

PATHWAY TO PERFECTION

Everyone knows our world has significantly changed. It may be a long time before some things go back to “normal” if they ever do.

Things have changed for our Exceptional 4M Family too. We have all been incredibly quick to embrace the change and to be on the leading edge. All of our clients have looked to us as the industry leader and subject matter expert as we have all worked tirelessly to continuously be out in front of the pandemic providing innovative solutions and peace of mind for everyone in their buildings and facilities. Most clients have added disinfecting services with ongoing scheduled electrostatic spraying and Disinfecting Specialists to wipe high touch areas while being very visible throughout the workday. Our industry is one that has taken the spotlight. Cleaning, sanitizing, and disinfecting are much more important now than ever before. Our jobs and what we do are essential to provide our customers, their tenants and our own Team Members a clean, safe, and disinfected workplace every day.

Most importantly, we put the safety, health, and well-being of all our Exceptional 4M Family Team Members at the top of our priorities. We have additional requirements on Personal Protective Equipment (PPE) safety protocol and even more focus on what and how we do our job because everyone is anxious and needs to feel safe and know they are always safe while working.

Our Exceptional Family, is blessed to be thriving and providing a safe work environment for all of our customers. Think about all the people and businesses who haven't been that fortunate. We continue to hear about restaurant and

hospitality workers that were laid off. So many of them are still laid off or had to find other employment. Many other professions have also been devastated. Transportation (airlines, buses, trains, cruise ships, even Uber and Lyft) has been affected and for some, like cruise lines, it could be some time before they come back from this.

Teachers and parents are doing double duty, teaching in the classroom and virtually simultaneously. Bus drivers that transported kids to school aren't working when the kids are staying at home. Manufacturing and distribution jobs can't be done from home so they have to go back into the factories and plants. We are a big part of providing a safe workplace for them.

Our Exceptional 4M Family has always been All-In from day one, all with an incredible 360° Team Work attitude! It's our Exceptional 4M Family's responsibility, to use our gifts and talents to ensure the safety of others. You have heard a lot of Thank You's from our Regional Managers and leadership in videos and we all can't say thank you enough. Thank you for all that you have done and continue to do! Our Exceptional 4M Family is thankful that we are essential and have not been impacted like others have during this pandemic. All the experts say the COVID-19 virus won't go away and will be with us for a very long time. We are all extremely grateful for your dedication and commitment to serve our customers as true front-line heroes while being a big solution to the effects of the pandemic. Yes, we have been truly blessed.

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AROUND THE 4M WORLD

FLORIDA

Some good news to brighten our days during this COVID-19 pandemic. 4M Account Manager, Tracey Kirkland, graduated on August, 9th and is now DOCTOR Tracey Kirkland. What an amazing accomplishment! With Dr. Kirkland joining the ranks, we now have two Doctors at the same account with our own Dr. Robert L Crawford II. We are so proud of you!

Giving back to our communities is an important part of our 4M Family across the country. In Tampa, the 4M Team participated in the Patriot Day Golf Tournament lead by Jeff Chapman. This is the 9th Year of the Charity Outing, of which 100% of the proceeds go to Special Operations Warrior Foundation, Paws for Patriots, and Folds of Honor.



Congratulations on this huge accomplishment, Dr. Tracey Kirkland!



4M is always there to lend a helping hand!

ST. LOUIS

Here we grow again! District Manager, Cristian Perez, and his family welcomed their first baby in August! There's nothing like a new baby to make the world brighter and happier. Congratulations to the Perez family!



Welcome to the world, Cristian Sebastian!

KENTUCKY

Some floors needed a little extra help in Kentucky this summer and Sara Kahl and Matthew McGee were all over making those dingy floors shine. We've got some great Team Members everywhere, but these two are both so exceptional! No matter the task they always have a smile on their face. Thank you for being a great asset to the 4M Family!



Thank you for always spreading the positivity bug, Sara Kahl and Matthew McGee!

ILLINOIS

The 4M Team had a little to celebrate in Morton, IL over the summer.



Even Division Vice President, Michael Fitts, got down and dirty to get our new account in tip top shape!



Job starts and Social Distancing can be tough, but our 4M Leaders are pros!

The Springfield Team jumped headfirst into safety this summer leading the charge in submitting Safety Shares. Safety Shares are all about 360° teamwork because, by sharing your safety observations and messages in the spirit of accident prevention we all hold each other accountable. While you're at it you may even win a \$50 gift card! Tommy Montgomery won this round, knocking Dovie Minella off her 3-month streak. She has countless wins because she keeps up with her participation. Could you be our next winner? Write down your safety shares and send them in!



Congrats to our Safety share winner, Tommy Montgomery, from Springfield Clinic!

INDIANAPOLIS

St. Mary's Ft. Benjamin Harrison building is in major need of clean up and the 4M Indianapolis Team stepped up! Ann E Koehler lead the charge and volunteered to spread mulch, plant flowers, paint, and clean up the building with fellow BOMA members during the hot summer months. We love giving back to our communities and are so happy we can still participate safely in charitable events.



Giving back to our communities is more important than ever. Way to go, Ann E Koehler!

Please note, you may notice some pictures of our Team Members where they may be without a mask. We care about our Exceptional Family, and Those not wearing masks are for photo purposes only. We make sure we're all being safe during these unprecedented times with PPE and social distancing protocols.

CUSTOMER COMPLIMENTS

These are just a few of the compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.

I wanted to say, "Thanks," to everyone for making the transition smooth and painless. Everyone has done a great job of maintaining the building. Everyone is happy with the way things are going. It's heading in a great direction.

-Dioandre Hawkins, Maintenance Facilities - Finish Line

*I am usually the guy that complains more than compliments and I don't usually say something unless it's exceptional. I have been extremely impressed with **Becca Stroh**. She is always responsive, has a positive attitude, and is really looking out for the best interests of our company. We could not be more pleased. There were two 4M team members that really felt the team was working together so well that they wanted to join the team on a permanent basis. Becca's job is a tough one as she has to do the work, supervise, keep morale up, etc. There are a lot of moving parts, with not enough time in the day to get it all done. The fact that the team has acknowledged the synergy that going on is a true testament of Becca's leadership. We love having Becca as part of our team, she has been a great asset to the success of our partnership.*

-Jon Grander - Caleres

4M has been doing great from my perspective and what I have heard. In today's world you will be under the spotlight again as we reenter, but I have no concern that you will handle it professionally and correctly.

-Jesse Brenwall, Service Deliver - State Farm

*I just have to tell you what an amazing day porter team member you have! **Maria De Los Santos** is always working so incredibly hard here, and today went above and beyond her job by helping me with a big load of heavy waters, snacks, supplies etc. for our office. She does an amazing job for all of us here, and we appreciate her! She's the best!*

-Sarah J. Lyons - Densborn Blachly LLP

*I wanted to give a shout out to **Gary Gernentz** and his staff. I think they do a tremendous job in keeping the facilities clean and safe. I*

*know I feel really safe each day just seeing how hard they work at their jobs. **Jerome McNeese, Jillian Gernentz, and Teandra Miller** especially are great to work with and always so friendly and helpful. I do see a little of the night crew and they are great, as well. You can tell they are well trained.*

-Curt Hastings, Manager - IAA

*I would like to give a SHOUT OUT to one of the GREATEST MANAGERS on your staff. It's a pleasure to work with **Dr. Robert Crawford**, because no matter what the need, he handles the call. He understands the situation and gives immediate attention to whatever needs to be done. In fact, most of the time before we even hang up, someone was already on the way to take care of the issue. Whenever we need something, he's always there to take care of the need. We really appreciate his professionalism, understanding and timeliness to detail. Robert is the BEST and we can't thank him enough for his "YES WE CAN SPIRIT."*

-B. Daniels, Guest Experience Ambassador

***Rodney Jackson** was having a conversation with a coworker outside my office. He was so enthusiastic and friendly, what a great guy! His enthusiasm is contagious. It made my day! Thank you for a great team!*

-Jon Grander - Caleres

*The bottom line is that 4M provides great resources, dependable staff, quality regional leadership and phenomenal on-site management by **Ivon Celedon**. I can't imagine going through this challenging pandemic with any other cleaning company. Thank you for all you do at 4M.*

-A. Craig Cooper, CPM® Senior Vice President - JLL

*We had a group meeting in the cafeteria this afternoon and I noticed that **George Valdez** came in to change out the trash bags in the trash receptacles. I noticed that he avoided the 3 or so that were in the area where we were meeting. When our meeting dragged on and he had only the ones near*

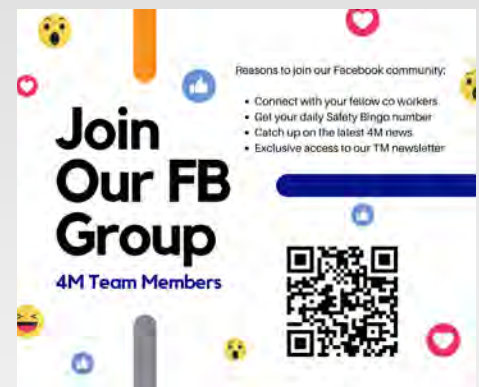
us left, he quietly moved the bins around the corner and out of earshot. He didn't have to do that, so please let him know that small measures like that do get noticed.

-John Leonard, Human Resources - Valero

*I want to say, "Thank you," to **Tresa Wilson** and her team for the extra support during the COVID-19 pandemic. 4M has increased cleaning frequency of common areas, taught us how to better clean our own personal areas, helped ensure we have adequate supplies, and provided us with specialized cleaning when needed. This is all in addition to the normal day-to-day service provided by you and your team. Everyone has been incredibly responsive, helpful and professional when called upon - even at night, on weekends and on holidays. You're all a critical part of the Logan team.*

-Jim Basham, Health & Safety Team Leader - Logan Aluminum

SOCIAL MEDIA SPOTLIGHT



Are you or someone in your family a part of the 4M Family? If so, go like and follow our Facebook page @4MBuildingSolutions today! Here you will find up to date content on all things 4M and connect with fellow 4M Team Members.

TEAM MEMBER SPOTLIGHT

AMANDA ADAMS

Amanda Adams has been with 4M since 2014, quickly rising to the top. She didn't have any prior experience in the janitorial industry and was previously working full-time for the Social Security Administration on Disability claims while also holding down a part-time position in the restaurant industry. The work at the Social Security Administration was a call center job, dealing with people that were applying for benefits. Some stories were heart wrenching and others felt like they may be trying to scam the system. She decided it wasn't the right fit for her and began her search for a place where she could really build a career.

After some searching and interviewing, she was offered two positions at the same time, one with 4M Building Solutions and the other with Bunge. After meeting with Jon Goodson, Amanda chose to join 4M, and wouldn't you know it, after a little time Bunge actually became one of Amanda's clients!

*"I MET WITH JON GOODSON PRETTY EARLY ON AND HE SAID 'YOU WILL NEVER BE BORED' AND I CAN'T TELL YOU HOW RIGHT HE WAS."
- AMANDA ADAMS*

Amanda began her career with 4M as an Area Manager. Stepping into her new company and trying to learn the ropes. She knew right away a big part of the job is handling challenges, which she was already an expert at.

Through her excellence in customer service and attention to detail, Amanda moved from Area Manager to a Customer Relations Manager, something new for 4M at the time. With all of the different management positions overseeing customers, it was evident some organizational improvements were necessary. After



Mike Fitts joined as the new Division Vice President, Amanda was promoted to Regional Manager overseeing Region 25 in the Gateway Division. Not long after, another promotion was in order in early 2020 to Regional Vice President, the first ever at 4M.

Walking through the door of 4M brings challenges, rewards, and excitement almost every day. Under Amanda's leadership, the team feels more like a family than a workplace with everyone working together. Amanda says her favorite part of being at 4M is watching her Team Members grow and succeed. While no career is without its challenges, Amanda loves the opportunities and successes each day. Jon Goodson was certainly correct; she has never been bored.

DID YOU KNOW?

OPEN ENROLLMENT IS HERE!

4M Benefits Open Enrollment is October 19th through October 30th

Don't forget! You must elect your benefits during open enrollment in order to be covered by 4M Building Solutions benefits in 2021. Last year's benefits **will not** rollover!

You can also make changes to your benefits package to ensure you have the right coverage to meet the needs of you and your family.

Questions? Contact Human Resources at (314) 615-2859 or hrbenefits@4-m.com.

OPEN ENROLLMENT
OCTOBER
19th — 30th

- 1 Review the Open Enrollment Overview in Ehub to understand the changes for 2021.
- 2 Review the 2021 Benefits Guide carefully. It includes all potential benefits options.
- 3 Enroll between October 19th and 30th at: www.mybensite.com/4-M

REFERRAL BONUS PROGRAM

YOU CAN MAKE \$100 FOR EVERY PERSON* YOU REFER!

There's no limit to how much you can earn!

- All applicants must be 18 years of age or older, pass background check and drug test screening
- Apply at www.4-M.com/CAREERS
- Applicants must put your FULL name on their application when they apply
- For each of your referrals who are hired and are in good standing* for 60 days you will receive \$100 on your check!

*Good standing = no more than 2 absences during first 60 days

*Rehires are not eligible as a referral



WELLNESS CORNER

BEST TIPS TO HELP DISINFECT YOUR HOME WHEN YOU'VE BEEN SICK

Just because you or someone in your household gets sick, it doesn't mean everyone has to. Deep cleaning your house after a period of illness can help kill viruses and germs and keep your family well.

Here are some tips and best practices to disinfect your home after an illness:

1. Wipe down surfaces

Certain types of viruses, including the flu, can live on surfaces for up to 24 hours. Use bleach or a disinfectant spray to wipe down and sanitize the surfaces (especially the highly trafficked ones) in your home. This includes countertops, tables, doorknobs, faucets and even the remote. Clean everything, even if the person who was sick may not have touched it.

2. Wash your bedding

Change your pillowcases and wash your sheets and comforter. Do this for every bedroom of the house, not just for where the person who was sick sleeps.

3. Clean toys

Wipe down all the toys in your home with a good disinfecting spray or bleach. Wash stuffed animals in hot water.

4. Use disposable dishes

When someone in your household is sick, using paper plates and disposable cups can help reduce the spread of germs. Instead of leaving dishes in the kitchen after you're done eating, you can just throw them away.



5. Wash your hands

Hand washing is one of the best things you can do to keep yourself germ-free. Wash them after you use the bathroom, before you eat, after you eat, if you clean up after someone who's sick, when you pet your fur babies — wash your hands. Spend a minimum of 20 seconds washing your hands, lathering up with soap and hot water. No soap around? You can also use hand sanitizer in-between washes.

A MASK IS A MUST

RE-ENTRY PREPAREDNESS

We've all heard this phrase repeated many times this year because in our industry, it's not an option. As essential workers during a pandemic, the general public will look to us for guidance. When all of us are entering buildings and correctly wearing our masks, it sends a message to everyone that we value the safety of others. Masks prevent the spread of droplets from ourselves to others through coughing, sneezing, even speaking. Here are some do's and don'ts regarding masks from the CDC:

Wear a Mask to Protect Others

- Wear a mask that covers your nose and mouth to help protect others in case you're infected with COVID-19 but don't have symptoms
- Wear a mask in public settings when around people who don't live in your household, especially when it may be difficult for you to stay six feet apart
- Wear a mask correctly for maximum protection
- **Don't** put the mask around your neck or up on your forehead
- **Don't** touch the mask, and, if you do, wash your hands or use hand sanitizer to disinfect your hands.

We've all seen people that are wearing their masks incorrectly. Some only cover their mouths, leaving their nose exposed. Others are covering only their chins with a mask so it really isn't doing anything. Here are the CDC guidelines for wearing a mask:



Wear your Mask Correctly

- Wash your hands before putting on your mask
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- CDC does not recommend use of masks or cloth masks for source control if they have an exhalation valve or vent

It is up to all of us to set the standard as safety professionals to wear our masks and to do so properly. Don't wait until you are already inside a building to put on your mask. Plan ahead and let others see that you are concerned for their safety. Remember that wearing a mask is not an option, A MASK IS A MUST!

SAFETY CERTIFIED MANAGERS (SCM)

4M's Certification system for Safety Certified Managers (SCM) started in 2009 as an internal certification process to validate our Team Members' commitment to safety. SCMs must complete in-depth safety training which follows 4M's safety values and our safety mission to execute a proactive path in the continuous pursuit of zero accidents.

Earning SCM is no easy task! Training consists of a live half-day session with one of 4M's Safety leaders and maintaining it means that each manager must fulfill their safety responsibilities when it comes to making sure their hourly Team Members receive safety orientation/training, toolbox talks, and monthly safety observations, to name a few.

We're proud of the culture of safety we have built our latest group that can call themselves Safety Certified Managers! Welcome to the elite SCM Club!



Welcome to the SCM Club!

Teresa Ann Howell
Matthew George Bruner
Doris LeDell Peterson
Jerilee Trinidad
April Michelle Coffman
Douglas Milton Buth
Thomas Molloy Sandbothe
Kelly Thomas Nash
George Armando Santamaria
Julian Tapia
David Romero
Gregorio Gomez
Isaias Ricardo Alfandari Garcia
Joseph Bryan Rogers

Liliana Hernandez
Michael Gerard Gray
Becca A Stroh
Karee Nicole Allen
Caitlyn Marie Krantz
Rosalia Gonzalez
Eglis Malave
Sucel Rivera
Yasenia Hernandez Rodriguez
Mady L Ojeda
Anthony Morales

4M TEAM MEMBER RECOGNITION

Finding and recognizing Team Members doing things right is a significant part of our culture.

SAFETY BINGO WINNERS

Winners potentially receive anywhere from **\$50** up to **\$8,000** per game!

Luisa Suavez - Country Financial **\$37.50**
 David Vidal - John Deere **\$37.50**
 Eva Casillas - Spectrum **\$37.50**
 Nerea Wilson - CAT **\$37.50**
 Beatriz Duque - Progressive **\$75**
 Karen Sarkisov - Nemours **\$75**
 Lizbeth Soriano - Caremark **\$75**
 Shasia Tigney - John Deere **\$150**
 Elizer Diaz - Raymond James **\$150**
 Danielle Brand - Westport Plaza **\$375**
 Cynthia Gahl - Country Financial **\$1,675**

TOTAL WINNINGS: \$2,725

GOOD WORKS WINNERS \$\$

4M receives recognition from clients and supervisors hundreds of times each quarter praising our Team Members. Team Members are issued a "Good Works" ticket each time they are recognized. At the end of the month, a drawing is held and Team Members receive a cash prize!

Tomas Velasquez	Tyrone Gray	Sandra Trevino
Zackary Boyer	Carmen Mendieta	Higor Sampio
Clarissa Dorsey	Andrew Goetsch	David Vidal
Gene Adalgiza Febres	Nissa Tarvin	Alfred Cox
Donald Sanders	Nicole Cannon	Maria Lemus
Love Sesson	Veronica Cabrera	Saed Sindeic
Sandra Lopez	Danelys Maqueira	Jacob Personette
Rogelio Maximiliano	Saraileyns Encarnacion	Brittney Lewis
Du Hu	Blanca Trevino	
Sandy Smith	Melva Mendez	

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Egliis Malave Supervisor	Irma Muniz Supervisor	Tiffany Murillo Day Porter / Matron
Romy Aracena Floor Tech	Clara Zamarron Supervisor	Abubakar Khemseth Supervisor
Vilma Sanchez de Florez Field Supervisor	Jeremy Hernandez Lead TM	Alejandro Delgado Lead TM
Julie Wesemann Division Coordinator	LaDana Wright Account Manager	Deborah Matta Lead TM
Ismael Perez Floor Tech	Scott Mcdannold Supervisor	Alberto Herrera Floor Tech
Jose Zavala Floor Tech	Becca Stroh Account Manager	Danielle Brand Assistant Acct Manager

NEW MANAGEMENT TEAM MEMBERS

Congratulations to the following new Management Team Members and welcome to the Exceptional 4M Family!

Kelly Thomas Account Manager	Michael Gerard Account Manager
Joseph Bryan Field Manager	Marie Lynne Regional Coordinator
Nashaat Marzouk Business Account Manager	

WORLD CLASS TEAM MEMBERS RECRUITING WORLD CLASS TEAM MEMBERS

The following have been paid for recruiting new 4M Team Members. Ask how you can get in on this and receive a bonus for your referrals!

\$100
 Beverly Trevino
 Martha Alton
 Nelson Gutierrez
 Dora Lopez

Sheila Hernandez
 Santiago Chango
 Ricarda Ramirez
 Dulce Rodriguez
 Genaro Acosta
 Crystal Webber
 Maria Navarro
 Carlos Sanchez

\$1,000
 Brandon Meredith
 Regina Hendricks

TOTAL RECRUITMENT BONUSES: \$4,200

\$200
 Olga Paez
 Marta Flores
 Myriam Patino
 Fanny Gonzalez
 Esperanza Galindo

4M ANNIVERSARIES

Congratulations and thank you for your many years of dedicated service for our customers!

20 years

Edward Berry

15 years

Kelvin Hulsey
 Shameka Magee
 Iris Barrera

10 years

Maria Saldana
 Noe Morales
 Rosalia Gonzalez
 Nivea Figueroa Cruz
 Claire Zimmerman
 Angelia Rose

5 years

J B Hunter Jr
 Jose Garcia
 Cruz Romero
 Luisa Suarez

Andre White
 Alexander Rodriguez
 Maricel Garcia
 Yonnisel Tejada
 Marjorie Lewis
 Carlos Garcia Melendez
 Dania Molina
 Bertha Rincon
 Laura Tucker
 Anthony Morales
 Delia Williams
 Patrick Barrett Jr
 Isabel Brown
 Vilma Del Pozo
 Ivan Ford

Everardo Gamez
 Suze Wilhelm Belony
 Madalena Goncalves
 Elizabeth Garcia
 Palmira Goncalves
 David Weeks
 Rodosvaldo Perez

Niovis Zequeira
 Wilmer Perez
 Christopher Harvey
 Jewel Frye
 Lisa Porter
 Alexis Scott
 Irzema Rapkic
 Isabel Illescas
 Manuel Labrada
 Gerson Arteaga
 Gloria Estrada
 Miguel Viera



Patrick Barrett Jr. receiving 5-year certificate from Rudi at Springfield Clinic

PROVIDING THE EXPECTED & DESIRED PEACE OF MIND WITH DISINFECTING

Since the pandemic, there has been a lot of attention around disinfecting. For many, there has been confusion about cleaning, sanitizing and disinfecting. There have been questions about what chemicals and methods to use, what's recommended by the Centers for Disease Control (CDC) and what's recommended by the Environmental Protection Agency (EPA). 4M has worked very hard to effectively communicate to our clients, prospects and Team Members to eliminate any confusion.

We have also eliminated any confusion about the process of how to disinfect any areas. We have created comprehensive marketing pieces that compare the different types of disinfecting that are most effective. Undoubtedly, there will be additional methods and we will continue to be out in front of those and communicate them as they evolve. Right now, there are four primary methods, although we only recommend two of them:

High Touchpoint Disinfection. This is a very effective process where our 4M Disinfecting Specialist is applying disinfectant to high touch areas on a regular, scheduled basis throughout the day. This method focuses on areas where customers' employees or tenants that are in the building or facility are coming into constant contact with specific surfaces and can see the disinfecting process occur throughout each day which provides the peace of mind as they see their workplace is regularly being disinfected.

Fogging. Some people have confused this method with Electrostatic Spraying but Fogging is not using an electrostatic charge and the disinfectant is applied in much larger particles so it goes on wet. It does not adhere to surfaces like electrostatic spraying and the dwell time is significantly longer. This method is not recommended and not nearly as effective as electrostatic spraying.

UV Disinfection. Using an ultraviolet light for disinfecting does not require the use of chemicals but it could take 30 minutes or more to disinfect a single area. If a surface isn't exposed directly to the UV light, it doesn't get disinfected so there has to be a direct "line-of-sight." The UV equipment is very expensive and no one can be in the room being disinfected. It is effective, but not practical.

RECOMMENDATIONS

4M highly recommends both Electrostatic Spraying and High Touchpoint Disinfection because they are proven to be the most effective methods of applying disinfectant with the most effective 'kill' results. We will continue to monitor any new methods to apply disinfectants that provide the best solutions for each of our clients, prospects and Team Members. If you have questions regarding any of these methods, please reach out to your Account Manager, District Manager, or Regional Manager.

4M Mission: To provide world-class, innovative Building Solutions to world-class partners with energy, enthusiasm and excitement by Team Members who share in the success of 4M.



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