

Janitorial Services 03.27.20

Conference Call

Good Afternoon,

I wanted to take this opportunity to again thank each of you for your continued support and your service.

Personally and corporately, the Coronavirus is frustrating things around the world, the country, the region and even here within our own company. So let me encourage you to communicate with us if you have concerns or questions and do your best to follow the guidelines and keep you and your family safe.

Thank you for the feedback.

We recently provided the opportunity for each of you to provide feedback and I appreciate the comments and suggestions that have been provided. If you haven't yet taken advantage of that - please do so, we value your opinions.

With that said, I think that sometimes, we need to step back in order to move forward. This current situation, whether we like or not, has allowed us the opportunity to step back and look at things. Look at things, especially, that are important to us.

It is important, as we prepared (possibly in the next couple of weeks) to disengage from the Coronavirus, to learn from the setbacks it created.

Let me encourage each of us, to please take some time to evaluate ourselves during this time. Evaluate yourself, your position within the company, and work to find ways that you (and all of us) can do better. Each of us can do better. Each of us can add more value. Each of us can adjust an attitude that sometimes leaks out.

The bottom line, as we prepare to come out of the Coronavirus era and get back in this new year and decade, must gather something from the time that we are spending during this slowdown.

Learn something.

Find something.

Dig deep.

Make corrections.

Find areas of improvement.

Then make the adjustments and prepare to re-launch into the new year, the new decade, with renewed vision.

While I can help with the vision, only you (each of us) can find the areas that we need to make improvements.

Let's agree to do so, so that both individually and corporately, we can get back to having our best year ever!

With respect to COVID-19, I think the next few days will provide the much needed direction that we need - to begin the steps of getting back to normal. It will be a new normal, but I think that by early next week we'll have the much needed time frame so that our minds and hearts can refocus and reset.

Personally, I think we're near the peak and (at least here in Indiana) we're very close to moving forward. I don't want to give a date, but I'm thinking we're within a couple of weeks or so.

As we proceed through the virus, please make certain that we are taking our time and properly cleaning the sites that we service.

The bottom line: Our customers are counting on us to do the right thing.

Here are some reminders:

- Monitor Supplies and Equipment (advise of down or poorly working equipment)
- Help us Keep our Customers Stocked with appropriate supplies
- Pay Attention to Surfaces and Touch Points (these are the areas that any virus falls to)
- Mop floors, vacuum all carpets
- Detail all sites, area by area, detailing different sections each day
- Be sure to turn in your time sheets on time
- Be sure to turn in supply orders on schedule

Communicate concerns and questions to the office

These are unprecedented times. Help us to help you by keeping us aware of things that you have to deal with.

Victoria and I are both available to schedule conference calls tele-meetings to assist you with things that you feel you'd like to talk with us about.

***Remember to keep your essential business letters with you. We are an essential business, but you may need to prove it. Authorities are pulling people over to keep the streets clear. Be kind and show them your letters.

Folks, you're extraordinary people and you're here on purpose.

There is no need to panic.

We've got the best group of people anywhere and you are all doing a terrific job.

Communicate, keep calm and let's keep things moving forward. It won't be long and this will all be over.

Let's do something a little different this afternoon:

I'm going to open things up for a few questions:

A couple of thoughts though 1st:

1. Feedback / good to have these meetings, continue after Coronavirus
2. We need help in Merrillville, Valparaiso and other areas - immediately

In closing, I want to thank everyone for your efforts. We are learning some things (as I mentioned regarding these conference calls) that we'll continue long after the Coronavirus is gone.

Please be safe out there and continue doing your best.

Have a great day!

Jack