



## Newsletter

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Summer 2017

## JLL Presents Harvard Services Group with their Coveted Supplier of Distinction Award

We are extremely proud to announce that Harvard Services Group was awarded the highly coveted JLL Supplier of Distinction Award (SODA) this past March during the JLL Management Conference in Phoenix.

The award was given in the Product/Service Excellence category. It's a very special honor as JLL only recognizes six companies per year out of their thousands of suppliers. The nominations come directly from the individual account teams. This year, Harvard was nominated by two account teams, Duke Energy and ComEd.



Left to right: Scott Hartley, William Pennell, Gerry Morin, Denver Clark – JLL Chief Procurement Officer, Nathalie Doobin, and John Rowley

JLL values their SODA awards, stating, "JLL is committed to identifying the industry's leading vendors and building strong partnerships with them. We understand how critical our suppliers are to delivering quality, reliable service and real value to our clients. To recognize our partners and industry leaders for helping us deliver the highest caliber of service, value, and innovation to our clients, we launched the annual Supplier of Distinction Awards (SODA) Program."

The Duke Energy team nominated Harvard because of the excellent response and support that our team provided in the aftermath of Hurricane Matthew, which hit the Carolinas extremely hard. Harvard assisted Duke in the monitoring and clean-up of their facilities while helping them execute their business continuity plan. The ComEd account team recognized Harvard for taking over eighty plus buildings with a week's notice as their existing supplier was going out of business. It was a major undertaking, but our team rose to the occasion and made it happen.

We are very proud to have won this award and to have been able to accept it on our team's behalf. Although our Chicago and Carolinas teams produced heroic efforts in exceeding these clients' expectations, this is truly a company wide win as many functional groups helped in both of these endeavors.

## MESSAGE FROM THE OWNERS

There is no doubt that we are in a tough business where we often hear more complaints than compliments. That's not because our employees aren't delivering great service or satisfying our clients' needs on a daily basis, it's simply because people are busy and great service from Harvard is an expectation. Getting compliments isn't easy, but it gives us great pleasure when our employees are singled out for their outstanding efforts. It's even more special when a team of our employees are working together under tough circumstances.

We couldn't be more proud of our Chicago and North Carolina teams for helping us win the 2016 JLL SODA award. It's a true testament to our Client Focus and Accountability core values. It's also exciting to know that behind the scenes there are hundreds more of our talented employees who contributed to these successes. As the old saying, "there is no 'I' in team." That couldn't be any more accurate than at Harvard!

- Nathalie R. Doobin - Stanley K. Doobin

## SAFETY NEWS

### Meet Our Environmental Health & Safety Team

At Harvard, our comprehensive safety management strategy is designed to provide continual improvement in safety across every facet of our operations. Our mission is to create a safety-conscious environment and culture that protects our people and our clients, as well as minimizes risk. Meet your team:

#### SAFETY TIP

The median cost of a claim reported on the same day is 25% less than those reported within one week after occurrence.



**Jim Sweeney, ARM**

Director Risk Management & Insurance



**Gabrielle Hansen**

Manager, EH&S  
Southeast



**Oscar Rodriguez**

Manager, EH&S  
Midwest



**Yasser Rady**

Manager, EH&S  
Southwest



**Marshall Grissom**

Manager, EH&S  
Phillip 66, OK



**Ronna Thorson**

Manager, EH&S  
Minnesota



**Natalie Jimenez**

Workers Compensation Coordinator



**Dennis LaHood**

Manager, EH&S  
Northeast

# 5<sup>TH</sup> ANNUAL MANAGEMENT MEETING

## 5<sup>TH</sup> Annual Harvard Management Meeting – Strengthen Our Core

In early May, Harvard held its fifth annual National Management team meeting in Florida. It was attended by our top managers from across the country. In addition, we had over forty employees from our Corporate and Fort Lauderdale offices join us on “Corporate Day.” It’s exciting to see our growth as an organization with over a hundred and twenty people in the room!



*With a focus on Safety, each session began by awarding a prize to the first person to correctly answer a safety question.*

Each year we use this meeting to galvanize our management team on our top priorities and to reinforce key principles that define our success as an organization. It was another fantastic three day event!



*Harvard Team during round table exercises*

This year, our meeting theme was Strengthen Our Core. We covered a number of topics under that theme, but the principle topic was focused on our true core – Our People.

In support of our People First Core Value and culture, we discussed (at length) how we are using our three key People pillars to engage our employees at deeper levels throughout the organization. Our three People pillars are:

**Driving Strong Core Values throughout our Organization:** they are the backbone of our business and drive our daily decision-making as well as our internal and external relationships.

**Living our Inverted Pyramid™ Everyday:** ensure that our people feel valued, are given the resources to be successful, and are empowered to execute flawlessly.

**Focusing on Employee Engagement:** we clearly understand that an engaged employee is happier, produces better results, and is more likely to stay with our company over the long-term.

Focusing on these three pillars, we continue to make monumental strides as an organization and are working hard to continue to evolve as a business while never forgetting the fundamentals that got us to our current place. Our future has never been brighter as an organization and we are looking forward to continued support and growth of our employees while providing exceptional service to our clients.

Thank You Sponsors  
for helping to  
**STRENGTHEN OUR CORE!**





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# MANAGEMENT MEETING HIGHLIGHTS

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## Developing Skills, Confidence, and Improved Performance through Training

Last November, the Harvard Leadership Team set the strategic growth plan for the next ten years, whereby Harvard will be recognized as the industry leader with empowered employees delivering transparent, metrics-based service. As part of that work, we spent a tremendous amount of time discussing resource requirements to reach our stated goals.

The Harvard Companies' continued growth and long-term success are leading us to invest further in our number one resource, our people. As such, we have created a dedicated Training & Development Team to address all of Harvard's Learning initiatives. These solutions will enable our teams to deliver and influence business outcomes according to our Core Values.

Our enhanced employee training and development program will address many aspects of workplace learning, such as specific knowledge, skills, behaviors required to meet a field employee's current job performance expectations, and preparing him/her for future opportunities. In addition to an enhanced field program, the new team will be responsible for information dissemination on various topics, including compliance, leadership development, employee on-boarding as well as enhanced technology and processes implementation.

To lead the effort, we recently promoted Gabby Hansen to the position of Training & Development Manager. Gabby has a long history of field safety training experience and service effectiveness at Harvard. Since 2009, she has helped our teams perform their duties safely and implement performance improvement changes that increase client satisfaction. We understand high performance is linked to success, and we are proud to promote someone with first-hand experience in knowing what it takes to positively impact our employees' adult learning needs.

Gabby is extremely excited to be in her new role. She stated, "I have always had a passion for training and the development of our employees. I can't wait to take that passion and help build our training function into a world class group that helps enhance our People First culture." Congratulations, Gabby!



*Gabby demonstrating the benefits of proper training methods.*

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## CELEBRATIONS

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### Congratulations on Your Citizenship!



Kul and Durga Adhikari, along with their three children, came to America in 2009 from their home country of Bhutan, looking for a better way of life.

Kul joined Harvard in 2015, and Durga in 2016. Today, they work together at our client's site (Travelers) in Minneapolis, MN.

Both have expressed their gratitude for the culture at Harvard, stating they have always been treated with respect.

We congratulate them on receiving their United States' citizenship. Kul received his citizenship on 03/29/2017, and Durga on 09/06/2016.

### 2017 Service Partner of the Year



Congratulations to Sandra Schadeegg for being awarded BOMA's 2017 Service Partner of the Year Award for Greater Minneapolis.

The Service Partner of the Year Award honors employees of BOMA member service provider companies who have demonstrated superior customer service and professional expertise and who have demonstrated initiative to stay on the leading edge of their own business through training, development, and involvement in the industry.



Sandra has been a member of BOMA since 2001, and previously served a two-year term on the Board of Directors, representing the service provider members.

# LIVING OUR CORE VALUES

## Living Our Core Values Nominees

Harvard's Core Values provide our business with important direction. They guide our daily interactions with each other, our suppliers, and our clients. Our goal has always been to have our Core Values as an important part of our culture, not just a set of words that hang on the wall. To help ensure they in fact become culture, we have set up an easy to use site, <http://intranet.harvardmaint.com/livingcv>, where our employees can go and nominate a fellow employee, supplier, or client that they see living our Core Values in support of our business.

Below are the nominees from December - May of 2017. We congratulate them on their special contributions and for living our Core Values.

Nominee	Core Value	Key Result	Nominee	Core Value	Key Result
Alaska Sween	Accountability	Business Continuity	Hyllon Earle	Accountability	Business Continuity
Amado Cruz	Client Focus	Improved Safety	Jennifer Henriquez	Teamwork	Cost Control/Containment
Amanda Hughes	Teamwork	Cost Savings	Jordy Paulino	Accountability	Business Continuity
Anatalia Estelritz	Client Focus	Customer Satisfaction	Joseph Brown	Accountability	Business Continuity
Andrew Argos	Teamwork	Business Continuity	Juan Quintero	Accountability	Business Continuity
Anthony Roberts	Accountability	Business Continuity	Julio Artilles	Accountability	Business Continuity
Aron Rosenfeld	Accountability	Business Continuity	Krystal Brown	Client Focus	Customer Satisfaction
Bruce Bender	Accountability	Business Continuity	Lilia D. Sanchez	Client Focus	Customer Satisfaction
Carlos Ortiz	Accountability	Business Continuity	Luis Valencia	People First	Business Continuity
Carlos Ortiz	Safety	Customer Satisfaction	Marta Granja	Teamwork	Process Improvement
Chris Wasley	Teamwork	Performance Management	Milton Cordero	Accountability	Business Continuity
Dan Quick	People First	Customer Satisfaction	Noel Oriol	Accountability	Business Continuity
David Neibaur	Accountability	Business Continuity	Oscar Rodriguez	Teamwork	Customer Satisfaction
David Pierre	Accountability	Business Continuity	Pilar Arizmendi	People First	Business Continuity
Debbie Buttles	Client Focus	Customer Satisfaction	Philip Bangcaya	Teamwork	Business Continuity
Delton Wildman	Accountability	Business Continuity	Preminand Kooblall	Teamwork	Customer Satisfaction
Donovan Hurst	Accountability	Business Continuity	Radwan Saleh	Client Focus	Improved Safety
Elijah MacKay	Teamwork	Customer Satisfaction	Rafael H. Siciliano	Client Focus	Customer Retention
Elisa Garcia	Accountability	Business Continuity	Roberto Abreu	Accountability	Business Continuity
Emma Santiago	People First	Community Involvement	Rodolfo R. Alvarado	Client Focus	Customer Satisfaction
Ericka Silva	Client Focus	Customer Satisfaction	Sean Barth	Client Focus	Business Continuity
Evan Christon	Accountability	Business Continuity	Senyo Adjabeng	Accountability	Business Continuity
Felicitas Bueno	Client Focus	Customer Retention	Sveto Milicevic	Teamwork	Customer Satisfaction
Gary Jaquez	Accountability	Business Continuity	Thremane Henry	Accountability	Business Continuity

## And the Winners Are!

The Harvard Leadership Team carefully reviews each nomination received and has picked three exceptional Core Value winners from within our companies.

COMPANY	NAME	CORE VALUE	ACTION
Harvard Maintenance	Ericka Silva	Client Focus	Recognized by our client at Amazon/DFW with a gift card for her outstanding ethics and performance.
Harvard Protection	Elijah MacKay	Teamwork	These men diffused a serious situation and helped NYPD apprehend an aggressive homeless man who forced his way into the command center and set fire to some papers.
Harvard Protection	Preminand Kooblall	Teamwork	



# SUSTAINABILITY CORNER

## Earth Day 2017 - A Growing Success

Earth Day is celebrated annually on April 22nd. It is a global event that raises awareness for environmental protection and celebrates sustainability initiatives worldwide. At Harvard, through our own sustainability initiatives and practices, we support the Earth Day cause on a daily basis. As one of the nation's premier CIMS and Green Seal 42 certified organizations, Harvard provides sustainability benefits as a standard service offering to our clients. In addition, we promote human well-being and work life balance while working to improve the health and wellness of our clients' indoor environments. We are proud to have Sustainability as part of Harvard's unique culture.



712 Fifth Paramount Group - NYC, Kevin Tan



Brookfield 75 State Street-Boston  
Jordan Racine-Brookfield APM, Amy Bush-Brookfield  
VP Operations, Brigitte Barrow, Brookfield Property  
Assistant, Isabel Rego, HM Account Manager



The Atrium at Thompson Center  
Chicago IL



Centennial Lakes Office Park - MN  
Ramon Gomez & Randy Howes



303 E Wacker - Chicago IL, Donna Kezak



Northland Center - MN, Judith Vega



AON - Chicago-Kate Krolicki,  
Karen Camerano, Pilar Arizmendi



1 Liberty Plaza NYC - Jason Lee with  
Shelly Wilson & Brookfield team



Jason Tillman - Houston Texas

## Industry Leadership in Sustainability

On March 29, 2017, CBRE Florida asked Harvard to present at their Statewide Asset Manager meeting. Jason spoke about innovation within the sustainability community, including live demonstrations with the latest engineered wireless vacuums that Harvard Florida is exclusively beta testing in the field. Cara demonstrated HarvardSmart® dashboard build-outs from our Service Excellence team. Lauren shared some Earth Day tenant handouts with the CBRE team, along with a brief overview of Harvard and our value added proposition.



Jason Lee, Directory Of Sustainability Harvard, Cara Eisenbath, Service Excellence Manager Harvard, Lauren Stephenson, Vice President Harvard, Patty Nooney, Senior Managing Director CBRE, Bill Davis, Associate Director CBRE, Chris King, Senior Engineering Operations Manager CBRE, Michael Williams Director CBRE.

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# HARVARD SECURITY NEWS

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## Physical Security Services

Harvard Protection Services provides customized Physical Security Services, tailored to the unique needs of each client. Physical security is the protection of personnel and facilities from physical actions and events that could cause serious loss or damage to an enterprise, agency, or institution. This includes protection from fire, flood, natural disasters, burglary, theft, vandalism, and terrorism. These measures are proactive in nature and designed to avert risk.



## Technical Security Solutions

Harvard's security professionals can design and deploy a variety of technical countermeasures and virtual safeguards to minimize risks that could compromise personal property, facilities, human capital, and ultimately the proprietary brand of an organization. Among the platforms we can deploy to enhance a facility's physical security are: Mantraps, Electronic Monitoring, Alarm Systems, Detective Controls, Interior/Exterior Walls/Doors/Locks, Perimeter Fencing, Logical Access Control Cards/Credentials, Drone Guards, and Magnetometers.

## Emergency Preparedness Strategies

To protect a business investment, a solid emergency preparedness plan can help a business to survive and recover from a disaster.....whether a natural disaster, fire, weather-related catastrophe, power outage, or data loss, companies need to ensure that they are ready to respond. Harvard's security professionals work with clients to develop comprehensive strategies to lessen the impact of disaster or catastrophic events, and to allow a business to survive. Successful preparedness requires detailed planning, periodic stakeholder training, and mutual cooperation among internal and external crisis management coordinators. It also requires robust public and private sector partnerships. Harvard's core is made up of individuals specifically experienced in mitigation, preparedness, response, and recovery planning, ensuring a strong foundation for successful emergency preparedness strategies.

## Access Control & Credentialing

Access control and credentialing systems are crucial elements of an enterprise protection model. An abundance of technologies and products are available that can ensure that an environment is secure, and that access to facilities and sites are controlled, monitored, and managed according to unique business requirements. Harvard Protection Services assists clients to select and deploy the appropriate levels of access control and credentialing, and to match available technologies with desired levels of enterprise security.

## Mail/Parcel/Package Chem-Bio Screening

In today's threat-rich environment, it is all too routine that threatening letters and parcels are mailed to corporate and government offices. Thankfully, most of these items are simply inconvenient and nuisance mailings, however, some are not. A small percentage of such deliveries can cause damage, and may even be filled with deadly biological toxins that can cause serious bodily harm or death. In order for Harvard to offer full scale enterprise protection services to our clients, Harvard has developed a strategic alliance with the SoBran, Inc. team to provide comprehensive mail, parcel, and package screening and operational support for organizations and corporations. Harvard will work with our clients to identify the most cost-effective, scalable solution to address this vulnerability and provide seamless business continuity operations.

*In our next Newsletter, we will feature Guard Force Protection, the fourth of five core competencies of Harvard Protection Services.*



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## SAFE BUILDING AWARD

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### Congratulations to our team at 350 N Orleans St. Chicago, IL



**Left to right:** Carlos Rodriguez, Danuta Jaros, David Phipps, Cecilia Pabijan, Anthony Leonard and Russell Montague **Not shown:** Erika Oliva

The Safe Building Award is given to the Harvard location that conducts its work in the safest manner possible. Each Harvard employee in this building receives a \$100 bonus for working safely with no accidents.

Congratulations to each of you for your efforts and success in workplace safety!

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## CROWN AWARD

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### Congratulations to our team at Paramount-712 5th Avenue, New York, NY



**Top row, left to right - Night Shift:** Jimmy Mendoza, Juan Cumpa, Cesar Cardona, Jose Diaz, Carlos Sanchez and Luis Carlos Lopez  
**2<sup>nd</sup> row, left to right - Night Shift:** Domenika Guni, Elsa Bonifacio, Thelma Francisco, Maria Lekocevic (supervisor), Amparo Gutierrez, Fatirije Melani and Rosa Delgado **3<sup>rd</sup> row, left to right Day Shift:** John Moore, Amela Bacovic, Donald Medina, and Walter Fernandez  
**Not shown:** Andre Calderon

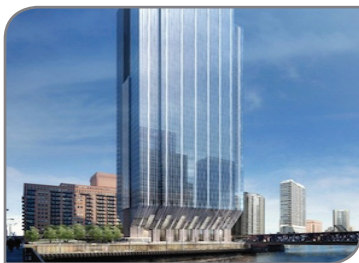
The Crown Award recognizes the building with the highest overall quality and performance.

Each Harvard employee at the winning building receives a bonus of \$100 for his/her dedication and quality of work. Categories are: safety, overall cleaning quality, equipment care, number of cleaning complaints, supply usage, attendance, tardiness, and personal appearance.

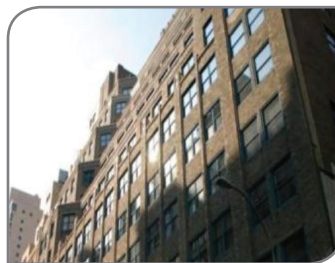
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## NEW CONTRACTS

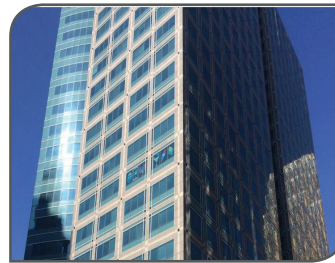
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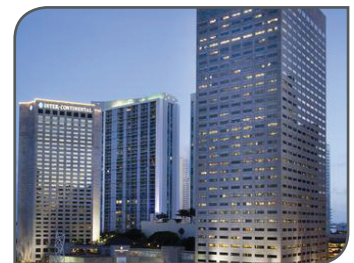
**150 N Riverside**



**A&E Networks**



**Ameriprise**



**Citigroup Center**

- ✓ FL: Datan
- ✓ FL: Citigroup Center
- ✓ IL: 150 N. Riverside
- ✓ IL: 2 North Lasalle

- ✓ IL: Parkway North
- ✓ MN: 435 Phalen Blvd
- ✓ MN: Ameriprise
- ✓ MN: Millwright Building

- ✓ MN: West End Office Park
- ✓ NTL: LabCorp
- ✓ NJ: 744 Broad St.
- ✓ NY: A&E Networks



# CLIENT APPRECIATION

The Day Porter you supplied with is just wonderful. She picks up on things very fast and takes the initiative to find things to do. My GM, Bob Matthews was here and he even commented on how busy she keeps herself. She really is a great addition and has eliminated so much of the work that I had to do before. Thank You!!!!

— Evelyn Smith | Duke Energy

Just wanted to commendate your cleaning crew. Yesterday, two \$20 twenty dollar bills must have fallen out of my pocket in my personal office. When I got to work this morning, they were sitting on my desk. Thank you to your staff for their integrity.

— Michael R. Richmond | Heller & Richmond, Ltd

Please see the note below we received from one of our 2nd floor tenants. "I want to compliment and thank you on the great job that was done steam cleaning the side chairs in the offices!!! It brought new life back to the chairs."

— Fran Wright, RPA | Piedmont Office Realty Trust

Michael is my absolute favorite! I have a large class of 28 and am working hard at keeping this room clean...Michael heard me talking about the floors and asked how he could help. I explained to him .... how important it was to keep this room clean. He told me he would taken care of it.... He comes and checks on me all the time. He's really attentive and is great at making sure this room and the carpet stay clean. Never with any of the cleaning crews in the past have I ever had one of them engage in conversation with me or even ask what they could do to help. Michael truly is a great guy and is always smiling when I see him. He's definitely an asset to the crew and I hope to see him around for a long time to come.

— Cindy McCauley, Analyst/National Health Plans | Humana

I wanted to take the time out and thank you and your team not just for the past 3 days, but for the overall efforts we have seen. This morning at our 9AM (meeting), your team received a great call out regarding how much of a difference we have seen overall and also calling out they have never seen the floors this clean. Thank you to you and please say thank you to your team as well!

— Rebecca Ruiz | Amazon

I wanted to recognize the special helpfulness of an individual – Alina - who helps keep our offices clean. I know Alina as I often work late; she keeps our work space immaculate!

On Thursday, I asked Alina if she had run across my co-worker Joy Hardwick's lost earring. On Friday morning, I had a post-it note on my desk with an earring found on our floor. This was it!!! Several of us had already done a thorough search... I know Alina must have searched hard to find the earring. I don't know of many individuals who would have taken such initiative while doing their usual job so well.

— Alina Wisniewska | US Cellular - Chicago

All too often we, the business partners/co-workers, tend to focus on what's not happening or what's not being done in terms of facilities. Today I placed several tickets for items to be fixed or cleaned but as I'm entering tickets I hear a trash can roll up and see Anais smiling face.

In the 4-5 years I've been working here, unless it's an emergency of course, I have never had someone show up less than 5-10 minutes after I put in a ticket. I honestly started laughing saying "no way that was the fastest response ever". Bravo to Anais!!! She left me speechless!

— Aimee Ayers | Duke Energy

We had a flood in the building early Sunday morning and wanted to let you know about the great job Anatalia and her crew did to clean things up. The calls came in early Sunday morning and Anatalia and her crew responded quickly.



There was a lot to clean up; a water fountain malfunctioned on the 4th floor and water went from the 4th floor down to the basement. They cleaned things up pretty quickly and when I came in yesterday morning all of the floors were clean and dry. Anatalia also kept me informed of what was going on.

We really appreciate the quick response and hard work that Anatalia and her crew did, and wanted to make sure that you knew about it.

— Fran Wright, RPAI | Piedmont Office Realty Trust

# NEW EMPLOYEES

EMPLOYEE	POSITION	STATE	EMPLOYEE	POSITION	STATE
Santiago Gonzalez	Site Supervisor	AZ	Melvin Brownlow	Site Supervisor	IL
Carolina Nairn	Accounts Payable Manager	FL	Rhonda Melvin	Area Manager	KS
Adriana Pando	Administrative Assistant	FL	Garrett Roll	Area Manager	KY
Raffy Martinez	Area Manager	FL	Samuel Estrada	Site Supervisor	MA
Charles Bunn	Area Manager	FL	Ryan McMahon	Director of Operations	MN
Alvan Dazbohrk	Assistant Payroll Manager	FL	Ronna Thorson	Safety & Training Manager	MN
Alexander Hyacinthe	Cash Applications Coordinator	FL	Arlete Green	Site Supervisor	MN
Amy Olson	Director of Business Development	FL	Jay Janowski	Site Supervisor	MN
Travis Harper	IT Project Manager	FL	Silvia Thorson	Site Supervisor	MN
Emmanuel Palma	IT Support Administrator	FL	Luis Valencia Cuate	Site Supervisor	MN
Maria Villacorta	National Account Administrator	FL	John Barrett	Site Supervisor	NC
Erenia Benitez	Project Manager	FL	Anjelica Milanian	Administrative Assistant	NJ
Darling Bellorin	Project Manager	FL	Davell Williams	Security-Supervisor	NJ
Lazaro Hurtado	Project Manager	FL	Raymond Hudson	Security-Supervisor	NJ
Angelica Restrepo	Project Manager	FL	Nilda Rivera	Site Supervisor	NJ
Michelle Williams	Purchasing Coordinator	FL	Yurii Dudkeen	Site Supervisor	NJ
Katherine Scott	RFP Analyst	FL	Argent Begu	Site Supervisor	NJ
Robert Cabili	Senior Purchasing Coordinator	FL	Yenny Marquez	Site Supervisor	NJ
Gilda Iuspa	Service Excellence Analyst	FL	Patricia Rusak	VP of Business Development	NY
Yacenia Silva	Site Supervisor	FL	Johan Rosario	Fire Safety Director	NY
Viviana Quintero	Site Supervisor	FL	Michael Mohin	Fire Safety Director	NY
Raquel Herrera	Site Supervisor	FL	Brian Randolph	Operations Manager	NY
Ruel Cima	Systems Analyst	FL	Ricardo Belalcazar	Project Manager	NY
Natalie Jimenez	Workers Compensation Coordinator	FL	Richard Rodriguez	Security-Supervisor	NY
Linda Bargi	Account Executive	IL	Tzvi Moskowitz	Security-Supervisor	NY
Karen Camerano	Account Executive	IL	Jorge Barriga	Security-Supervisor	NY
Magdalena Ziemianczyk	Assistant Site Supervisor	IL	Roland Smith	Site Supervisor	NY
Matthew Maine	Director of Operations	IL	Mesudia Orahovac	Site Supervisor	NY
Humberto Ponce	HR Coordinator	IL	Christina McGillen	Vice President	NY
Christopher Karas	IT Support Administrator	IL	Kavon Marshall	Security-Supervisor	PA
Katarzyna Krolicki	Project Manager	IL	Louis Thompson	Security-Supervisor	PA
Bismark Romero	Project Manager	IL	Warren Leibig Sr	Security-Supervisor	PA
Angelique Santos	Receptionist	IL	Dennis Smith	Security-Supervisor	PA
Louis Caravelli	Security-Director	IL	Jose Cheverria	Site Supervisor	RI
Shujaat Khan	Security-Supervisor	IL	Charles Jones	Account Manager	TX
Nicholas Santisteban	Security-Supervisor	IL	Dolores Lee	Area Manager	TX
Saul Bueno	Site Supervisor	IL	Yasser Rady	Safety & Training Manager	TX
Ramon Feliciano	Site Supervisor	IL	Ernie Jaffarian	Vice President	TX
Emina Alic	Site Supervisor	IL	Linda Varnell	Project Manager	WI



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## EMPLOYEE INTERVIEWS

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**Mike Diaz**  
**Desktop/Mobile Support Engineer**

Mike joined Harvard in October of 2015, and works from our New York City office.

Mike was on the watch for a career opportunity within an organization that had great core values and a culture of supporting their employees when he was contacted by Harvard's Miami Human Resources team. After a phone interview with Sean Barth and a video conference with Manuel Bautista, Mike was convinced he found what he was looking for and accepted the offer to join the Harvard family.

In addition to being a part of Harvard's Tier One Helpdesk Team, who work to resolve all our first response IT issues, Mike is also Harvard's Mobile Device Engineer (MDE). As our MDE, Mike is responsible for everything relating to mobile device provisioning, inventory management, repair, and Agent Management of our smartphones and tablets, to name just a few of many diverse duties.

Mike was amazed to find our industry was so fast paced. He explains, "In addition to managing the day-to-day IT issues that arise within our mobile workforce, we are often challenged with transiting accounts almost overnight. Some clients contact us ready for immediate startup, skipping the traditional on-boarding processes and time frames I've grown accustomed to throughout my career. There is never a dull moment for sure!"

When asked what he likes most about Harvard, Mike says, "The people, bar none." He considers it a privilege to be part of a group of incredibly talented IT professionals. He adds, "There is no wasted talent on our team, and the interaction with both my team and our end users has benefited me personally and professionally."

When not working, Mike enjoys being a Dad, Husband, Cigar Aficionado, and a Martial Artist (Kendo 4th Dan).



**Lynda Duncan**  
**Payroll Manager**

Lynda joined Harvard in May of 2015, and works from our Miami corporate office.

Very early in her career, before the internet and Microsoft, Lynda worked as a computer room operator within the mainframe environment. In the late 80's, she accepted an entry level accounting position for a Certified Public Accounting firm, and discovered her calling.

In the year to follow, Lynda went back to school to broaden her knowledge in accounting, which subsequently led to her being promoted to write-up accounting. During this time, she also started her family with the birth of her daughter. Multi-tasking is Lynda's middle name.

Describing her career path, Lynda recalls, "My favorite aspect of accounting was payroll, so in order to pursue that avenue, I made a career move into the entertainment world of miniature golf and race car tracks, where I worked in payroll for the next 5 years - progressing to Payroll Manager. From there, I managed the payroll from the corporate offices of a variety of businesses including Hotel and Restaurant, Law Firm, another Janitorial company, and in the Heavy Metal (not music) Industry."

When asked to describe her role with Harvard, Lynda smiled and replied, "I manage Harvard's Payroll Department, overseeing the day-to-day process of getting our wonderful employees paid every week; this includes processing the checks, uploading the bank and tax files and processing the W-2s each year. I'm very blessed to have such a great team!" Lynda enjoys everything about our industry, adding, "there is never a dull moment and it feels great to be part of such a great, growing company."

Having worked for other family-owned businesses, Lynda wanted to share what she likes most about Harvard, stating, "At other family-owned companies I have worked at, I worked for the family. Here at Harvard, I feel like I'm a member of a family...The Harvard family."

When not working, Lynda enjoys camping and water sports. However, her real passion is "*making old things new again*", and so loves learning to restore and repurpose. Last but not least, Lynda enjoys spending time with her daughter and their animals.



2 S. Biscayne Blvd.  
Suite 3650  
Miami, FL 33131

NEWSLETTER Summer 2017



#### **SERVICES OFFERED**

General Cleaning  
Porter & Matron Services  
Carpet & Floor Care  
Cleanroom Cleaning  
Wood/Metal/Marble Maintenance  
Light Maintenance  
Exterminating Services

Licensed Security Services  
Guard Force Protection  
Strategic, Consultative Security Services  
Window Cleaning  
Specialty Furniture Cleaning  
Venetian Blind Cleaning  
Engineering/Mechanical Services