

DOW *Newsletter*

A PUBLICATION OF DOW BUILDING SERVICES
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Dow's Emergency Response Team handles two cases of the H1N1 Virus in Central Arkansas

Even though its still early in the month of August; The Dow Emergency Response Team led by Safety Manager David Williams has responded to two calls about confirmed cases of the H1N1 virus in three separate locations.

While Dow currently handles two of the locations' routine janitorial work; one customer knew that with a situation as serious as an H1N1 outbreak, they needed the knowledge, experience and professionalism only Dow Building Services and the Dow Emergency Response Team can provide.

When a situation as critical as an H1N1 outbreak arises, David Williams quickly steps into action. He immediately assembles a very experienced group of highly trained personnel from several divisions of Dow Building Services.

This team then develops a tactical plan specific to the layout and design of the location, then executes that plan as the situation needs.

"Our experience with disinfecting large offices and schools allows us to be ready at a moment's notice for any situation," Williams said.



Safety Manager David Williams disinfects a touch point with SteriphenII

He added, "Finding someone in Arkansas with our experience and knowledge who will respond as quickly as Dow does is next to impossible. "

"Dow has always prided itself on being at the forefront of the janitorial services industry, and handling emergencies like the report of H1N1 or flood damage are just a couple of the ways we do that" Dow Building Services President Dow Worsham II added.

"Touch points are the starting point to any disinfection program; such as door knobs, light switches, telephones and any objects regularly touched by numerous individuals," Williams stated concerning how the Dow

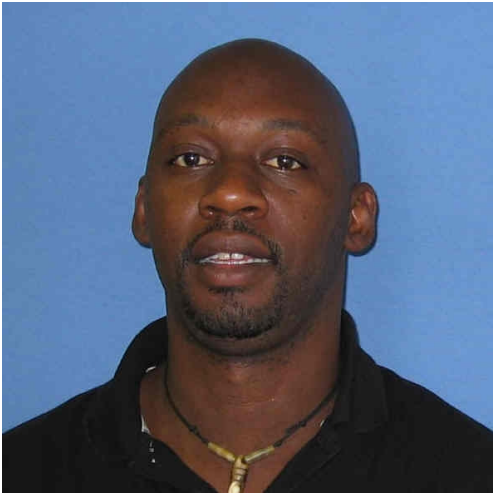
Emergency Response Team tackles a daunting task like stopping the spread of MRSA, a highly resistant strain of Staff Infection, or the H1N1 virus, commonly called Swine Flu.

H1N1 disinfection is just another service Dow provides customers in Arkansas and surrounding states. Dow's ability to respond immediately to any type of emergency clean up and disinfection make Dow the obvious choice for commercial janitorial services.

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Raymond Ragland

Raymond Ragland drives home clean vehicle award for August

Medical Assistant Supervisor Raymond Ragland is now the Clean Vehicle Award winner for August.

Medical Area Manager Todd James raves about his performance, "His truck is always spotless and he always goes the extra mile helping other supervisors keep their trucks clean."

"He has really gone above and beyond what we've asked of him since his hire in October of 2007," James continued.

Raymond is based out of the North Little Rock Office.

Across the state, people are noticing the Dow Difference

The employees and customers of Drew Memorial Hospital in Monticello have noticed the Dow Difference. In the June 12, 2009 Drew Memorial Hospital Newsletter "Drew News", Drew Memorial's Chief Executive Officer Michael Layfield mentioned the comments he heard from members of the public.

He quoted comments such as: "Your hospital is so much cleaner," and "The outside and inside look so much more

modern where in the past it looked so dark, dingy, and unclean."

The crew at Drew Memorial Hospital were not the only ones getting high praise from customers however. Carpet Cleaners Jerry Joyce and Oscar Tejada received praise from an employee of First Step Pre-school in Hot Springs.

First Step employee Carrie Morgan: "Dow did an awesome job of replacing furniture and other items in the classroom!

We came in this morning and the carpets were spotless and everything was in place!"

"Thanks so much for all you and your staff do!! I realize that we are a large facility but you guys go above and beyond to meet our needs!!" Lisa Ashburn exclaimed in a recent email to Hot Springs Area Manager Reggie Cowan.



Lucille Dexter

Lucille Dexter earns Clean Closet Award

Keeping work areas organized and clean is very important to maintaining a professional work environment and demeanor.

Lucille Dexter at Good Shepherd Retirement Center in Little Rock knows and understands the value of keeping her closet neat and organized.

Her attention to detail has not gone unnoticed by employees of Good Shepherd Retirement Center or the residents who benefit the most from her dedication.

"Since joining the Dow Team in April of last year, she has really been an asset the employees and residents are always commenting about the quality of her work, and it also has shown in the way she keeps her closet organized," said Southside Area Manager Ken Lawson.

Larry Stephens is the August Employee of the Month



Larry Stephens

August Employee of the Month Larry Stephens has made quite an impression in his 15 months with Dow Building Services.

His customers at Conway Corporation’s Plant #1 have nothing but hefty praise for him.

“He has been a very good employee during his time at Dow, and consistently shown top notch work while performing his duties at Conway Corporation’s Plant #1,” said Northside Area Manager Craig Scott.

“He is definitely a great member of the Dow Team” Scott added.

August Birthdays

Tonnie M. Barker	8/1	Tykesha L. Criswell	8/19
Robin J andrew	8/1	Phillip Hurst	8/20
Kendra R. Lawson	8/1	Danny Duane Williams	8/20
Benjamin Ellis	8/2	Todd James	8/21
Kenji D. Walker	8/2	Evelyn A. Toney	8/22
Shawn D. Williams	8/2	Anthony C.A. Robinson	8/22
Kathleen Keys	8/3	Michelle R. Rabalais	8/23
Kenneth Mayweather	8/3	Torrance T. Ivory	8/23
Sandra Garcia	8/4	Eddie Nelson Jr.	8/24
Jorge O. D. Medina	8/5	John Kotouc	8/25
Nadine R. Velasquez	8/6	Michael W. Lindsey	8/25
Shirley Hinson-Leary	8/6	Connie F. Beck	8/26
Ronald W. Kappel	8/8	William T. Ingram	8/26
Roy L. Savage	8/8	Larry J. Stephens	8/27
Karen E. Knight	8/9	Cassandra S. Goodson	8/28
Bill Porterfield	8/9	Robert P. Swab	8/29
Dale E. Wooten	8/11	Shirrie M. Ross - Swanigan	8/29
Charles R. Finlay	8/11	Christine Satterfield	8/29
Stephen Hoomstra	8/12	Patricia A. Wiley	8/29
Ronni K. Trojcek	8/12	Steven R. Bedford	8/29
Gene A. Benson	8/13	Sandra Nelson	8/29
Robby Matthews	8/13	Mike Bryant	8/31
Earlene Honeywell	8/14	Ram on Ponce	8/31
Maria E. Peralez	8/18		

Dow Anniversaries

Tonia Harvey	7 Years	Melvin Howerton	2 Years
Margie Dale	7 Years	Sharon Howell	1 Year
Linda Elias	6 Years	Anthony Clift	1 Year
Christine Satterfield	6 Years	William House	1 Year
Ryan Sanders	5 Years	Marvin McDonnell	1 Year
Dorothy Scott	5 Years	Katessia Perry	1 Year
Leabert Parker	5 Years	Lisa Ellis	1 Year
Billy Fletcher	4 Years	James McGee III	1 Year
Tonnie Barker	3 Years	Rose Childress	1 Year
Roy Savage	3 Years	Antoinette Patterson	1 Year
Linda Favre	3 Years	Jerry Joyce	1 Year
Robert Trotter	3 Years	Jorge Alvarado	1 Year
Teresa Ramos	2 Years	Brandi Bentley	1 Year

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DOW would like to recognize some of our newest divisions and outstanding partnerships that have helped us become the “Total Maintenance” provider we are today.

To inquire about services or special pricing contact Robby Matthews today at 501-791-2900 or robby@dowservices.com.

