "janitor." How can I improve my cleaning quality, prepare for cleaning up, and have a neat janitor's work appearance?

Some in the janitorial industry have a mindset that cleaning is done by good cleaners and good talking. That is wrong. The attitude for success at GBM is that "Cleaning is done by me" and "I am here to clean."

Remember the destination for all of us is Chicago and that includes you, me and all the cleaners.

I have simple tips for anyone who wants to be successful in GBM.

- The rule for success is 95 percent perfect cleaning and 5 percent public relations. Remember these numbers and these priorities.
- Read the cleaning specification to know what you are here for. This type of focus makes you a professional cleaner.
- Do not leave before inspecting the buildings that we clean. Do not leave a dirty building dirty. You will sleep better knowing that you've done your job in the best way that you can.
- Find and fix problems before your customer finds them. Think like the owner of your buildings. You will see more dust that way.
- Visit your least favorite customers more, not less. That way, you're making sick cells better, before they grow too sick to be cured.
- Treat your cleaners like your customers – they are your backbones.

One more thought: Do all you can for anything you do or don't even start. To get a can of Coke to drop in a vending machine, you need to put in 50 cents, no less. In life, many people put in only 49 cents (or less) and expect to get the same reward. See how hard work can work in your life. How about inserting 55 cents for a can of Coke? That's much better than putting in 49 cents for nothing.

My wish is for you to build a great future together with GBM and I hope this letter is able to provide you the vision. May God bless all of you and your family!

Sunny Park, Chief Executive Officer
March 9, 2004

How a Relationship with a Janitor Helped this Teen Get into the Ivy League

College decision season, in all its dark glory, is upon us.

The cutthroat college application process brings out the worst even as it's meant to celebrate the best. Students who've not yet celebrated their 18th birthdays create multipage CVs, altruistic volunteer efforts must be repackaged as resume line items and the staggering price tag of an American college education creates a scramble for parents to send their kids to the schools where an expensive experience will produce the best return.

As an admissions director at Dartmouth College, Rebecca Sabky saw it all. In an opinion column published recently in The New York Times, Sabky writes that even the elite applicants she reviews – those who "climb mountains, head extracurricular clubs and develop new technologies" – bleed together after a while.

But every so often, even someone who has reviewed 30,000 applications in her decade-and-a-half as an admissions counselor encounters something new. Something pleasantly surprising. This year, that came in the form of a letter of recommendation written by a high school custodian.

Sabky, who once ran international admissions at the college and now works part-time, says that though admissions officers regularly read letters from "former presidents, celebrities, trustee relatives and Olympic athletes" most of those fail to express unique or memorable information about who the applicant truly is. But this straightforward letter painted a vivid picture of a student's character. Sabky writes:

"This young man was the only person in the school who knew the names of every member of the janitorial staff. He turned off lights in empty rooms, consistently thanked the hallway monitor each morning and tidied up after his peers even if nobody was watching. This student, the custodian wrote, had a refreshing respect for every person at the school, regardless of position, popularity or clout."

There is one trait, Sabky writes, that is as "irresistible" as it is difficult to discern from a college application: kindness.

In the deluge of information required of – and volunteered by – college applicants, it can be the tiniest details that make a student stand out.

"Sometimes an inappropriate email address is more telling than a personal essay. The way a student acts toward his parents on a campus tour can mean as much as a standardized test score. And, as I learned from that custodian, a sincere character evaluation from someone unexpected will mean more to us than any boilerplate recommendation from a former president or famous golfer."

The recipient of that custodian's ringing endorsement? The Dartmouth admissions committee voted to accept him, unanimously.

This article was written by Kathryn Dill on cnbc.com: <https://www.cnbc.com/2017/04/05/a-relationship-with-a-janitor-helped-this-teen-get-into-the-ivy-league.html>



GBM President Dan Powell applauds the great service of Evelyn Santini at the Disney Reservation Center in March.

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Josh Kim, son of GBM QA Manager Connie Kim, graduated cum laude from the University of Central Florida in June with a BS Health Sciences. Josh plans to attend graduate school after completing an internship.



GBM Chief Executive Janitor Sunny Park with Michael Bersell, Disney Chef de Cuisine.



Mike Hong (left), Supervisor at Porsche USA Headquarters, with GBM Chief Executive Janitor Sunny Park.