

# REDLEE/SCS INC.

## 2009 Employee Recognition Dinner



Though 2009 has been in the news as one of the toughest years for many businesses across the country, REDLEE/SCS and its amazing team

have found a way to fight through the rough patches and find new ways to succeed. It is always important to recognize the efforts of those that go above and beyond the call of duty, and this year was no exception. To celebrate with a little flair, this year's theme was Casino Night, where everyone had their chance to "win big."



Charlie and Esta Redfearn



Chuck and Renae Redfearn



Mike and Pam Holman



## Tenure Awards

As a family company, REDLEE/SCS is always proud to celebrate milestones of its employees—major marks with years of service are nothing to be taken lightly.

The commitment and dedication our group shows year in and year out humbles us tremendously. We thank and congratulate this awesome group of people!

Those celebrating five years include Dan Bergeron, Josh Dye, Michael Wilde, Clay Richards, David Martinez, Jamie Vaughan, and Gaines Greene.

Those sharing their ten year anniversary with REDLEE/SCS are Dennis Farr, Dick Meyer, Shirley Wilson, and David O'Haugherty.

Shirley Gendreau celebrates fifteen years with the company.

And my, my—how the years just fly by! Both Bill Baker and Ed Leinweaver celebrated twenty years with the company in 2009. It's quite the accomplishment, and we are very proud of these two for helping mold the company into what it has become today.



Gaines Greene



Dennis Farr



Dick Meyer



Shirley Wilson



David O'Haugherty



Shirley Gendreau



Dan Bergeron



Josh Dye



Michael Wilde



Clay Richards



David Martinez



Jamie Vaughan



Ed Leinweaver



Bill Baker

# 2009 Employee Recognition Dinner

## Tag Job Awards

A cornerstone of our business is providing additional services beyond the normal scope of work to new and existing customers. REDLEE/SCS relies on this piece of the business to expand our normal operations and help lead to new contracts. To reward those who put in extra work toward this effort, REDLEE/SCS has an annual trip each operations manager can qualify for. This year, we had several hit some fantastic marks!

Christina Martinez, Dick Meyer, and Evan Bates all made the "100% paid" list. Tom Griffin, Pete Carpenter, Mike Jones, Michael Wilde, Todd Conner, and Adam Fitchue all qualified for the 500 Club Award. And one of our most impressive 1,000 Club Award groups to date includes Tim Bailey, Gaines Greene, Ed Leinweaver, Raj Thapa, Derek Brown, Clay Richards, Mark Zoldowski, and Shawn Greenberg.



Christina Martinez



Dick Meyer



Evan Bates



Tom Griffin



Pete Carpenter



Mike Jones



Michael Wilde



Todd Conner



Adam Fitchue



Tim Bailey



Gaines Greene



Ed Leinweaver



Raj Thapa



Derek Brown



Clay Richards



Mark Zoldowski



Shawn Greenberg

## Road Warriors

Chuck Redfearn wanted to take a moment to thank a few individuals who spend most of their workdays in their cars. Raj Thapa, Tim Bailey, and Clay Richards certainly put in the driving miles to make sure their accounts are all in good running order—it's a difficult job that can be made more difficult when the driving miles add up.



Raj Thapa



Tim Bailey



Clay Richards



Tony Sanchelo



Shawn Greenberg



Pete Carpenter



Derek Brown

## Eagle Awards

The Eagle Awards went through a bit of a "face lift" during last year's awards dinner and became more solidified during 2009 and this year's dinner. This year the Flying/Born Eagle awards for outstanding customer service went to Shawn Greenberg and Tony Sanchelo. The Golden Eagle awards for outstanding leadership

went to Pete Carpenter and Derek Brown.

REDLEE/SCS is very proud to have such a wonderful group of people working within our company, and we wouldn't be able to do business without you. Once again, thank you for all your hard work, dedication, and loyal service.

## Changes For 2010

We are very pleased and proud to announce the following promotions:

### **Martin Hueneke**

Martin has been promoted to Regional Vice President of the Western Region. In this capacity Martin will be responsible for operations and business development in areas that include: Corpus Christi, TX, Little Rock, AK, Salt Lake City, UT, Tulsa, OK and Indianapolis, IN.

He has lived and managed in multiple states for REDLEE/SCS over his nine year tenure with the Company. Martin brings a wealth of experience to his expanded role. He is IICRC and CMI certified and attended the University of North Carolina.



Martin Hueneke - Regional Vice President

### **David O'Haugherty**

David has been Promoted to Corporate Training Manager and will be based out of the Corporate office in Dallas, TX. David started as an Operations Manager but has spent the majority of his ten year career with the company as a District Manager. David will be responsible for developing and implementing the Company's training programs nationwide.

We are excited about David's operational experience that he will bring to his new responsibility in training. David is IICRC and CMI certified and earned a bachelor's degree from Tarleton University.



David O'Haugherty - Corporate Training Manager

## More Changes For REDLEE/SCS INC.

### New Phone System - Exciting New Ways to Keep in Touch

By now everyone at REDLEE/SCS INC. has received their new phone and though these phones have taken some getting used to they will prove to be a great asset to the company. The driving force for this change is the fact that we as a company are all connected through one common phone system. All offices are now a four digit extension number away and we no longer have to call long distance to speak to our other branches which means a significant savings. Also, this new phone system helps ensure our clients are able to not only get a live person during business hours in our Abilene and Tulsa branches but it also means that each operations manager is more accessible to their property managers due to direct dial numbers and other features this system offers. For our remote offices the system is able to ring each manager's desk and cell phone at the same time which is an outstanding feature we are proud to present to our operations team to help better assist our clients.

Though there are a few things we are still working on to ensure this system works well for everyone here at REDLEE/SCS INC. we are pleased with what it is doing for us now and are excited about all the great many things it can do for everyone in the future.

### The Green Side of Plastic



Buying recycled products is, without question, a very important thing to do in order to operate in a more sustainable way. There are some products we commonly use in our business, that after looking further into the details, are not as sustainable as they are touted. Plastic trash can liners are a prime example. Originally hailed as the savior of trees, they've now come under scrutiny because they are made from petroleum. In order to lessen the impact on landfills, the push has been to use liners with recycled content. The downside is, currently, manufacturers can only use 10% of such content to still make a liner that



won't break when full, they cost over twice as much, and usable recycled resin is rather difficult to find.

Alternatively, the liners we use throughout the company, because they are made with new resin, use 20% less plastic over recycled content liners because they are able to make the new plastic thinner while maintaining its strength. They are more affordable to keep costs down for our customers, and by using the right sized liner, we can further reduce the amount of plastic wasted in our janitorial services.



For those customers who are interested in being as "green" as possible, other options include not changing out liners unless they are soiled, not using liners at all in desk side trash cans where only paper is thrown away, or even centralized trash bins, avoiding the need for smaller desk side liners completely.

We want to provide the best sustainable services possible for our customers, but we also want to make sure we help them in every way possible to use their dollars in a smart and effective manner.

# For Your Health

## Blue Cross Blue Shield - Our New Medical & Dental Provider

**2010** started off with big changes to the REDLEE/SCS, INC. benefits package. Blue Cross Blue Shield of Texas is now our insurance provider for both medical and dental.

The two medical plan options are nearly identical to our previous plan designs, with only a few differences.

Blue Cross Blue Shield (BCBS) has a larger network of providers than our previous carrier, reducing the Out-of-Network claims. Employees are not restricted to the BCBS Network, however, staying within the Network significantly reduces out of pocket costs to the member.

We strongly encourage all covered employees to register online with Blue Cross Blue Shield at [www.bcbstx.com](http://www.bcbstx.com).

Employees and their covered dependents can access a variety of helpful tools to assist in their healthcare needs.

Utilizing these online tools will educate all of us in making better decisions as we venture further into consumer-driven healthcare.

### Register Online Today!

- Go to [www.bcbstx.com](http://www.bcbstx.com)
- Click 'Log In'
- Click 'I'm a member'
- Click 'register now'
- Follow instructions - you'll need your group number and subscriber number located on your new ID card.

**Just a click away!**

Check out all the helpful tools available to you at  
**[www.bcbstx.com](http://www.bcbstx.com)**



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# NEW TEAM MEMBERS

## Charlotte, NC Team Members

Eric Elias  
 Carla Ferguson  
 Laura Flores  
 Hanif Ghany  
 Marco Gomez  
 Ana Lorenzana

## Richmond, VA Team Members

Maria Amaya  
 Maria Ramos

## Roanoke, VA Team Members

Randi Smith

## Dallas, TX Team Members

Tony Delgado

REDLEE/SCS  
 FORT WORTH  
 COMMERCIAL  
 MAINTENANCE

REDLEE/SCS Fort Worth would like to say many thanks to Rosa Diaz and Eyan Montesano, the day porters on assignment at our many Chase Bank accounts. Both Evan and Rosa do an outstanding job and we receive numerous emails from our client expressing their gratitude for both individuals outstanding work ethic. Rosa and Evan mainly clean bank vaults but are always willing to go that extra mile to make our clients happy. We could not be more excited to have these two helping us out with such an important assignment. We thank them both for all their extra effort and hard work, keep up the good work!

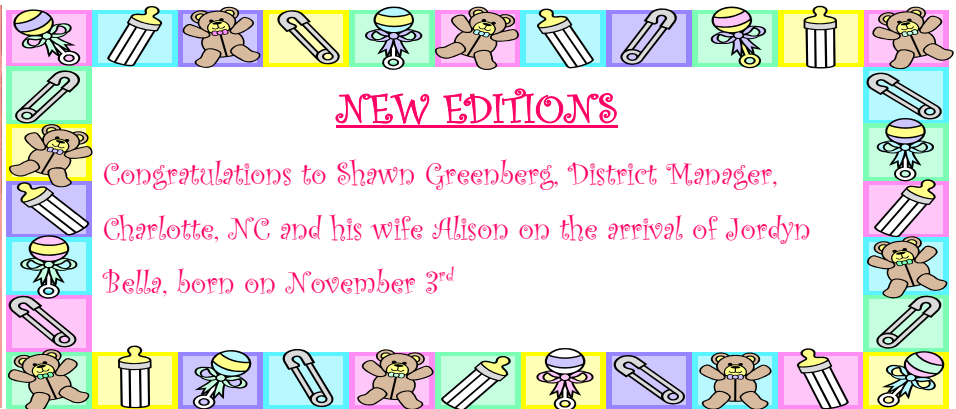


Rosa Diaz



Evan Montesano

- Dennis Farr  
 Managing Partner  
 REDLEE/SCS Ft. Worth



## NEW EDITIONS

Congratulations to Shawn Greenberg, District Manager,  
 Charlotte, NC and his wife Alison on the arrival of Jordyn  
 Bella, born on November 3<sup>rd</sup>