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## **Exceeding Expectations, Part II**

The **TEGG Key Strategic Essentials** were established to help every TEGG franchise grow their business. We aim to illustrate how each essential can help you do that through implementation of the TEGG system. In this month's feature, we will spotlight *ThinkSafe* to help you succeed in **Exceeding Expectations**.

## **Operational Excellence – Exceeding Expectations**

## ThinkSafe

While we're always striving to exceed our clients' expectations and provide the best service possible, it's extremely important to make sure we're meeting those needs while remaining safe. We have to always keep safety on the forefront, and make sure that everyone takes time to ensure they work safely every day.

ThinkSafe program highlights and promotes safety initiatives. The goal is to make sure we think about safety every day, recognize what could cause an accident, and what we can do to prevent accidents.

ThinkSafe is a three-tiered way of thinking about safety by focusing on people, materials and the environment. The focus on people is to create an injury-free work environment for employees, clients and the public. Material safety aims to prevent incidents by properly using tools, equipment and supplies, while the focus on the environment is to help recognize hazards impacting workplaces and the planet.

Accidents can happen at any time, but by stopping to take a moment to reflect on how to be safe and work safely, we become more aware of our surroundings. Hopefully, this translates to a lessened accident risk.

We're working to keep safety on the forefront with not only ThinkSafe, but also the ABM Franchising Group Safety Site.

The site offers an array of safety-related materials, including valuable OSHA, HVAC and Electrical Safety articles, the Safety Data Sheets Library, tips, safety statistics and OSHA updates. It also offers materials to help you promote safety within your office, including the <u>Safety Absolutes</u>, <u>Employee Safety Posters</u> and <u>Reminders to ThinkSafe</u>.

The site will be updated and supplemented on an ongoing basis to ensure the most up-to-date safety-related information is available to help conduct safety meetings and meet OSHA Standards.

The ultimate goal is to make sure safety remains on the forefront so everyone who comes to work makes it home safely, every single day.

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