Newsletter Content

**[PAGE 1]**

**HED: Walk This Way to Comply with OSHA 1910 Subpart D**

**DEK: What the updates to the walking working surfaces regulation means for you.**

It’s been over a year since OSHA published its final ruling on the 1910 subpart D “walking working surfaces” regulation. Among the many requirements is that building owners now must have certified anchorage points for employers (vendors accessing the building’s façade) utilizing rope descent systems (RDS). Since that time, OSHA has also issued a temporary memo to field agents outlining the following:

* The original one-year allowance for achieving compliance was overwhelming the fall protection industry, leading to delays and potential disruption to normal building operations.
* OSHA deemed that as long as building owners were taking actionable steps towards compliance and the employer was taking all steps to safely comply with all OSHA regulations, then a temporary grace period would be granted to the owner.

Here in the Carolinas and southern Virginia, we have seen a tremendous response from our clients in regards to becoming compliant or take meaningful steps towards doing so. OSHA did not cite a specific timeframe for the allowed grace period. Since the premise of OSHA’s leniency is based on the availability of qualified fall protection engineers to provide the required service, we highly recommend that you implement plans for your properties to achieve 100 percent compliance within the next few years.

*Questions? Please contact JD McGrath at 919-757-1147 or* [*jdmcgrath@scotties1.com*](mailto:jdmcgrath@scotties1.com)*.*

**[PAGE 2]**

**HED: Scottie’s Perspective**

**DEK: “What got you here, won’t get you there,” and other myths.**

As a young professional, I read or listen to as many motivational and success books as possible. “What Got You Here, Won't Get You There: How Successful People Become Even More Successful” by Marshall Goldsmith/Mark Reiter, is one that’s stuck with me as I try to redefine and expand upon Scottie’s exceptional reputation—how we got it, what it takes to maintain it, and what it means for our staff and clients.

In the book, the Goldsmiths posit that the mindset that propelled you to where you are today—wherever that may be—will not keep you there, nor guarantee that you reach new heights of success.

Since stepping into a new leadership role, finding new ways to build on the loyalty and reputation that our family has sustained for over three decades is always top of mind. Scottie’s will support any new initiative my team and I come up with, as long as it fits within our corporate mission: “**Providing a service that is safe, effective and economic, on a consistent basis”.** Also, it must be consistent with the corporate tagline that is so important to our founders: **“Service above the expected”.**

Our growth plans have been modest, yet steady. My vision is to grow Scottie’s organically—not by re-inventing wheels, or opening new markets, but rather by expanding upon the value added services that we provide to our existing loyal clientele. Our core service and “what got us here” is providing exceptional window cleaning services.

Over the past five years, we have experienced a 300% increase in our pressure washing services. We continue to evolve and expand our parking deck maintenance program for our existing clients, and we are proud to be considered as the go-to vendor for exterior glass and metal restoration within our industry.

I understand and appreciate Goldsmith and Reiter’s message in their aforementioned book—that reaching the next level of success may require diverging from what led you to success in the first place—but I can’t help but feel that Scottie’s is an exception. As I reflect on “what got us here,” I always come back to one important entity: our loyal clientele. In fact, what got us here will *most certainly* get us there. Thank you!

**[PAGE 3]**

**HED: 4.3 84 5 1 New Year, New Curb Appeal**

**DEK: Looking forward to a sparkling clean 2019? Look no further.**

**By Dakota Taylor, VP of Sales**

Throughout the United States, hundreds of millions of dollars are spent annually on landscaping, plantings, and hardscaping in the name of curb appeal. That’s why I am so excited that our annual Sidewalk Cleaning Program is entering its second year. A newly cleaned sidewalk is often the missing link to a property’s curb appeal. This low-cost, high-impact service delivers the final touch to a freshly landscaped property.

Introduced exclusively to our existing clients last year, the annual Sidewalk Cleaning Program has been well-received, with most clients’ reaction being “Yes! This is an easy decision.” In comparison with Scottie’s core services, this program doesn’t contribute significantly to our revenue stream. But its impact reaches far beyond the bottom line. Our team is excited to be of service in another capacity while at your property to clean windows. Combining the two services is convenient and economical to the client and helps differentiate Scottie’s from our competitors.

In keeping with the spirit of curb appeal, Scottie’s is embarking on another exciting initiative this year. We are adding a dedicated low-rise/monthly service technician to each of the markets we serve. Our clients’ routinely allocate funds for an annual exterior glass cleaning of the entire property. That’s money well spent—not doing so leads to heavier staining and results in costlier restorative cleaning later on.

With our new low-rise technicians in place, we are able to offer a competitive monthly service for the much needed high-visibility areas of Class A properties. The glass areas such as main lobbies, cafés, and other spaces can now be professionally cleaned monthly at a surprisingly reasonable cost, and making them easier for the day porters to maintain.

**[PAGE 3]**

**HED: Project Profile**

**DEK: Mint Street Parking Deck**

An initial deep cleaning is a more comprehensive and labor intensive cleaning than the regular annual maintenance deep clean, and is typically needed due to annual maintenance deferment. That was the case with the Mint Street garage, where Scottie’s partnered with Balfour Beatty General Contractors (working on behalf of JLL and Duke Energy) to perform a complete initial deep cleaning of this parking deck. Scottie’s proposed the initial deep cleaning of all flat surfaces, along with the exterior façade, ceilings, pipes and conduit, and interior walls.

The Mint Street project had no shortage of challenges. Among them were a short timeline for project completion, busy vehicular traffic patterns, and the fact that the deck serves as the primary parking destination of the Carolina Panthers—who had three home games taking place during the time span of the cleaning project. Scotties management took all this into consideration, structuring labor, supervision, management, and equipment in a way that safely and effectively delivered the project on time and within budget.

“Scottie’s was able to give me the tools needed to convince ownership that an initial deep cleaning of the deck was required to bring it back to life, says Balfour Beatty’s project manager. “They also provided an industry standard deep cleaning schedule to keep the deck in pristine condition,” he continues. “From there they were able to mobilize quickly to meet our quick turnaround and completion deadline. They exceeded my expectations in all regards.”

**[PAGE 4]**

**HED: Employee Spotlight**

**DEK: Derek Mazzetti Recently Promoted to Regional Operations Manager.**

Derek has been with Scottie’s for \_\_\_\_ years, starting as an assistant manager in our Charlotte branch, then becoming the first full time Specialty Division Manager, in charge of pressure washing, parking deck maintenance, and glass restoration projects. Derek has also been responsible for the initial development of policies and procedures, staff training, project planning, and daily operational tasks. His forethought and attention to detail have undoubtedly contributed to the success of Specialty Service of Scottie’s.

Derek’s strengths and abilities make him a natural choice for his new leadership role. He will lead the Raleigh, Virginia, and Specialty divisions of Scottie’s, in tandem with our long-time VP of Operations, Gary McGrath. When not working or thinking about Scottie’s Derick enjoys hiking with his dogs, spending time with his family, and working on home improvement projects.

**[PAGE 4]**

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