

On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. ■ APR/MAY/JUNE 2010

ENVIRONMENTAL SERVICES UPDATE

For the Environmental Services division of Broadway Services, summer is definitely not a time when the livin' is easy, contrary to the lyrics of George Gershwin's Porgy and Bess "Summer Time" hit tune.

Beginning July 1, four new schools, Baltimore Polytechnic Institute, Harford Heights, William March and Stuart Hill Academy, have been added to our existing base of eleven schools. Broadway Services will now service over 2,300,000 sq. ft. of Baltimore County Public School System schools with gross revenues exceeding \$1,725,000! The school service demands are especially high in the summer months when all classroom and public area floors are stripped and refinished, carpets shampooed, furniture wiped down and restrooms, cafeterias, auditoriums, gymnasiums, stairwells, pool areas thoroughly cleaned, while still maintaining a staff for routine cleaning behind teacher and summer school activities. It presents a mammoth job of scheduling, keeping on budget and solid hard work with staff commitment for Gordon Necessary, Director of Operations and James Murry, Area Manager. Further stretching their leadership abilities during these two summer months is the addition of building contractors' post construction cleanings of multiple additional schools. Broadway's team of floor technicians and detail cleaners are REMARKABLE in achieving these demands in a timely, professional manner often in less than favorable conditions (most without air conditioning!)
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TAKE OUR DAUGHTERS AND SONS TO WORK DAY

On April 22, 2010, Broadway Services' Monument Street offices once again participated in the Ms. Foundation's "Take Our Daughters and Sons to Work Day." This year's theme "1 Youth, 1 Dream, 2Morrow's Leader" encourages youth to think about the dreams they have, the dreams other people in their lives have, and to consider the dreams of those persons who have become great leaders. The purpose of the day is to educate youth about themselves, about the world of work, and about the various jobs and opportunities at workplaces.

The HR Department again did a fantastic job of engaging the young people in the work opportunities here at BSI. Through fun activities focused on the workplace, each child had a chance to think about their future. Diane Brocato, HR Generalist, directed the day's activities with the assistance of Christine Westhook, HR Data Entry Assistant. Activities included orientation, entering applications, assembling new hire packets, filing, and designing a "Who We Are" poster wall. A delicious lunch was provided by BSI.

The day ended with an ice cream social in which our participants made their own ice cream sundaes, played bingo games for prizes, and had a certificate ceremony. Each participant received a "goodie bag", compliments of BSI.

Special thanks to Frank Hoyt, Warehouse Manager, for teaching our older participants all about inventory control and to Jack Long, Director, Silver Star Security, for his presentation on "Bullying Prevention." A special thanks goes out to the entire HR Department and all those who helped make the children's day fun and educational!

Our participants were: DaWuan Bell, Cheryl Cox, LaShawn Cox, Kevin Edmonds, Jr., Korey Edmonds, Kaice Hall, Deshaun Holley, Denise Holt, Tavon Smith, Shelby Thompson, and Kennedi Walker.



see more pictures on page 6

PRESIDENT'S MESSAGE

On June 30, 2010 Broadway Services completed twenty-eight successful years of providing "Quality Services" to our many clients. This has been accomplished without the assistance of a third party, namely, a union. I state this due to recent union organizing activities at several of our account locations. I would like to thank the Peabody Housekeeping employees for their recent support and confidence in BSI, forcing the union to withdraw its petition for representation.

Broadway Services has and continues to provide: steady jobs, competitive wages, an excellent medical plan to include prescriptions, dental and short term disability at minimal cost to the employees (company pays 80-85% of cost), life insurance, retirement savings program, paid time off (PTO), paid holidays, holiday gift certificates, jury duty pay, funeral leave, promotional opportunities, employee recognition awards, company provided uniforms, credit union and an internal appeal process. You receive all the above benefits without a union and without paying union dues. These benefits cost the company \$3 for every \$10 of wages paid which equals \$9.9 million dollars per year.

So why do you need a union? The union does not provide jobs; the company does, the union does not pay wages; the company does, the union does not provide benefits; the company does. The union does collect dues; the company does not. So I ask again, why do you need a union?

Let's keep a good thing going and continue to work together. Say "NO" to union organizing. Do not sign a union authorization card. I've said it before and I'll say it again, you're the reason our company continues to be successful in delivering professional quality services. I truly appreciate and thank you for your hard work and dedication to BSI.



Tom McGown, President, Broadway Services

Human Resources Bulletins

SALARIED NEW HIRES

Kara C. Beckman, Systems Manager, JHH ID Office
Larry Bruce, Manager, Environmental Services Commercial Division
Henry R. Ferguson Jr., Supervisor, JHH Environmental Services
Michael R. Garlow, Manager, JHH Environmental Services
Joe L. Hybdzinski, Supervisor, JHH Environmental Services
Carole A. Johns, Manager, JHH Environmental Services
Maria A. McNutt, Supervisor, JHBMC Environmental Services
Jason P. O'Donnell, Financial Manager, JHMI Parking
Cameron L. Reid, Assistant Manager, JHU Parking
Stella M. Walker, Supervisor, JHBMC Housekeeping

PROMOTIONS

Tara D. Austin, Security Captain, Bon Secours Hospital
Brandon K. Briscoe, Executive Officer of Field Operations, Silver Star Security
Jimmy E. Carr, Supervisor, JHH Security
Escolastico M. Fabella Jr., Manager, JHBMC Environmental Services
Mary N. Henson, Security Lieutenant, East Baltimore Development
Frank A. LeRoy, Security Major, Mt. Washington
James E. Robinson, Security Lieutenant, Bon Secours Hospital

DEATHS

Our condolences are extended to the following employees for the loss of family members:

Mother of Willie Brown, Housekeeper, Medical Mutual
Mother-In-Law of Maurice Davis, Housekeeping Supervisor, Wyman Park Medical Center
Father of Sharon R. Ewing, Master Security Officer, Johns Hopkins Hospital
Father of Robin L. Riemer, Housekeeper, Maryland State District Court
Stepfather of Marques McCoy, Valet, Peabody Parking
Daughter of Helen Erby, Cashier/ Clerk, JHU Parking
Son of Russell Burrell, Driver/Attendant, JHU Parking
Sister of Lillian Scott, Housekeeper, 550 Bldg.
Sister of William Wilmer, Housekeeper, Johnston Bldg.
Brother of Rhonda Noble, Housekeeper, Dunbar High School

Broadway Services mourns the loss of it's own:

CAROLYN A. SNEED

Housekeeper
1830 Building
3/30/48 to 7/24/10
Hire Date: 05/03/2000



EMANUEL S. AUSTIN, JR.

Floor Technician
1830 Building
11/13/50 to 7/26/10
Hire Date: 08/09/1999



BIRTHS

Congratulations to the parents of these new babies:

Baby Girl born 4/4/10 to Martha J. Guevara-Romero, Security Officer, JHBMC
Baby Girl born 4/8/10 to Zulekha Hart, Security Officer, Silver Star Security
Baby Boy born 6/11/10 to Ciera Johnson, Lieutenant, Silver Star Security
Baby Boy born 7/6/10 to Tamika L. Richardson, Parking Greeter, Greater Baltimore Medical Center
Baby Girl born 7/8/10 to Brittany M. Fauntleroy, Security Office, Silver Star Security

Our Employees Meet The Challenge

BSI EMPLOYEE HEALTH PLAN REVISIONS

Open enrollment for medical, dental, additional life insurance, and retirement savings benefits was held from May 24 through June 4. As you are probably aware, health care costs are still on the rise throughout the country. After considerable analysis regarding the impact of rising costs for health benefits, we regrettably found it necessary to increase your weekly medical employee contributions, effective July 1, 2010. However, BSI will continue to pay approximately 80% of the total premium. BSI's Employee Benefit Plan continues to be one of the most comprehensive benefit packages available today with reasonable co-pays and prescription deductibles.

CHANGES TO YOUR WEEKLY MEDICAL CONTRIBUTIONS

	Before 7/1/10	Effective 7/1/10
Individual	\$17.00	\$19.00
Parent/Child	\$35.00	\$39.00
Husband/Wife	\$40.00	\$44.00
Family	\$49.00	\$56.00

DENTAL and PRESCRIPTION CO-PAYS will remain the same.

CHANGES TO THE MEDICAL AND VISION PLAN

	Before 7/1/10	Effective 7/1/10
Emergency Room Service	\$100 co-pay (waived if admitted)	\$115 co-pay (waived if admitted)
Vision	One routine exam every 24 months (excludes contact fitting fee) Single vision: up to \$27.50 in-network; \$25 out-of-network	One routine exam every 12 months (includes contact fitting fee) Up to \$37.50 in-network; up to \$35 out-of-network
Chiropractic Care	\$300 maximum per calendar year	\$1000 maximum per calendar year
Acupuncture	\$300 maximum per calendar year	\$1000 maximum per calendar year

If you have any questions, please call BSI's Human Resources Department at (410) 563-6949 and ask for Diane Brocato or Barbara Pettit.

DEPENDENT HEALTH INSURANCE AUDIT CONDUCTED

During the months of February, March and April 2010, BSI retained Aon consulting to assist with a dependent health insurance eligibility audit. The audit was conducted as part of an ongoing effort to manage health plan costs, so that BSI may continue to provide you and your eligible dependents with quality affordable health coverage. Thank you for your participation.

BSI'S BLOOD DRIVE SCHEDULED AUGUST 12

On August 12 participants at BSI's blood drive can roll up their sleeves to save a life, and kick off their shoes for a pair of American Red Cross flip-flops in return!

We ask for your assistance in supporting such a worthy cause. Without your help there would not be enough blood on the shelves to meet the needs of patients who depend on a safe and adequate blood supply. Put simply, your support saves lives!

The Blood Drive will be held on Thursday, August 12, 10am-4pm, at Broadway Services, 3709 E. Monument Street. Please call **Chris Fulwood at (410) 563-6945 to sign up.**

Our Employees Meet The Challenge

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ENVIRONMENTAL SERVICES UPDATE

The How-Nor Limited Partnership Building for social services located at 1900 N. Howard Street came back to us in April 2010 after the State tenant requested that management try another contractor. After a short lapse of service we were invited to resume our contract. Regaining an account is a tribute to our on-site staff and supervisor Robert Allen. All of our staff have this opportunity to lock us in on accounts by their strong work ethics and friendly attitudes to our clients as the opportunity presents itself.

Other recent new accounts include two Housing Authority of Baltimore City developments – Chase and Hollins House where we have had positive reviews from our clients.

The Bayview Medical Center's 301 Mason F. Lord Building, where numerous outpatient clinics are being constructed, will be coming on board this month. This contract is all inclusive of building management and labor. Also coming on board is the first of two large buildings newly purchased by Hopkins near the Rotunda on 41st Street managed by Transwestern. This new commercial business will bring in over 600,000 additional sq. ft. with over \$700,000 gross annual revenue upon full occupancy.

Broadway Services is a company on the move with a growing place on the map as the number #1 provider of quality housekeeping service. This is what is accomplished with a well-oiled team, working hard together, ensuring job security for all of us!

HCGH SECURITY OFFICERS GET THANKS

The Inpatient Psychiatry Unit on 1 North at HCGH treated Security Officers from all shifts to lunch in the 1 North staff room on Friday, July 30. It was their way of saying "thank you" for the fantastic job Security does.

The HCGH Security team consistently responds to behavioral emergencies on 1 North quickly, effectively and always with a positive attitude. Case Manager Shelley Sweeney, LCSW-C, commented, "The HCGH Security Officers have become an integral part of our team. The officers, who circulate throughout the hospital campus, respond rapidly to our emergency calls and always treat our patients with respect, even during stressful situations. We want to let them know how much we appreciate what they do for us." Kudos to our Security team for helping to keep our workplace safe: **Robert Cure, Melvin Davis, Mones Joseph, Jonathan Kum, Kola Olaleye, Kierra Peters, Jordan Williams, Douglas Mercer, Babatunde Adeniyi, Gabriel Cragwell, Shakieta Fenner, Balthazar Gilson, Michael Green, Qwavon Johnson, Phillip Hart, Marc Minoche, John Nassamba, Leonard Onyegbula, Andreas Dailey, Fayo Agbenohevi, Veyrady Luy, Brian Murray, Melvin Valdes, Pamela Veale and Kevin Robinson.**

TRANSPORT SERVICES UPDATE

Johns Hopkins Pharmaquip: Broadway Transport has begun training to handle pickups of beds and equipment for the Johns Hopkins Pharaquip Group. Shipments originate from nursing homes and residences. BTS drivers will need to get the materials back into stock for reissue to people in need. Bill Long and Tim Keehan are undergoing training that includes classroom videos and hands on work. The disassembly of the beds is a challenge. Some of the Pharmaquip people perform the breakdown into four pieces in under a minute. There could be a competition brewing here in the future!

Monsieur Touton Expands Delivery Area: Monsieur Touton wine deliveries by BTS will be expanded to include the Charlottesville and Richmond, Virginia, area. At present BTS has scheduled pick up and deliveries of wine and liquor to Maryland, Washington D.C., and some Virginia areas. Monsieur Touton will increase their sales efforts in Charlottesville and Richmond Virginia, and BTS will perform daily deliveries to these areas to help Monsieur Touton gain a competitive edge in the marketplace.

Voting Machines On The Move: Early voting means more work at Broadway Transport. This is the first year Maryland is trying on-site early voting, slated for the last week in August. BTS is handling Baltimore County, Carroll County and Howard County. On-site coordinators are Paul Brabazon and Director Fred Myers. Fred has had personal involvement in the account since its inception.



Our Employees Meet The Challenge

TIPS FOR DRIVING WITH KIDS

Vacation and holiday trips are in the works, so here are a few tips when driving with kids in the vehicle:

Designation and route - Try to plan a route with stopping-off points to see or do something. Avoid a straight drive that can be boring and pose concentration problems for the driver and passengers.

Get the car serviced - This is important! Check those tires, oil, coolant, etc. Kids while broken down on the side of the road are certainly no fun at all.

Packing - Packing is important. Check for loose items, sudden stops can turn loose things into flying missals. Make sure items to be used by passengers while driving are easily available in one area, but secure.

Rental Car - If you must rent, pick the right size car. Consider how much space you and your family will need. Don't forget about car seats and luggage! It takes up space too!

Technology - We have GPS units, touch screen phones, DVD players and game consoles in some cars. If you are not familiar with the technology, learn it. That way you can keep the children amused, keep yourself from getting lost, and be able to make calls if needed.

Foreign Country - If you are traveling outside of the country, check websites for information about permits you may need to drive there. Also be sure to check out their laws, as they might be different from our own.

Car seats - Make sure the car seat is installed properly. If in doubt, have someone check it. Does the seat match the passenger for size requirements and weight? You want your child to be safe!

Prepare for everything - Be sure to bring, snacks, water, sick bags, wipes, toilet paper, etc. Avoid sugary type foods, including sodas! Instead of grabbing those candy bars, stock fruits and cracker type snacks.

Games - There are plenty of travel games and materials to make the trip more enjoyable for young passengers. Consider I spy, the Alphabet game, or stock up on coloring books, reading materials, or electronic game devices.

Stay Alert - Driving can be tiring and stressful, not to mention kids can be a distraction. Share driving privileges, if possible. Make frequent stops to stay fresh. Stretch to get the blood flowing through your arms and legs, and stay hydrated.

Have a fun and safe trip.

**"Don't count the days,
make the days count."**

Muhammad Ali



Pictured: Vice President John Blouse presents leather jacket to Donnell Holley, Sr., for 20 Year Safe Driving Award

HOLLEY RECEIVES 20 YEAR SAFE DRIVING AWARD!

The year is 1990, and a younger Donnell Holley, Sr., gets behind the wheel of a Broadway Services' vehicle. Did he know such a move would put him in the seat of a 20 year driving career? The year is now 2010 and those twenty years of driving have earned him an undeniable right. Donnell has never once had an at fault accident in those twenty years. He has dodged stolen BMWs, Baltimore drivers, and even a coffin to earn this award. No one in BSI's history has reached this goal. We congratulate Donnell on this accomplishment, and hope the example he has set will be followed by others.



CLAUDIA RICKELS RETIRES

Best wishes and congratulations are extended to Claudia Rickels on her recent well-earned retirement in June 2010. Claudia is to be commended for 17 years of productive work as assistant to Broadway Services' president. She also served as editor of BSI's quarterly newsletter. Claudia will be sorely missed. Our best wishes go with her.

Our Employees Meet The Challenge

Kudos

SILVER STAR SECURITY

Officer Joe Buhr came to the aid of Eleanor Brannock at the Town Center Garage in Annapolis when her car had a dead battery. Officer Buhr had her on the way without major delay for which she was grateful.

PARKING AND TRANSPORTATION

Financial Manager Jason O'Donnell has been outstanding in assisting Mary Calini with regard to parking for her unit. "He has made my life much easier," she wrote.

JHMI SECURITY

Officer Mones Joseph provided excellent customer service to Susan Erlandson, RN, L&D, while replacing her ID badge.

PSO Larry Hubbard came to the rescue of Lisa Huber when a donation of 200 Build-A-Bears in individual boxes was delivered to Child Life. He found a luggage cart, loaded the bears and delivered and unloaded them to a storage area.

Security Communication Specialist Reginald Avery stayed on the telephone with Donna Colver when she became lost while picking up a patient at JHU. She arrived at the front entrance of JHU with Reginald's instruction.

PSO Marvin Garrison was commended for taking a Missing Property Report from Estelle Ra, who lost her wallet and keys. PSO Garrison backtracked Ms. Ra's movements that day after she had left the premises and recovered the missing property inside a bathroom stall.

PSO Dawn Barber and Officer Marvin Davis both received a Shining Star award for recovering a credit card from the Bank of America ATM in the Nelson Lobby.

JHBMC SECURITY

"Catch A Shining Star" awards were given to the following employees for excellent customer service: **Sean Adams, Beverly Baptist, David Bennett, William Bunch, Raymond Chrismond,**

Bobby Cuffie, Howard Frink, Ronald Jones, Steve Kojack, Latarsha Lisbon, LaWanda Madison, Shae Martin, Paul Micciche, Corey Scott, Shani Terry, Sheldon Thomas, Erin Thompson, and Charles Wilkins.

HCGH SECURITY

Sgt. Nganyang Ngatta, Cpl. Balthazar Gilson, and Officers John Nassamba and Foyao Agbenohevi were commended for their promptness, professionalism, and teamwork during a potentially dangerous situation in Psychiatry.

SAFE DRIVER AWARDS

We all know the cost of accidents in terms of injury and property loss. BSI places a high importance on safe driving, and rewards its employees yearly. Recently, safe driving awards were given to the following employees:

Donnell Holley, BTS Shuttle, 20 yrs.
Ecliffe Henriques, BTS, 10 yrs.
Lacy McGraw, BTS, 8 yrs
Ronald Weinstein, BTS Shuttle, 8 yrs.
Melvin Richardson, HSK, 6 yrs.
Dennice Boone, BTS Shuttle, 5 yrs.
Dorothy Steedley, BTS Shuttle, 3 yrs.
Kevin Edmonds, BTS, 3 yrs.
Crystal English, BTS Shuttle, 2 yrs.
Harry Beasley, JHH Shuttle, 1 yr.
Donald Johnson, Jr., JHH Shuttle, 1 yr.
Chris Novak, BTS, 1 yr.

HOPKINS AWARD RECIPIENTS

EMPLOYEE OF THE MONTH MAY 2010

JHMI Internal - SO Robert Allen
JHMI External - PSO Kevin Little
JHBMC - SO Arthur Murray
HCGH - SO Phillip Hart
Parking - Ciera Stokes
Transportation - Donald Johnson

EMPLOYEE OF THE MONTH JUNE 2010

JHMI Internal - SO Charles Hicks
JHMI External - PSO Franklin Byrd
JHBMC - PSO Camile Thompson
Parking - Beverly Heubeck
Transportation - Douglas Ford

"If I had asked people what they wanted, they would have said faster horses."

Henry Ford

MORE PICTURES OF "TAKE OUR DAUGHTERS AND SONS TO WORK DAY"



Broadway's Best - Employees of the Month

MATTHEW ATWATER
Silver Star Security
Physicians Pavilion

Mr. Atwater exemplifies teamwork, dedication and hard work. He has been assigned to The Avenue @ White Marsh, Bon Scours Hospital and now Physicians Pavilion. Matthew received compliments from all locations.



LINDLEY CORBIN
Security, JHMI

PSO Corbin proves over and over that he is a reliable and dependable officer. Lindley treats everyone with respect, has great customer service skills, and requires little or no supervision. He does the job right!



ARMAH FOHFANAH
Housekeeping
Johns Hopkins Home Care Group

Mr. Fohfanah consistently offers assistance without hesitation, and always has a positive attitude. His great work ethic and performance is noticed by JHHCG staff, who wrote to acknowledge his dedication.



VERSELL FRAZIER
Housekeeping, MFL Bldg.
Johns Hopkins Bayview Medical Ctr.

Ms. Frazier was hired as a custodian and after three months, she was promoted to working supervisor. She always wants to learn something new. Versell is well respected by peers and subordinates.



ERROL GORDON
Broadway Transport Services
Driver

Mr. Gordon operates Bayview's Northeast Shuttle route. His charter bus experience is a great help with the Hopkins Blue Jays bus and travel schedule. Errol displays professionalism and has a great work ethic.



ANTOINETTE GREEN
Housekeeping Day Porter
Mt. Washington

Ms. Green goes out of her way to help everyone. She has been with BSI for five years and the clients cannot say enough good things about Antoinette.



NATHANIEL GREEN
Security, JHMI

PSO Green provides assistance and supervision to co-workers when needed. He is efficient, effective, reliable, trustworthy and dependable. Nathaniel reflects positively on BSI and Hopkins.



AARON GRIMES
Silver Star Security
Prince George's Hospital Center

Mr. Grimes proved his leadership abilities while filling in as a supervisor for three months at this high-profile account. Aaron has a clear grasp of the team concept and follows through staying focused.



ELLIS HALL
Housekeeping Day Porter
Mt. Washington

For ten of his 17 years with BSI, Mr. Hall supervised four warehouse employees at Procter & Gamble. He was an outstanding supervisor and is an outstanding day porter.



Broadway's Best - Employees of the Month

JAMES JACKSON
Security, JHMI

PSO Jackson is very proficient and knowledgeable of his job, and he has great patience in dealing with many different personalities that come into the hospital. James is a model of professionalism.



PHILLIP L. JOHNSON, Jr.
Broadway Transport Services
Driver

As a utility driver Mr. Johnson knows all the routes and knows how to operate all vehicles. He also performs daily inspections of the fleet, which involves cleaning and fueling the vehicles.



DELORES JONES
Housekeeping, Seton High
School

Ms. Jones knows how to make the client happy. She always checks to see what their needs may be and addresses every concern. She treats her staff fairly and keeps them motivated. An asset to all!



VALERIE JONES
Security, JHMI

MSO Jones works the Labor and Delivery unit. She maintains professionalism when a code alert (baby abduction) alarm is activated, retrieves vital information concerning the alarm, monitors CCTV, and does not allow staff/visitors off the unit until code alert clears.



SOVONYA MCINTOSH
Security, JHMI

MSO McIntosh has been employed since 1999. She is a reliable, dependable professional with a positive attitude. Sovonya is a team player who gives 100%.



STEPHEN PHILLIPS
PSO, JHMI Security

PSO Phillips is reliable, trustworthy and dependable. He has an amicable and calm disposition, and has the ability to learn new information quickly. Stephen executes each task efficiently and effectively.



GRADY TERRY
Housekeeping, MFL Bldg.
Johns Hopkins Bayview

Mr. Terry is always willing to help with special projects. He is a detailed floor technician who is willing to share his skills with co-workers. Grady takes pride in everything he does.



AKKRA TUCKER
Maintenance Mechanic, JHU East-
ern and Seton School of Education

Mr. Tucker does an excellent job for both clients. Akkra works diligently to resolve any problem that arises. If he cannot resolve the issue, he gets someone who can. He is always available to the client.



JOSEPH WILKINS
Transportation Driver
JHU Homewood

Mr. Wilkins is consistently BSI's most reliable driver, receiving awards in 2000 and 2007. Joseph is always willing to work extra when needed. He is well liked by everyone and serves as a role model for other employees.

