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## We've grown, but our values have remained the same.

As you all know by now, IH Services has joined GDI Integrated Facility Services. Although we have grown in size, our values of safety, quality, integrity, collaboration, and transparency have remained consistent. Going forward, we will continue doing the excellent things we've been doing while leveraging our combined resources, customer base, and support system to grow even better.



For GDI's full welcome document, visit our Intranet and scroll to the "GDI Integrated Facility Services" logo button.

# COMPANY HIGHLIGHTS

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## **Our Safety Success Brings Industry Recognition** by Dawn Weber

Our culture of safety success is featured in BSCAI's "Contractor Connections" because you make safety your #1 priority.

We see you and enthusiastically recognize all that you do to make your safety and the safety of those around you the utmost priority each day. Whether at work, home, or in our communities, your safe habits and behaviors have a positive impact on you, those you love, and those with whom you cross paths while outside of your working environment.

We are excited to share that your safe actions and behaviors have not gone unnoticed in the broader building service contractors (BSC) industry. Due to your safety success, the IH Services Family of Businesses was approached to be interviewed about what makes our safety program—and our people—such a powerful and difference-making safety experience.

**[Click here for the article or visit \[www.thezerozone.com\]\(http://www.thezerozone.com\)](#)**

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## **First Half of Accounting 2022 in the Books** by Donna Kelley

The payroll team is working diligently to ensure that everyone is paid on a timely basis.

A helpful tip for onsite managers is to review your time daily, which will prevent delays in meeting payroll deadlines. The billing team says thank you to the field for getting your billing instructions in on time so that bills can go out the door in a timely fashion. Our front office team has been very diligent during the last two years in filling in where needed and completing any job that was asked of them. Thank you to the Accounting Team for getting the job done on a weekly, monthly, quarterly, and yearly basis!

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## Maintenance Reminder by the Operations Support Team

**Give Your Golf Car a Good Wash** - Give it a good rinse with your hose on a sunny, warm day. Just be mindful not to get water on the electronics.

**Check Your Batteries** - Take a look and check for corrosion. You can clean the connections safely with just a touch of baking soda and water.

**What's Your Water Level?** - Ensure that you have the right amount of water covering the cells. Take a look in, and if you don't see water, add some distilled water until it just barely covers the cells.

**Check Your Tire Pressure** - Make sure that your tires are properly inflated and have not gone flat while in storage. If they have, you may be able to add air until you reach the optimum pressure.

**Check Your Brakes** - Make sure that your brakes are working as they should to keep you safe. If your brake pads are wearing down, consider bringing everything in for brake pad replacement or brake repair.

**Tighten Bolts and Screws** - This should not take very long. Just have a look at any visible bolts or screws. If you find that any are loose, tighten them up and you will be done.



### MM4M TIPS for better sleep

- Turn away from technology one hour before bedtime.
- Try blackout curtains, white noise machines or apps, and fans to get to sleep faster.
- Read a book or snuggle with a loved one or pet.
- Make sure that your bedroom is dark, cool, and quiet.

# EMPLOYEE HIGHLIGHTS

Visit [www.thezerozone.com](http://www.thezerozone.com) for photo galleries of all employee awards.



Stephanie Barrett & Robin Donald  
(Team Anderson Torpedos)  
Team Player of the Month &  
C.A.S.I.N.O. Zero VIP Club



Cora Holmes  
(Team Determinators)  
5 Years of Service Award



Jeremy Beason  
(Team Tumbling Tires)  
Ultimate Customer  
Experience Award



Maria Elder (Account Leader, Team Minions)  
Creative C.A.S.I.N.O. Safety Board



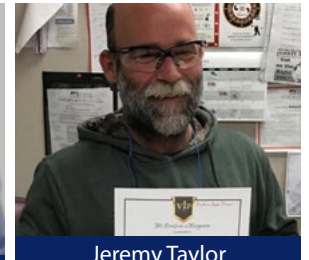
Coach Luz Ocasio & Team Dust Busters  
Donations to Bethlehem's New Bethany  
Ministries



Rene Vallejo (Team MDW 6-ers)  
Employee of the Month



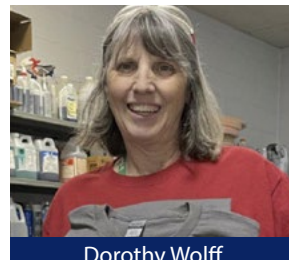
Sandra Simmons  
(Team #6189)  
C.A.S.I.N.O. Zero VIP Club



Jeremy Taylor  
(Team Newbold Lookouts)  
You Didn't Let Risky  
"Go Wild"! Award



Christina Reyes (Account Leader with Team  
Another One Bites the Dust)  
MM4M during safety meeting



Dorothy Wolff  
(Team Brady Bunchers)  
Customer's Highest  
Achievement Award



Maxie Johnson  
(Team Go-Getters)  
5 Years of Service Award



Bruno Valentine (Team Legacy)  
Creative C.A.S.I.N.O. Safety Board



Kimberly Stone, Recruiter  
Donations to The Way Out Center  
(Greenville Homeless Facility)



Ativa Graves (Team Safety Patrol)  
3 Years of Service Award



Alvin King Jr.  
(Team Westrock Rockers)  
1 Years of Service Award &  
Perfect Attendance



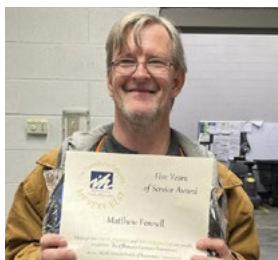
Christopher Vick  
(Team Coal Patrollers)  
Team Player of the Month



Kala Moore (Team Blue Racers)  
Employee of the Month



Kirstin Winter (Team Fifty  
Shade Cleaner)  
Employee of the Month



Matthew Fennell (Team  
Anderson Gamblers)  
5 Years of Service Award



Kahner Schultz  
Customer Recognition for  
Going Above & Beyond Regular Duties

## How You Can Win a Safety Award

Become a C.A.S.I.N.O. Zero VIP when you grab a VIP Card and recognize a teammate for safety skills, “great teammate” talents, and delivering their very best at work and in their communities.

Eligible Recognitions Include:

- Risky Recognize, Report, Removal
- Before & After Pictures of Great Work
- Accolade from Customer
- Stepping Up to Help for Safety
- Leading a 540 or Minute4Me
- Sharing a Mindful Moment for Me
- Perfect Attendance
- Employee of the Month
- Most Improved
- Rookie Turned Teammate (Six Months Accident-Free)

## Account Leaders

Help your teammates become a VIP Club member by encouraging peer-to-peer recognition, providing (or making readily available) VIP Club cards to associates who want to recognize others, and sharing these recognitions with Dawn Weber (dweber@ihservices.com). Every associate who recognizes or is recognized by another, and whose site leader then shares with Dawn, becomes a VIP Club Member. [Visit www.thezerozone.com](http://www.thezerozone.com) for photo galleries of all employee awards.

Retro<sup>\*</sup> 540  
\* Review



### 540 Heat Awareness Alert

- Recognize early warning signs of heat exhaustion (e.g., loss of energy, dizziness, cramps, headache, nausea, and thirst).
- Drink up! Drink a glass of water every 15 to 30 minutes when working to replace lost body fluids.
- Drink it, don't pour it. Pouring fluid over your head may feel great, but won't help restore fluids or lower body temperatures.
- Read your medication labels to find out about any effects related to heat or the sun.

[Visit www.thezerozone.com](http://www.thezerozone.com) to review and download all safety material.

# LEADERSHIP HIGHLIGHT

## Niki Yeargin - Operations Manager

Before Niki came to work with us, she was a certified medical assistant. Niki found herself needing to supplement her income with part-time work. She was introduced to IH Services and Newbold Services through her uncle, Paul Breazeale, and she began working as a janitor at one of our sites. When we obtained a hospice care facility, her previous experience as a CMA made her the perfect fit for a manager position. She decided that she enjoyed being back in the medical environment and in a support role. After several years, Niki was promoted after IH and Newbold Services experienced growth by adding more medical facilities.



*"It was challenging, but it was a challenge I was willing to take on."*  
- Niki

*Front row left to right: Louise Thompson, Niki Yeargin, and Patricia Drummond. Back row left to right: Claire Robinson, Emily Doll (DM), and Tila McMahan.*

During this period, Niki became a road warrior traveling among Colombia, Boone, and the Appalachians. However, after a few family dynamics changed, it became difficult for her to maintain a work-life balance. To put her family first, she decided to leave. Ultimately, because Niki had been a wonderful part of the team and loved by everyone, leadership stayed in touch but respected her need to focus on family.

*"The biggest thing I can respect about IH as a whole was when I decided to walk away for the sake of my family. They were very supportive."* - Niki

Niki stayed home for exactly one year, and in 2012, when an opportunity to work closer to home presented itself, she jumped at the offer. She has been with us ever since! This year has been another milestone for Niki, as she was promoted to Operations Manager.

*"I have enjoyed every minute of it. It has not been easy, but anything worth having isn't easy. I don't tell people I have a job. This is my career, and I never thought this would be the path that my career would have taken."* - Niki

Niki supervises 48 facilities and over 100 employees. She gets her job done by being professional, courteous, and treating her team with compassion and care. One of the things that stands out to her is an atmosphere that prioritizes family values. Notably, it meant a lot to her when Erwin and Ryan reached out to her when she was experiencing difficult times with her family. She strives to show her team every day this type of compassion and care.

*"Erwin always used to ask me where I see myself, and I would say, 'I don't know, wherever the journey takes me.' But now, my thing is if he asked me, I'd say, 'Well, eventually in your chair!' I think that was what he wanted me to say the whole time, but I was always too afraid to say it."* - Niki

Niki is proudest that her associates feel comfortable coming to her about anything. She likes to repeat to her management team that you're only as good as the people that work for you, and if you treat them with the same respect that they have for you, then they'll go above and beyond for you as their leader.

*"I've been the mama, the referee, the counselor, and the financial advisor. If you have a really good manager who is compassionate and caring, it makes you feel like you make a difference as a person, and you will get better results from them."*  
- Niki

As the chair of the DEI counsel, diversity, equity, and inclusion are very important to Niki. She believes that you cannot just talk; you must also walk the walk. Accordingly, she has encouraged more people of color and women to join leadership roles since we are in a male-dominated industry.

## Leadership Requires Flexibility and Teamwork - Edward's Story

The biggest thing we've done as a company is tap into our vocational rehab programs, such as State Thrive. Such programs have been a tremendous help for us.

Edward has been with us for six years and was one of the first employees Niki hired through vocational rehab. Edward is autistic and has Down syndrome. His mother told Niki that his routine must remain the same daily. It was a learning experience for Niki to try and find the correct balance and schedule for him. She noticed that he was being trained in two different ways, and his schedule changed daily. When she implemented a consistent schedule and training, Edward flourished. He's been completing the same routine for six years. Edward loves the routine they created for him, and he loves his team members even more. He is known to be very caring to his co-workers.



*Tosha and Edward*

One of the biggest takeaways for Niki and her team is that everyone learns differently. As a leader, you have the flexibility to create the best situation for your employees to be successful.

*"I love everything about my job—especially working with Tosha [the team lead in the building where he works]!"*  
- Edward

## Some of the great community organizations we've partnered with to find exceptional employees:



- Goodwill Job Connection arena throughout the Upstate, Anderson, and Simpsonville
- Barbara Stone Foundation in Greenville
- Upstate Warrior Solution
- Upstate Father's Coalition
- S.C. Upstate Thrive
- Alston Wilkes Society
- Greenville, Anderson, and Spartanburg Vocational Rehabilitation

DIVERSITY

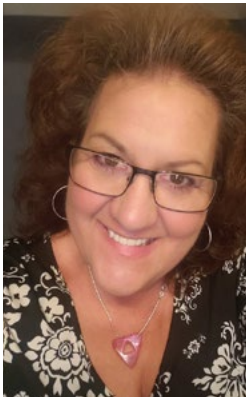
What You SEE



How You FEEL

INCLUSION 

# MEET THE DIVERSITY, EQUITY, & INCLUSION COUNCIL



**Dawn Weber - DEI Council Director**

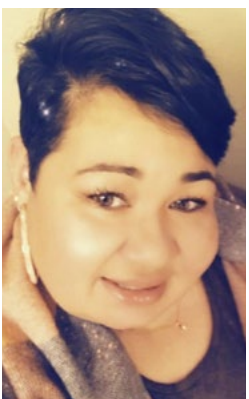
**Where are you from?** Originally from Akron, OH, 25 years ago, I arrived in Greenville, SC, by way of Benton Harbor, MI; Pittsburgh, PA; Middletown, CT; and Indianapolis, IN. I am truly a Yankee who came South and stayed.

**What are your job title and responsibilities?** During my 24 years with IH Services, I began as an engineering admin and executive assistant to our CEO Ryan Hendley and previous president Taylor Bruce and grew into Director of Creative Communications. I am grateful to have been seen and given opportunities to grow professionally (and personally) during my tenure with this company. I have learned that growth is a two-way street in the process. When you are extended a “hand up,” you need to reach back, accept that hand, and go forth full-steam ahead (even if you are privately thinking, “Can I really Do this?” Today, my title is Director of Inclusion, Learning, and Development. That means that I

have the pleasure of guiding, learning from, and collaborating with our Diversity, Equity, and Inclusion Council as we strive to create a working environment in which all our people feel welcomed, accepted for who they are, supported, and cared about, and given opportunities to grow and feel successful. I have fun every day being Zero the Hero’s biggest cheerleader as we encourage active participation in our “12 Steps to Zero Accidents” safety program and oversee, expand, and manage our online training program: A Successful Foundation – The University of Learning (UOL365).

**What motivates you to do your best at your job?** I consider myself very lucky to wake up each morning and go to a “job” that I love. After much self-reflection during my leadership development journey (which continues today), I discovered my purpose—that which fills my internal cup—to make a positive difference for even just one person with whom I cross daily. Whether face-to-face or through voice or email communication, it doesn’t matter. When someone leaves my space, I want them to remember the smile I gave them for their eyes, the ear I offered when they just needed someone to listen or the shoulder I offered when they most needed a friendly touch. I am grateful that my responsibilities with this company give me many chances each day to make a difference for someone.

**What do you want people to know about you?** I have been married to my boyfriend, Joe, for 34 years. After raising three children to adulthood, we are now empty nesters. Every day, we kiss each other good morning and good night. I am a voracious reader, and you can find at least two books in my home that I am reading at all times. I am a closet perfectionist and put my heart into my work, which sometimes means that my heart may be broken. But, hey, you only live once. If your heart is never broken, you have never loved.



**Shavonika “Niki” Yeargin - DEI Council Chair**

**Where are you from?** I am originally from Easley, SC. I am an Army brat, so I was literally raised everywhere from South Carolina to Germany and a few stops in between.

**What are your job title and responsibilities?** Operations Manager and Chair of the DEI Council. I am proud of both of these titles; I started as a general cleaner for IH in February 2003. It will be 19 years this year that I have been part of the IH family business.

**What motivates you to do your best at your job?** I am motivated by my team of associate employees. Many have disabilities, but they never make an excuse not to come to work. They are always happy to be here and do their best. It’s hard not to see that as motivation.

**What do you want people to know about you?** I am firm but fair. I try my best to see the good in everyone. I am a huge sports fan, especially football! I love to cook, and I love my family. I am the mother of four (one biological and three bonus babies) and two beautiful grandkids who I love spoiling!





### **Avery Carter**

**Where are you from?** Atlanta, GA

**What are your job title and responsibilities?** My title is Communications and Marketing Coordinator. My job entails creating a strategy for and managing the internal/ external image and messaging of our company.

**What motivates you to do your best at your job?** I'm motivated by the opportunity to use design, technology, and messaging to engage our existing and future clients.

**What do you want people to know about you?** I like gardening. Last year, I only grew cucumbers, so I'm excited to expand to other things this year.

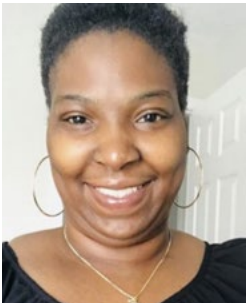


### **Andre Coleman**

**Where are you from?** Born in Fort Hood, TX, and Raised in Germany and Northern VA.

**What are your job title and responsibilities?** I am the Director of Operations for A Services Group (ASG), assisting with all day-to-day duties. My responsibilities also include ensuring all of our District and Regional Managers have the tools they need to succeed and make our clients happy.

**What motivates you to do your best at your job?** What motivates me the most is knowing each day, I have an opportunity to learn something new that can further my career progression. I would also say my teammates in the workplace motivate me. I see them come in each day and give their all, which always gives me that extra spark to do the same.



### **Felicia Dickerson**

**Where are you from?** Bamberg, SC

**What are your job title and responsibilities?** As Regional Director, I work in operations and oversee Peak accounts.

**What motivates you to do your best at your job?** Making a difference in other people's lives is what motivates me.

**What do you want people to know about you?** I want people to know that I am always willing to help or assist in any way that I can. Please don't hesitate to reach out to me if you need help with anything.



### **Barbara Glenn**

**Where are you from?** Originally from Darlington, SC, but lived most of my life in Columbia and North Myrtle Beach, SC.

**What are your job title and responsibilities?** Director of Sales, ASG Division. I am responsible for promoting the sales and retention of contracts for the ASG Division. My role with IH Services and Newbold Services is generally a partnership when they have a client needing security. My main focus is security services and video surveillance equipment sales, and I work with ASG for staffing and janitorial when we bundle services.

**What motivates you to do your best at your job?** I enjoy the varied industries I work with, securing poultry farms, resorts, entertainment, manufacturing, and distribution centers. Building relationships with clients across the country is never a dull moment. Knowing I have made every effort to secure these sites for their safety is very rewarding.

**What do you want people to know about you?** I love life and people. My job gives me a wonderful opportunity to meet people from all walks of life and hear their interesting stories.



### **LaToya Jones**

**Where are you from?** Easley, SC

**What is your job title and responsibilities?** I am a billing clerk on the Newbold Services and ProActive side. I also help my team with any other needs that they may have.

**What motivates you to do your best at your job?** My team really motivates me. I have an amazing supervisor and coworkers!



### **Beatriz Roggerone**

**Where are you from?** I am from Paysandu, a city by a river with the same name as the country where I was born, Uruguay. It is a tiny country at the southern end of South America, by the Atlantic Ocean.

**What are your job title and responsibilities?** As a District Leader in my position at IH Services, I oversee the operations of my accounts by organizing budgets, objectives, and goals to ensure that all work is performed following the contract specifications and quality standards to provide customer satisfaction. I must add that frontline employees must be included in this picture. None of this could be implemented without them, and they are where the real job starts.

**What motivates you to do your best at your job?** Knowing my team, working with our employees, and supporting them to deliver the very best to succeed. I find it crucial to be visible to them and make them aware that I am part of the team, too.

**What do you want people to know about you?** I speak Spanish and have three grown children—two daughters and a son who went through college and are on their own now. They are my pride and joy (one of my best accomplishments in life)! I love to spend time with them, which I have been unable to do lately. I am a clinical psychologist and love to learn anything, no matter how small, for it counts and makes me feel alive.



### **Kimberly Stone**

**Where are you from?** I am originally from Greenville, SC.

**What are your job title and responsibilities?** My job title is Recruiter for IH Services and Newbold Services. I work together with our Operations Leaders. Either they or their Site Managers contact me directly with a particular Site's needs for staff members.

**What motivates you to do your best at your job?** I was disabled for 22 years from the public workforce due to a host of mental and psychological disorders (mostly a broken heart from the separation from my daughter.) But, in October 2021, after being in the fetal position, in the throes of a deep depressive, suicidal state, I pleaded with God to save me and bring me back into the "light," and I promised Him that if He would, I would dedicate 22 years of faithful service to Him. Within days, He picked me up from that position, put me to work at Vocational Rehabilitation Services, and removed me from very abusive home life. He provided me with adequate transportation, a safe, comfortable place to reside with my puppy, and has been faithful to me since. I begged Him to intercede, and all of my disabilities are gone. I received my last disability check this month; I have returned to my full faculties and functioning better than ever. He meets me each morning, and I take it one step each day that He shows up for me. So, my relationship with God is what motivates me every day!

**What do you want people to know about you?** I am a very upbeat, positive Mom. I was very active in children's activities before losing my relationship with my daughter. I have always believed that "Children are Priority One." I'm civic-minded and love to be inclusive of everyone. I value helping those that perhaps are often overlooked in our society and being an active member of my community. I have traveled the world during my active-duty service with the United States Navy and by happenstance. I spent most of my military career in Italy and loved seeing all the sights and wonders the Navy afforded me. In the six months since God intervened, I have rejoined many civic organizations for the disabled and disadvantaged, including my wonderful relationship with the Kiwanis Club in Greenville. They have invited me to initiate the "rebirth" of the Key Service Clubs within the Greenville School District. I am very excited about that endeavor. I love my puppy, Wilson, aka Monkey. I am working with God to repair my relationship with my first love, my daughter. I hope to be an asset to our company well into the future.



### **Maggie Williams**

**Where are you from?** Spartanburg, SC

**What are your job title and responsibilities?** My role is to support the Sales Team/Operations/Engineers with new business proposals, questionnaires, rebids for current customers, presentations, online supplier diversity registrations, and customizing marketing material.

**What motivates you to do your best at your job?** My upbringing motivates me. I take pride in my work, and respect my teammates as they respect me. I'm also happy to have a boss who has strong leadership skills. I know I can learn much from him, and I'm excited to grow.

**What do you want people to know about you?** I enjoy a good belly laugh and try to keep my life drama-free.

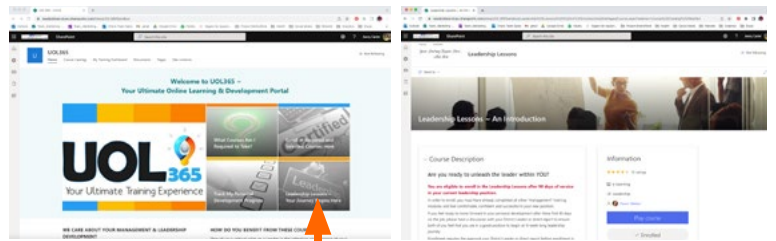
# COMPANY RESOURCES

Our Employee Assistance Program (EAP) supports employees in managing the following issues:

- Stress, Anxiety, Depression
- Parenting and Family Needs
- Workplace Concerns
- Sleep Issues
- Substance Abuse
- Legal Counseling and Mediation Services
- Financial Consultation

To access assistance, employees call 1-855-205-9185 or visit [www.liveandworkwell.com](http://www.liveandworkwell.com).

Are you looking to take your skills to the next level?  
Enroll in the UOL365 Leadership Lessons

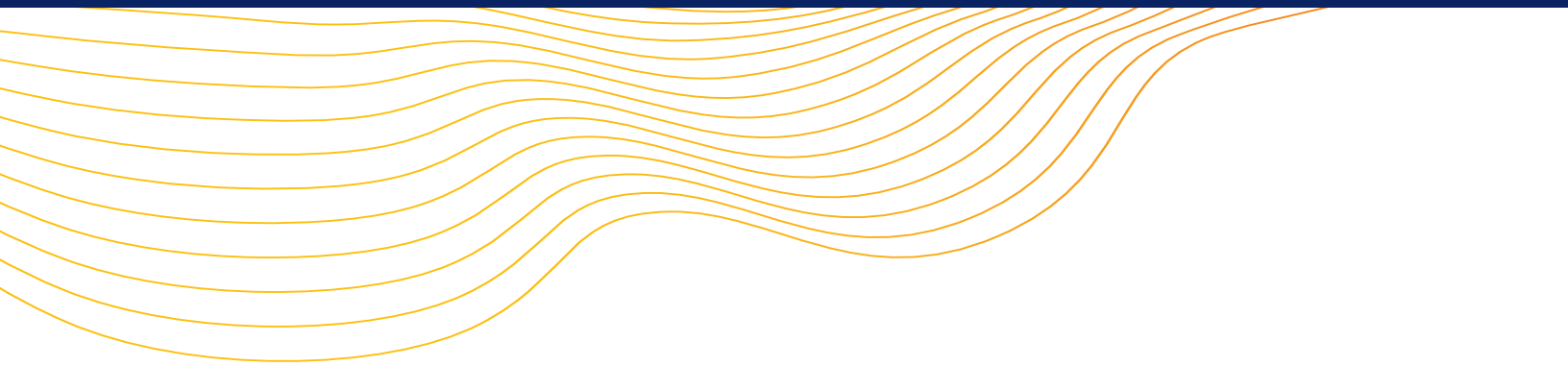


To enroll, visit our Intranet and click the "UOL365" button. Then click on the "Leadership Lessons" button. After completing the course, download and print your certificate of completion. **Contact [uol365@ihservices.com](mailto:uol365@ihservices.com) with any questions.**

Have questions about billing, equipment, healthcare, and other support needs? Bookmark the Corporate Support Contact List.



For a complete list of support topics, contact names, and emails, visit our Intranet and scroll to the "Your Corporate Support Contact List" in red.



Thank you to everyone who helped put this bulletin together. Please contact Avery Carter ([acarter@ihservices.com](mailto:acarter@ihservices.com)) and Dawn Weber ([dweber@ihservices.com](mailto:dweber@ihservices.com)) for your community and employee highlights to be featured.