



MILESTONE ANNIVERSARIES DECEMBER 2019

10 Years

Veronica Davila - Columbia College, Chicago

5 Years

Antonio Resendiz - Maggie Daley Park, Chicago

Felix Romero - Maggie Daley Park, Chicago

Alberto Flores - University of Chicago

Krysal Morales - OSB, Chicago Midway Airport



*Pictured Left to Right: Senior Ops Director, Omar Ramirez - Award Recipients, Cyrus Fowler - Maria Vega - Jeanne Mukabugingo - Site Director, Kizito Jean - DFS President, Mark Wright
Award Recipient Donald Hollis (not pictured)*



DFW AIRPORT RECOGNIZES DFS IN 2019 AWARDS CEREMONY

THE AIRPORT RECOGNIZED 4 DFS EMPLOYEES AND OUR TERMINAL E TEAM!

On December 8 DFW Airport invited DFS Leadership to attend a ceremony celebrating Excellence on their campus where they would be recognizing four of our local employees for their exemplary work and dedication to DFW's commitment to Customer Service

Cyrus Fowler - Jeanne Mukabugingo - Maria Vega - Donald Hollis were all recognized!

DFW Airport also took it one step further and recognized DFS as a vendor who not only supports the airport's mission but is dedicated to the success of the Airport's Customer Service programs. DFS was recognized for Best Terminal Gate Lounge Inspection Scores - Terminal Overall Cleanliness Champion - and Best Terminal Restroom Inspection Scores. An amazing group of awards that truly reflect how amazing our team at DFW Terminal E truly is!

WHAT'S ON PAGE 2

The Year In Review: DFS 2019

As quickly as a year begins, it seems like in the blink of an eye the year is coming to an end. So what exactly did we accomplish this year? Read more about the DFS Highlights of 2019.



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2019 YEAR IN REVIEW

DIVERSE FACILITY SOLUTIONS 2019 HIGHLIGHTS

Every year we set goals that focus on the growth, and more importantly the development, of DFS. From focusing on education to making commitments to key areas that need improvement or need a rehaul altogether, we begin each year with a direction and responsibility to be better. In 2019 we met many of our goals and then found success in a few other areas as well. So what *did* we do this year?

1. Offered new and free technologies to our employees and our customers

- From the Employee Portal and Paycom (for our employees) to our new scheduling program Deputy (for our operations and our customers), DFS implemented several new technologies that allow our employees, our operations and our customers better access to resources.

2. Made a commitment to Safety Education

- Annual recurrent training schedules, monthly Safety Bulletins, and a Health & Safety Manual for sites (currently in progress), DFS has made Safety Education a very high priority, contributing to the health, safety & success of our employees and our locations.

3. Fostered a stronger and more available Corporate HR Department

- Our Corporate HR Department needed to GROW! We were able to successfully implement a recruitment strategy, a new HR Assistant, and a dedicated Injury/Illness & Leave specialist focused on you, our employee, in those times when you need us most!

4. Grew our portfolio

- DFS secured new contracts at DFW Airport in Dallas and in the City of Naperville in Illinois this year. We also grew the Chicago Public Schools and City of Chicago locations with additional facilities in each of those contracts this year.

We also had the opportunity to better celebrate our employees through incentive programs, this employee newsletter, our social media, and with the help of our customers like DFW's awards & recognition that you saw on Page 1. One of our employees even made it on her local news (shout out to you one more time Pat Chavez at San Antonio Airport!) No matter how big or small, everything you all do, every day when you put on a DFS uniform, you represent DFS and we Thank You!

