

# CEOs WHO 'GET IT'



**WAYNE E. SIMMONDS**  
**CHAIRMAN OF THE BOARD**  
**FBG SERVICES CORP.**

**F**BG SERVICES CORP. is an employee-owned janitorial, building maintenance and management contractor. Based in Omaha, NE, FBG employs 1,700 workers.

## How does safety "pay" at your company?

Safety pays for FBG in ways similar to all companies. Reducing environmental and occupational hazards reduces accidents and, in turn, liability claims incurred by employees. FBG has been very proactive in this area, as evidenced by our adoption of "green cleaning" several years ago. Incorporating environmentally and people-friendly cleaning products, and constantly evolving procedural improvements, helps to maintain a healthier working environment for all employees – our clients' and our own.

As an employee-owned company, our people have a unique understanding of how safety pays because every dollar spent on workers' compensation claims are dollars that do not go to the Employee Stock Ownership Trust. Above that, FBG's culture is one in which each employee is accountable for his or her own protection – as well as each other's – in both physical safety and financial security.

## How do you instill a sense of safety in your employees on an ongoing basis?

As a janitorial and building maintenance company, safety is integral to our job performance. Safety is included in new-employee training, in supervisors' meetings and in our monthly newsletter. All FBG branches have safety committees that conduct monthly safety briefings. When accidents or incidents do occur, this provides a thorough investigational protocol to discover the root cause of the incident and to execute prevention procedures.

FBG managers address safety issues when designing all new cleaning programs. The safety assessment phase includes looking for possible hazards such as potential slip-and-fall risks, ensuring that the chemicals used are Green Seal certified, and that ergonomics issues are considered when ordering cleaning equipment.

FBG embraces the benefits that green cleaning offers. We have modified our training program to include the techniques involved in the use of lighter equipment, less materials handling and fewer harsh chemicals.

## How do you measure safety?

FBG is a registered ISO 9001:2000 company. To maintain this status, we are required to address safety performance and improvement on an ongoing basis. FBG has an additional set of eyes looking at safety as well – internal and third-party registration auditors – to ensure our procedures adhere to the strict ISO regulations monitoring workplace safety.

A safety component in our Balanced Scorecard measures our incident rate, number of accidents and number of days to report. Internally, this is how we measure and report performance effectiveness to our management team.

## How important is off-the-job safety to your company's overall safety program?

It's very important, because our employees essentially are the company. We continually reinforce the benefits of a healthy lifestyle in a number of ways – by dedicating pages exclusively to quality and safety in our monthly company newsletter, and by maintaining an ongoing safety dialogue at each branch and in all management meetings.