

REMEMBERING MITCHELL M. MURCH SR

On Saturday, December 27, 2014, the 4M family lost a truly irreplaceable visionary, and heaven gained an angel in plaid pants cheering on the Mizzou Tigers. Mitch Murch Sr, founder of 4M Building Solutions, was a man of honor, loyalty, and action. His incredible charisma and positive disposition was contagious, and those that were lucky enough to have known him knew his true passion for life.

Growing up, Mitch learned quickly that if he wanted something, he would have to work for it. Facing the Great Depression, bankruptcies, WWII, and the death of his mother at a young age, Mitch had a pretty tough childhood. However, in true Mitch fashion, he saw the positive side of these tragedies and realized they gave him the strength and drive to accomplish what he wanted in his life.

Mitch started 4M Building Solutions at age 50 from scratch, borrowing \$36,000 from his best friend. His determination, perseverance, and enthusiasm paved the foundation of our culture and the values we stand for today. He had a "work hard, play hard" attitude and thrived on humor and "making things happen". In addition to founding one of the largest janitorial contracting companies, Mitch was incredibly respected and had a tremendous impact on our industry. He was a founder and fifth president of the BSCAI (Building Service Contractors Association International) and a founder and past President of the WFBSC (World Federation of Building Service Contractors), our two main industry trade associations.

Mitch believed in the philosophy "Give more and take less". Giving back throughout his life was a large priority and he poured his love, energy, and passion into the trade organizations that he co-founded, The Buddy Fund, The Guadalupe Center, and dozens of additional organizations. He was a proud past President of the MU Alumni Association where he chaired the committee to raise money to build the first and second University of Missouri Alumni Centers. He received many awards throughout his lifetime including the Facility Alumni Award from Mizzou in 1968, as well as the Distinguished Service Award in 1976. He remained an active member

of the Kappa Sigma Fraternity and was the ultimate "Mizzou Guy".

Among all of these accomplishments, Mitch would be the first to tell you the greatest accomplishment in his life is his family. It is truly what he loved the most and he created countless wonderful memories for his kids, grandkids, their friends on athletic fields, on horseback, on lakes, streams and in Jeeps, stadiums, and over the occasional Budweiser. All the while though Mitch gave credit to Elaine, his wife of 64 blessed years, for raising the kids and making them the people they are.

With the loss of Mitch, the 4M family and the global janitorial community can honor his memory by dedicating ourselves to continuing the work he loved so much, live life with passion and positivity, and to never forget "right's right, wrong's wrong".



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DEVELOPING A CULTURE OF SAFETY

As Presented by Tim Murch, CBSE

4M Building Solutions President and CEO, Tim Murch, is on the Board of Directors of BSCAI (Building Service Contractors Association International) and has been for three terms now. Tim was asked to speak at the 2014 BSCAI Annual Convention regarding 4M's safety culture. His speech was titled "Developing a Culture of Safety" and highlighted 4M's successes with our proprietary SafePathSM program. He spoke on the importance of implementing the safety culture into the business' core values concurrently from the top down and from the ground up. For instance, it is management's responsibility to set expectations and to hold Team Members accountable. To implement the safety culture from the ground up, every meeting throughout the company starts with a "Safety Share". By making safety fun, through programs like Safety Bingo, Good Works Tickets and Peer Recognition, Safety is integrated into 4M's culture. To incentivize the leadership team to stay focused on safety, Safety Excellence is one of the six corporate Goals on the corporate Vision Scorecard. Also, a portion of management's quarterly bonus is based on safety metrics.

4M promotes safety day in and day out through monthly regional and district board meetings, safety committees, specific "Toolbox Talks" with Operations personnel, Safety briefings, and multiple posters regarding safety at all offices and accounts.

Tim also stressed the importance of the Training and Education measures 4M continually implements to keep safety a priority in the minds of our Team Members and Management. A SafePathSM Certified Manager (SCM) Program is required for all Operations Managers and Supervisors, as well as annual on-line refresher programs. A customized Safety Training Presentation is developed for all Team Members, as well as a specific Accident Prevention Training Program with a customized checklist form. Team Members and Management also take part in a Job Start Safety and Orientation.

4M monitors the safety at each account with a customized scorecard displaying metrics on measurable results for account inspections, inspections by Account Managers, and Quarterly Safety Audit Inspections by our Safety Department. Additionally, we take part in many Workers Comp Claims Management Programs including quarterly reviews with our Workers Comp Carrier, an Accident Investigation Program, a 24/7 on call Nurse Case Manager, Fraud Vigilance, and Aggressive Light Duty Program to accommodate most injuries and keep the Team Member working. A Driver Safety Program is also put in place with MVR's ran twice a year on all authorized drivers, pre-use inspections for Company Vehicles, "Point" System to track the Team Member's driving performance, and the Safe Driver Annual recognition.

Safety is an integral part of the 4M culture, and our success is due to these innovative processes and programs that make up SafePathSM, as evidenced by winning the BSCAI Safety Award 19 out of 20 years. By living these practices daily, 4M has become an industry leader in regards to "Developing a Culture of Safety" and Tim Murch was proud to share 4M's insight on our safety success with our industry peers.

4M WELCOMES OUR NEW CUSTOMER PARTNERS

Thank you for recognizing the value, solutions and peace of mind that 4M provides.

KC Public Library
Franklin Templeton HQ
TYCO
Airport Office Building
Coca-Cola
Corporate Medical Plaza 1
NetJets HQ
Bank of America Plaza
Forum Credit Union
St. Louis County Library

4M ACQUIRES UNITED SERVICES GROUP

In continuance with our strategic growth plan, 4M Building Solutions is thrilled about assuming all of the United Services Group (USG) accounts. Headquartered in Clearwater, Florida, USG has operations throughout Florida and Georgia. The addition of several of the markets top medical and office buildings brings excellent clients to our client base and fit perfectly into our current 4M outline of operations. We are excited to implement our proprietary unique systems and processes at these accounts to create lasting value for our new clients.

ZEROPATH: EXECUTING A PROACTIVE PATH IN THE CONTINUOUS PURSUIT OF ZERO ACCIDENTS

6 Steps to Zero Accidents...

SAFETY COMES FIRST AT UNIVERSITY MALL

In the fall of 2014, the United Services Group (USG) became part of the 4M family. One of the accounts that came to 4M as part of that union is the University Mall account located in Tampa, Florida.

Luz Londono, the 4M Account Manager and her staff at University Mall have, through their work ethic and attention to detail, have done a terrific job and have developed a very solid and mutually beneficial relationship with mall management and with the neighboring community. Some visitors to the mall have made comments such as "this place is very clean and tidy", "the restrooms are so tidy that I want to tip the housekeeping employees". The mall management has been extremely satisfied and has always been proud to showcase the property. University Mall is visited by over 7 million guests each year and has changed ownership four times, but the one constant has been Luz Londono and her cleaning team.

The professionalism and performance demonstrated by this team has set the standard with other malls in the Tampa Bay area. In the fall of 2014, a movie theatre was opened inside the mall bringing an average of 9,000 more visitors during the weekends. Foot traffic from the public in a mall of this type creates some unique concerns regarding slips and falls. With over 7 million guests walking the mall floors each year, attention to detail is very important. Luz says "since our first day in the mall back in 2010, working hard has been an everyday commitment not only to keep the

place clean, but also safe for visitors at all times. Some of the safety tips that we use every day with the Team Members are to keep an eye on the floor at all times looking for any minimal hazard, and making sure that all of the hallways are well lit. We have very good communication with our customer and any issue that we report gets fixed as soon as possible." Luz went on to say "we also created a "wet floor signs program" and share it with our customers. This consists of putting wet floor signs in the food court area in strategic locations near trash cans and adding a label on the trash can so any of our Team Members, staff management or even mall security officer gets access to it. We also place signs on some of the services corridors along the common areas."

Safety is not just a word for University Mall Team Members; it is a core value and part of their work ethic each and every day.

SAFETY BINGO WINNERS

Winners potentially receive anywhere from \$50.00 up to \$8,000.00 per game!

Brenda Campbell
Hazel Fields
Brent Ludwick
Mary Saenz
Araceli Villa
Gloria Guzman
Lori Reeves
Horacio Gudino
Eva Gomez
Rickey Davis
Shane Rosser
Say Htoo
Steve Griffin
Marcus Robinson
Eric Neuber
Hazel Fields
Robert Clay
Felix Guaquinchay
April Gonzales

TOTAL WINNINGS:
\$6,800.00



Luz Londono and her 4M University Mall Team

CUSTOMER COMPLIMENTS

The following are 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.

Melanie Bergfeld-Springfield Clinic "**Connie Hunter** does a fantastic job! She is very efficient, pays attention to detail, is incredibly friendly to staff, and has been recognized by numerous ASC staff members for the great job she does. She deserves kudos and accolades for a job well done! Thanks!"

Tim Thompson-Three Rivers College "The facilities are clean, our concerns or needs are addressed right away, and the 4M team is always pleasant to deal with....that in itself is a HUGE PLUS! Management and the crew are doing an outstanding job! Keep it up!"

Joe Halbrook-Valero Three Rivers Refinery "We are very pleased with the staff you have working at our refinery. They do exceptional work and are very open and friendly."

Dawn Laughlin-FORUM Credit Union "4M does a great job and we are impressed in how they clean the floors compared to our previous company."

Connie Irvin-St. Louis Trust Company "**Joann Tucker** and her team do an outstanding job! We are pleased with the job that they are doing. We truly appreciate the work that they do and their ability to be flexible and accommodate our focus on detail."



4M is pleased to announce the addition of Josh Hendricks to the team. Josh joins us as Vice President/General Manager of the Gateway Division. He comes to 4M Building Solutions with over a decade of commercial real estate property management experience. His most recent position was as Director of Operations where he oversaw national corporate initiatives, as well as served a catalyst to help refine and train the General Managers in the Property Management's operations, policies and procedures. Josh holds a Bachelor's degree in Business Management from St. Louis University. He enjoys spending time with his wife, Jessica, and two young children, as well as playing golf and basketball.

BOMA TOBY BUILDING OF THE YEAR AWARD

We are very excited to announce two of our accounts, The Sea Harbor Office Center Building in Orlando, and The Highland Oaks Office Building managed by JLL in Tampa, have both won the prestigious BOMA TOBY Building of the Year Award! The BOMA TOBY Awards recognize excellence in building operations and property management at the local, regional, and international level.

Sarah Nettles, JLL Property Manager at Highland Oaks graciously complimented our work in her building. "The buildings looked amazing and there were several times the judges commented on how CLEAN they are. The buildings went from 99% perfect to 100% perfect and it was definitely noticed! I can't thank you enough for all of your help and answering my late night and early morning requests."

These two buildings add to our growing number of TOBY Award winning accounts. Past winners include Central Park I, Westport Plaza, Pierre Laclede, One Financial Plaza and 1010 Market. It is the dedication of our hard working Team Members, the partnership with these incredible clients, and the 360 degree teamwork of our whole company that make this possible.



Pictured from Left to Right: Allan Nuñez, Yolanda Dishmeyer-4M Account Manager, Sarah R. Nettles, Cindy Povia, Gustavo Jaramillo-4M Regional Manager, Brandon Ivy

ENRICHING THE LIVES OF OUR TEAM MEMBERS

4M Building Solutions is proud to show our social responsibility by our commitment to all Team Members, including those with challenges or disabilities.

Pictured here are four of the Team Members that make a daily difference in providing world class service at Valero Energy. From left to right, are Don Cervantes, Shiva Timsina, Taylor Whittington, and Francisco Salazar. Collectively they have over 30 years of experience in the Janitorial service industry. All four Team Members came to 4M Building Solutions through Vista Vocational Resources Center Inc., a company that provides persons with disabilities and injuries with innovative perspective in vocational rehabilitation.



Don Cervantes is from the Philippines, growing up he learned to take great pride in his work. Don has been a successful Team Member of the Vacuum Team and the Utilities Team with zero safety incidents.



Shiva Timsina is from Nepal and very happy to be part of the 4M team. Shiva is currently on our Special Projects Team with an enthusiasm that he shares with everyone around him. Shiva has had some great Safety Shares and is a dedicated Safety Bingo fan.



Taylor Whittington uses her charm and positive attitude daily, no matter the circumstances. She says "I love working at 4M because I am challenged daily and I can show off what I can do."



Francisco Salazar is on our Laundry Team and takes pride in being early to work but also makes sure that he leaves the laundry in a near as perfect condition he can for the next shift. Francisco believes that together all of us can overcome challenges.

WHAT DIFFERENTIATES 4M BUILDING SOLUTIONS?

One of our most dedicated promises to our new 4M Partners is our seamless job start; recently we received recognition for this from our Partner at Sea Harbor Office Center.

"We would like to cordially thank you for a very successful transition process for janitorial services at Sea Harbor Office Center. From the beginning there was a constant focus on developing a team to carry out the janitorial services for a very busy Class A building with prestigious tenants. The details began with setting up an office area, followed by bringing in a Team of experts to carry out the hiring process. We appreciate the attention given to finding a highly qualified Supervisor. Nelson Seda is very professional and brings an excellent source of experience and high level of customer service skills to the team. We are fortunate! We feel very confident that 4M has high standards and expectations of their team and will strive to deliver above standard service. We look forward to a long and prosperous relationship with 4M."

THANKS TO OUR TEAM MEMBERS WHO GO ABOVE AND BEYOND!

4M Management nominates Team Members who have performed above and beyond for clients and who exemplify a commitment to "World Class Building Solutions" as well as reward Team Members with various bonus incentives of \$25 and \$50!



Dawn Summers is our Account Manager at Lillibridge. Dawn has a take charge attitude and is always committed to making a big positive impact on our customer and tenants. Her hobbies include making jewelry and working on her 1950 Chevy deluxe. She also refinishes junk furniture and loves to decorate and has 3 grandchildren. Thanks to the outstanding leadership and positive results that you have brought to our team Dawn, keep up the good work!



Ruth Hernandez is a Team Member at Assurant. Ruth is always willing to stay late or come in on special needed days to help out without hesitation. Ruth is a perfect example of 360° teamwork. She is caring and always does a professional job. She is very versatile in many jobs and is a perfect fit for 4M Building Solutions.



Kubir Kuikel is one of the most loved Team Members at State Farm, he makes sure that each Team Member knows their route and if something is missed he will be the first one to notice and let them know. He is a customer pleaser and a very hard working 4M Team Member.



Ylber Azizi is an Account Manager in Jacksonville and has been an active participant in ensuring the success of 4M Building Solutions. Ylber is always looking to satisfy the customer; this approach to any issues have always been solutions orientated. Ylber is a great friend, confidante, and team player to everyone at 4M.

TEAM MEMBER RECEIVES UNSUNG HERO AWARD

Team Member, Agustin "Tino" Robledo, was recently presented the "Unsung Hero" award by Doug Berger with Tornado Industries. This award is presented to someone that has gone above and beyond the call of duty in helping others, not only at work, but outside of the workplace as well.

Tino is an extremely positive person who thrives in serving his community. He is a father of four and a grandfather of three. He makes a huge contribution to his community by acting as a free Spanish/English interpreter for the court and hospital representation with the growing Hispanic population in St. Louis.

Tino is dedicated, reliable, and hardworking and always has a smile



on his face. He is truly a great leader and coach to other 4M Building Solutions Team Members. When Tino was informed that he was the recipient of this award his response was simply, "I'm just doing my job". This is truly not the case. Tino receives constant praise from the staff at Visitation Academy, not only for completing the normal scope of work, but for helping with maintenance issues, car problems, or even things as simple as helping someone out to their car. Tino will even come in on the weekends during a big event and make sure the school is ready to go, no questions asked. Tino is the true definition of an "Unsung Hero".

4M TEAM MEMBER RECOGNITION

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

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 paid a bonus for your referrals.

\$1000.00

(For management recruits)

\$100.00

Richard Lauder
Deandra Ross
Joshua Powers
Margaret Givens
Ambrosia Freyta
Zulier Mejia
Elena Sordo Remolar
Candelaria Cobian
Howard Heard
Gerren Watson (\$200)
Jenifer Orozco
David Dickson
Jennifer Hunter
Aaron Denmark III
Nancy Puebla Guerra
Claudia Gomez
Connie Hunter
Karrie Jenkins (\$200)
Tony Smith
Ernitta Matthews
Patricia Burston
Dhana Kuikel
Jeanette Vandeusen
Amanda Jiminez
Osmany Estevez

TOTAL RECRUITMENT BONUSES: \$2,700.00

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!

Christopher Teran
Lorena Gutierrez
Martha Lopez
Terry Grooms
Claudia Manrique
Astrid Guerrero
Elida Fiallos
Cleveland Lee
James Carswell
Corina Vargas
Jose Arco
Desiree Lopez
Zackary Bratton
Amanda Richmond
Judy Coursey
Jose De La Torre
Marlen Garcia
Alejandra Prevatte
Cinthia Diaz
Amanda Jimenez
Deneshia Johnson
Joyce Jones
Taneisha Moore
Jeremy Stone
Melissa Stukins
Brenda Campbell
Jacqueline Barton
Irvian Bursey
Mary Love
Margaret Beison
Sherena Williams-Donagan
Devin Harris
David May
Hirmize Ramushi
Renold Thornton
Marilyn Jones
Dulce Ruiz
Maria Monroy
Amanda Sparks
Janice Winkler
Matthew Major
Spring Delano
Ashley Cain
Kara Davis

NEW MANAGEMENT TEAM MEMBERS

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

Pamella Kelly
Account Manager

Susan Ray
HR Admin

Jeffery Chapman
Regional Manager

Miguel Miloslavich
Regional Manager

Christopher Dobaczewski
Account Manager

Joshua Hendricks
Gateway Vice President

Nelly Castro
Account Manager

Mindi Clark
District Manager

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Samantha Kidwell
Account Manager

Irene Garcia
Account Manager

Tia Davis
Account Manager

Darcel Johnson
Account Manager

Justin McSwain
Account Supervisor

4M ANNIVERSARIES

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

25 Years

Rosetta Edwards
Willie Pearson

15 Years

John Brownlee
Melvin Bethany

10 Years

Dorothy Holman
David Dickson

5 Years

Dulce Ruiz
Bud Brooks
Norma Cabrera
Edith Ramos
Maria Perez
Lizbeth Escobar
Ivis Miranda
Ivon Celedon
Courtney Kelly
Horacio Gudino
Schondra Fair
Ines Giraldo
Richard Foulkes
Gary Gernentz
Charles Holmes
Kimberly Stevenson
Tresa Wilson
Samuel Beach
Aaron Dennis
Torrance Sumlin
Rhonda Sharp
Maria Williams
Monekie Sanders
Brian Houser
Dinorah Cancel
Maria Garden
Daiz Combs
Michelle Mitchell
Robert Calvin
Ambrosia Freyta
Rosario Marquez
Darius Keefer
Glen Webster
Ilija Resanovic
Clifford McQuillen
Clyde Lofton

COCA-COLA EXPRESSES THEIR THANKS FOR OUR TEAM MEMBERS

The Coca-Cola Team Members are a dedicated team of professionals and recently worked non-stop to ensure that an Employee Appreciation Lunch was completely set up and ready to go for 700+ Coca-Cola employees. Coca-Cola shared that this is "a great team of individuals you have and we truly appreciate all they do!"



4M Team Members pictured: Aaron Dennis, Riki Cobb, Tina Brown, Maria Montes, James Carswell, Alvina Foster, and Asani Diop

4M BUILDING SOLUTIONS DAILY POSITIVE MESSAGE

Every morning we send out a positive message email blast to every 4M Team Member to start off everyone's day on a positive note.

If any of our customers or prospects would like to receive these 4M Daily Positive Messages then please email Amy Bell, Executive Assistant, at abell@4-m.com

These are small quotes sent via email (email addresses will always be blind copied so it is never shared). An example is "Even if you're on the right track, you'll get run over if you just sit there." -Will Rogers

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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