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Marsden Matters

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Ready for company



Built in 1906, the second of many campus buildings to come, Bullock Jones Hall houses the English and criminal justice departments and other offices at Ellsworth Community College. Its interior was restored in 1920.

“People from all over the state of Iowa come and use our facilities,” says Mollie Teckenburg, Executive Dean of Ellsworth Community College, Iowa Falls, Iowa. “We have a lovely facility here and the community appreciates it.”

Dean Teckenburg says that local residents rent the dining area and formal dining rooms nearly every weekend for wedding receptions, conferences and conventions. Legislators often come to the campus to meet with students and faculty, and political candidates also make campus appearances.

“Last spring, Senator Kerry made a presidential campaign visit,” said the dean. “So we bring in people from all over the country, and we

can always be proud of the condition of our buildings. We provide a professional atmosphere and we couldn’t do that without Marsden.”

Keeping Ellsworth ready for company falls to 13 Marsden associates—three maintenance, nine custodial and Kevin Griggs, account manager. The crew maintains 12 buildings on the campus, including classroom buildings, the library and auditorium, a student center, residence halls, a student apartment complex, a physical education complex, and an equine center.

“We are contracted to do the cleaning and light maintenance of grounds and we do everything in between,” says Polly Hupfeld, Marsden’s senior account manager.

That means top-to-bottom building cleaning, snow removal, lawn mowing, some landscaping and tree trimming, maintenance chores—electrical to plumbing—and even light machinery maintenance. To track work done and time spent, they use work orders or maintenance work requests.

They hang Christmas lights, set up and tear down for community events, and deliver and pick up vehicles receiving an oil change. In the summer, they thoroughly clean every dorm room, and power wash and sanitize equine center stalls.

Polly processes all maintenance bills, and Kevin maintains the

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About Ellsworth Community College

Multiple buildings and landscaped grounds with many oak trees give Ellsworth a college campus atmosphere not typical of most community colleges. Founded over 100 years ago as a private academy, it became part of the Iowa community college system in 1972. Today, it serves traditional-aged college students. Some come to Ellsworth for the first two years before transferring to a university; others come for training in a trade. The school has a highly regarded biotechnology program and strong nursing program. Its building trades program—masonry, carpentry and electrical—has doubled in size in the last year. And it boasts a nationally recognized equine program.



Top initiative in 2005: safety and health

Over the years, Marsden has worked hard to ensure that our associates and our clients are provided a safe and healthy work environment, and as a result, we have seen decreases in accidents and injuries.

Even so, we recognize that in our growing company, there's room for improvement. And, continuing to accept safe and orderly operations as our moral obligation, we have adopted safety and health as our primary initiative for 2005. With this initiative, we expect that safety will become an organization value and one that we will measure just like we measure productivity and profitability.

Adopting accountability systems

To implement this initiative, we will adopt accountability systems.

Accountability systems establish safety goals, measure safety activities, and acknowledge associates and departments that demonstrate

superior results.

In the coming year, look for 1) increased building safety audits, 2) the introduction of safety observation cards, 3) a reward program for participation in safety aware-

ness, and 4) a commitment to safety through a company-wide safety pledge. With these four actions, we expect to shift focus from eliminating hazards to eliminating unsafe behaviors. We also expect to add systems that proactively improve safety and health conditions. Here are some of the results we expect to see from these steps in 2005:

- Observant managers and supervisors, who see that company safety and health rules are followed and who are open to performance observations from associates.
- All associates believing they have a duty to protect the safety of themselves as well as others.
- Associates identifying safety and health hazards before an accident occurs and either correcting them or documenting the hazard, reporting it to their manager.
- A culture wherein doing something right takes precedence over assignment pressures and wherein assigned duties are enhanced because of safety excellence within the company.

OSHA recommends strong safety culture

The Occupational Safety and Health Administration (OSHA) recommends that companies establish a strong safety culture. It says a company with a strong safety culture typically experiences few at-risk behaviors. These companies also experience low accident rates, low turnover, low absenteeism and high productivity. Companies with a strong safety culture are extremely successful; they excel in all aspects of business, and define themselves through commit-

ment to excellence. This definition fits with the American Security, LLC/Marsden mission of *Excellence Throughout by Commitment from Within*.

Let's all work together to make safety and health an integral part of our company culture and 2005 the safest year ever at Marsden.

Bill Zindler
Safety Director

Anniversary Corner

October-December Anniversaries

Hearty congratulations and thanks to the following employees who have faithfully served Marsden and our customers over the years.

35 years

John Hollman

25 years

Michael Mehok

15 years

Gregory Behrens
Gary Henderson
Tam Huynh

Denice Mattson
Donald Mattson
Patricia Weiss

10 years

Nancy Boyd
Donald Flies, Sr.
Carmen James
Harold Kinkle
Isis Naguib
Mark Raschick

Francisco Salazar
David Sapp
Sharon Stewart
Van Tran
Teresa Varela

5 years

Seynab Abdullahi
Abu Ahmed
Aschalew Alemu
Yusuf Ansha
Sarah Dombret
Yolanda Flores
Yasin Habib
Sara Hussen
Jodie Jacobson
Fatima Jama

Joseph Kekh
Mamodou Minteh
Yoseph Mitiku
Lul Munye
Rosa Rivera
Omar Rodriguez
Willy Samayoa
Laverne Sheperd
Roderick Ward
Nimo Yusuf

Marsden family grows

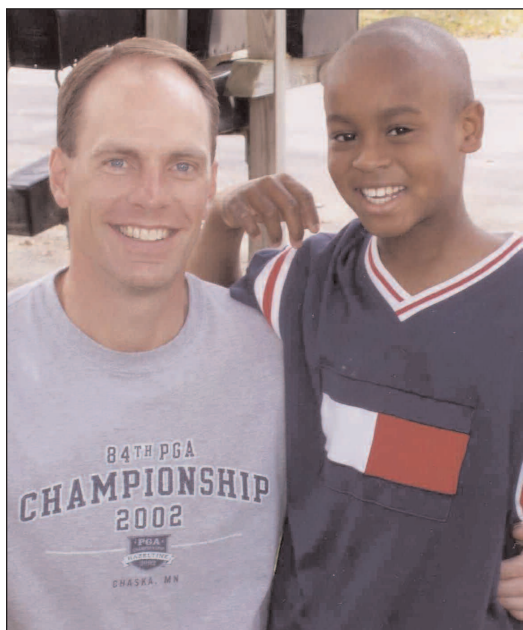
Congratulations to Mike and Tasha Vogt on the birth of daughter Kaitlyn, November 11.

Also to Destiny Xiong and Sia Vue on the birth of son Matthew, November 25.

Making a difference

As big brothers, Director of Special Services Dave Oman and Corporate Finance Vice President, John Gilje have made significant differences in the lives of the youngsters they mentor.

Dave first met his little brother, Michael, when the boy was four years old. The youngest of four children in a household led by a single mom, Michael turned 16 in November. About the same time, Dave was named Minnesota's 2004 Big Brother of the Year.



John and Brad were matched when Brad was 7 years old. He recently turned 11. "We're pretty tight," says John. "I call him Bradley Boy and he calls me John Boy. We talk almost once a day."

John hasn't known his "little," Bradley, quite as long. Matched through Kinship of Greater Minneapolis, a Christian-based mentoring program, they have been buds about three years.

Perfect match

Bradley has never known his father, and before meeting John, "he was stuck in his family's apartment," said Suzanne Anderson, coordinator

at Kinship of Greater Minneapolis. "John has introduced him to a lot of activities. He and his mom have met other people from sports teams and the community. They were an isolated family, and John has helped them get connected."

"Brad and I are a perfect match," says John. "I wanted someone who was athletic, and Brad is just a very energetic kid so we are involved in typical athletic activities."

John takes him to soccer, basketball and baseball practices and has coached his soccer team, but they also like to just stay home to make French toast.

"If I go to rake leaves at my parents, he loves to come along and rake leaves," says John. "If I'm going to wash the car, he wants to help and do that."

The two have also tackled "some serious and challenging stuff. Sometimes school can be frustrating, and we stumble through those activities," says John.

"Bradley loves John so much," says Bradley's mother. "I can see he's happy."

Learning from one another "He has helped me grow up to know what is wrong and what is right. If it weren't for him, I wouldn't have had a father," wrote Michael about Dave in a testimonial used in the Big Brother of the Year selection process.

"We have had a good relationship," concurs Dave. "I have learned from him, and he has learned from me."

The pair have fished, and gone boating and snowmobiling.

Dave connected Michael with a reading tutor for extra help in grade school. They've attended athletic events and gone shopping.

"When he was four we'd do little kid things like coloring, drawing and reading books," says Dave. "Now I'm teaching him to drive and we talk about his future education and plans for his life."

Michael comes to him with questions about life, his future, school and girls—"just about anything you can think of and the kinds of things that a kid in a good family situation with a dad would be talking about. He doesn't have that so I've been kind of a substitute," Dave says.

Upon high school graduation, Big Brothers' matches officially end, but Dave says he is certain that he and Michael will stay in contact much beyond that.

Associates rewarded for course completions

On Saturday, December 11, Marsden recognized 24 associates participating in English-as-a-second language courses.

These 20 associates received \$100 for completing their first ten sessions:

Safiyo Abdullahi	Reyna Castro Mendoza
Tahir Abdullahi	Shamso Mohamed
Kwadio Adjogah	Ismahan A. Mohamud
Komi Bado	Ayovi Abbey Pessang
Ali Badri	Andres Rodriguez
Selma De Oliveira Bolanos	Francisco Larreategui
Yetmwork Gsodec	Romero
Samuel Aguilar Guerrero	Cuc Trinh
Mulunesh Lami	Thao Trinh

These four received a \$20 gift card for completing ten additional sessions:

Kodjo Alagno	Ludivina Pliego
Angel Aguilar Guerrero	Sonia Viera

Marsden partners with 3M to improve cleaning

From surveys to determine how to improve service, we learned that Marsden customers—and customers in general—want cleaner bathrooms. They look for restrooms that sparkle.

Because of these survey results, Marsden decided to improve restroom cleaning by partnering with 3M Commercial to devise new procedures. 3M responded by introducing Marsden to Six Sigma, a measurable quality management system that saves money as it streamlines productivity.

Ellsworth College

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college's Olympic-sized swimming pool, checking it four times a day. Kevin earned his license as a certified pool operator after becoming manager in June 2004.

Polly says that the Marsden staff at Ellsworth—like Mary Knott who is second mom to the girls in the dorm and Jim Hunt who stays overnight when snow is predicted to make sure the three miles of sidewalks are clear before students and faculty arrive in the morning—is unusually dedicated.

“I have appreciated working with all the Marsden employees on our campus,” says Dean Teckenburg. “They take pride in what they do.”

The road to cleaner bathrooms began when 3M Commercial Care employees conducted a time study observing the way Marsden associates approached bathroom cleaning. They found that every associate cleaned bathrooms differently, and further, that even the same associate would clean differently from bathroom to bathroom. What's more, associates used a wide range of cleaning products.

“Not only was Marsden up against the restroom maintenance challenge that many companies are faced with, but it also needed a solution to reduce unnecessary steps and products used in its overall cleaning and maintenance process,” says Charyl Almsted, Director of Process Improvement at Marsden.

“For example, at one point we were using more than 100 different glass cleaners, all to get the same task done.”

By collecting data based on time studies and providing recommendations on the best procedures, 3M worked with Marsden to devise a bathroom cleaning procedure and streamline chemical usage. Reductions in supply costs, even in the face of increasing business volume, and training programs for

all Marsden associates on all chemical solutions and their proper handling are some of the benefits Marsden has seen since fully converting to Six Sigma.

“3M held classes and invited some of our managers and operations people to work with them to put together a bathroom procedure,” said Charyl. “They demonstrated how to clean bathrooms; in what order to do the steps. They also streamlined our chemical usage.”

Using 3M's Twist n' Fill chemical management system, which accurately and automatically dilutes and dispenses chemicals, for example, has ensured proper chemical usage and reduced Marsden's supply costs.

“We have seen significant time and product savings as a result of the Six Sigma program,” says Charyl. “We would like to thank everyone who participated in this program to make it a success.”

Marsden is also currently working with 3M to complete its training with Carpet Care and Hard Floor Care systems. Look for them sometime later in 2005.



Students come to the Gentle Student center, built in 1993, to register and for other service needs.

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