

Solutions for Today's Facility Maintenance Professional

BUILDING SERVICES

MANAGEMENT

www.bsmmag.com

Vol. 11, Issue 1

January 2011

SCIENCE SAVES LIVES

Measure Cleanliness, Productivity in Restrooms

Continuous Improvement

Create Value for FM Through Safety

Flexible Cleaning

Meet Expectations With Sparkling Entryways



Continuous Improvement

Creating Value for Facility Managers through Safety

BY TIM M. MURCH, CBSE

An alarming statistic from the Bureau of Labor Statistics reveals that the building services and maintenance industry can be a dangerous one.

Even though the number and rate of fatal work injuries were down in 2009 to their lowest levels since 1992, the number of fatal workplace injuries in building and grounds cleaning and maintenance occupations rose 6 percent, according to the BLS, making it one of the few major occupation groups to record an increase in fatal work injuries. This should be of great concern to everyone involved in managing or maintaining building facilities.

As the only company to earn the Building Services Contractors Association International overall safety award for large companies with over 2.6 million hours worked in 2009, MMMM has earned this prestigious award 15 of the last 16 years.

My company, MMMM, is focused every day on constantly and continuously improving safety throughout the hundreds of facilities being maintained by our 3,500 team members in 14 states. There is a reason for this industry leading accomplishment.

In addition to our vision to be the absolute best facilities services provider, one of our MMMM core values is continuously im-

proving and innovating to deliver leading edge, safe and environmentally friendly service solutions.

Safety is led from the top with my passionate involvement, my commitment, my ownership and walking the talk every day.

Yes, safety contributes to our bottom line and is extremely important to our customers, but more important, is making sure every one of our team members goes home every day and night in the same or better physical condition than when they went to work without any injuries or accidents.

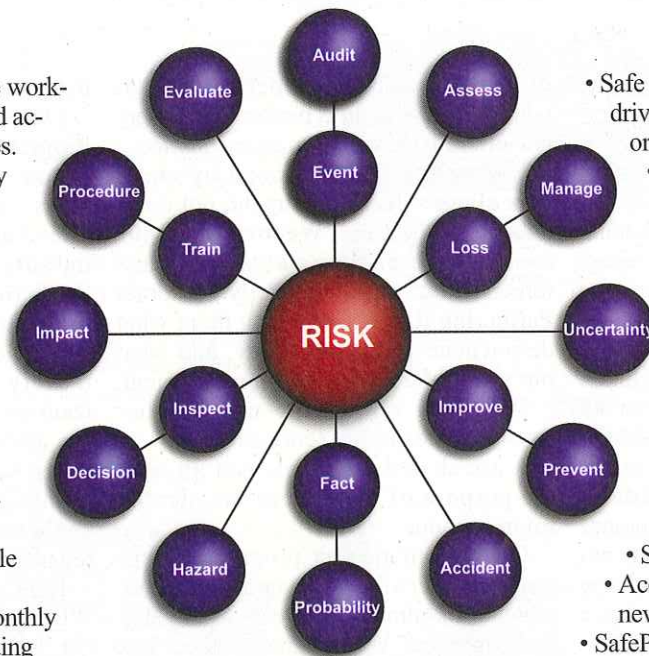
Our customers appreciate and value

everything we do to ensure we are working safely, preventing incidents and accidents at all times in their facilities.

It all happens through our many SafePath programs, systems incentives and recognition, which are managed by our Vice President of Safety and Risk Management, Tom Covilli, CIH.

They include the following:

- Safety Bingo Game with winnings of up to \$16,000 per game;
- Safety Share Program;
- Quarterly Safety Audits with detailed checklist;
- Diamond/Double Diamond/Triple Diamond Safety Awards;
- Corporate Safety Committee/Monthly Regional Board Meetings including Safety;
- SafePath Certified Managers Program (SCM);
- Team Member Safety Training Program (customized safety video and new hire check off training list);
- Good Works Tickets (includes safety);
- Annual Safety Awards; including a



- Safest Region of the Year Award, Safest Division of the Year Award, and a Loss Performance Region/Division of the Year-based on financial metrics;
- Accident-free Accounts Certificates;
- Semi-annual Driver Evaluations (MVR's, insurance check, etc.);

- Safe Driver Awards (\$100/year per driver for driving without incident or accident);
 - Pizza Celebrations for going 90 days w/out an OSHA Recordable;
 - Quarterly Safety Newsletter;
 - SafePath Alerts-unscheduled average about two/month;
 - SafePath Manual (Policies and Procedures);
 - MICCS Certification in Indianapolis (Metro Indianapolis Construction Coalition);
 - Monthly Safety Toolbox Talks at all accounts;
 - Safety Handbook;
 - Accident Prevention Checklist for all new hires;
 - SafePath Consent Acknowledgement;
 - CIMS Certification with Honors (of which Safety is a significant component);
 - Safety Performance tied to 25 percent of quarterly financial bonus score card compensation for Regional Managers;
 - Computer based E-learning Safety Training Program.
- It is very important to our customers to

know we have their interests and our team members' interests as our highest priority with these many SafePath programs that result in our industry-leading safety experience and results.

Knowing we care and do so much training along with our incentives and recognition is always appreciated by our team members, as well as our customers, especially in our corporate, industrial manufacturing, educational and healthcare facilities.

Driving continuous improvement of our Experience Modification Rate (EMR) down each year to our current .73 rate is also a priority. This allows us to be much more competitive through lower insurance premiums with our outstanding safety experience record. Many customers are now requiring a certain maximum experience mod rate as part of their bid qualification process.

These are customers with whom we speak a common safety language and culture. We are able to develop an excellent working partnership with customers who place a strong emphasis on proactive programs driving safety performance with measurable results.

We want to be as proactive as possible

in how we manage. A detailed, unannounced safety audit is performed in every one of our large accounts every quarter.

The audits are performed by members of our safety department, not operations management. We then report the results of these safety audits to our customers in our formal quarterly Customer Partnering Review, showing them what deficiencies there are, if any, and what our plan is for continuous improvement.

We also report on many other tracked, measurable score card metrics that are shared and explained all with the purpose of continuous measurable improvement.

One of our newest programs is our SafePath Certified Managers Program, which took almost two years to develop and implement. We just graduated our first class of over 30 SafePath Certified Managers. The certification involves a full examination, as well as completion of a CPR and first aid course. To pass, managers must have accident-free accounts with quarterly safety inspection audit scores of 90 percent or better. It is a very rigorous program, because we want it to be meaningfully earned, not given. Everyone needs

to be recertified every two years.

Our new SafePath Certified Manager Program is something that we are very proud of, which each manager who earns it can be proud of because it separates him or her from all others in our industry.

We run and manage safety like a separate business within our company. The time, effort and focus we spend on it every day is gratifying to us, and our team members, and gives our customers the assurance that they have a world class safety program with MMMM eliminating and reducing risks that could involve them, their employees or tenants in any way.

It is also very gratifying for me. Whenever I see a MMMM team member, I ask them how they are doing with their safety bingo game, look them in the eye and give them a big smile and tell them to have a very safe day. Every email is signed with "Have a great and safe day!" I lead with it every opportunity I get, all the time. □

Tim M. Murch, *CBSE*, is president of *Mitch Murch's Maintenance Management Co.*, (MMMM) St. Louis, Mo.