

### WHAT'S INSIDE

# WHAT HAPPENED TO THE STRATEGY TEAMS?

It doesn't seem that long ago but it's been a year and a half since the Strategy Teams were formed to work on specific strategies that affect our day-to-day business. Each team met to determine specific tactics that could be implemented to improve our business practices at 4M. So, where are we? Let's take a look at some specifics and what's changed.

First, our Operational Playbook Team. This team took a look at how to make our operations more consistent across all markets. Over the past year and a half, they have created Operational Playbooks, developed Field Managers to oversee accounts that do not have an Account Manager, created Operational Specialists and created career paths to provide a vision for where someone can grow within 4M.

Next, our Operational Efficiency Team focused on reducing waste and they started with WinTeam/eHub Roles and Securities to clean up what was already there and

provide the proper securities based on roles. Having completed this project, they are piloting a program using WinTeam Work Scheduling to process Bill Extras to systematize this process.

Our third group, ROaR implemented new recruiting efforts using social media, job boards, radio, flyers and a variety of marketing efforts to increase our overall recruiting and they created new onboarding "swag bags" to welcome new Team Members.

The Leadership Development Team is now LEAD 360 (Leadership Excellence and Development). The Team has been creating new training, tracking and certifications to provide a new platform for ongoing training and development, using LearnLoft as our platform.

The final team, Retention and Renewal, created a new renewal structure, focused on our Team Members, to determine what we could provide them to help them become better versions of themselves and focus activities on them. They piloted a Back-To-School Backpack Program and researched three alternative methods to deliver ESL (English as a Second Language), settling on Duolingo as the preferred method.

This isn't the end for our Strategy Teams, and we're excited for what the future will bring for us all. Onward and Upward to the Moon and Beyond!

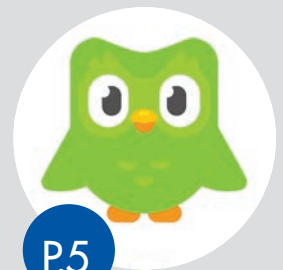
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*VISION WITHOUT ACTION IS A DAYDREAM. ACTION WITHOUT VISION IS A NIGHTMARE.*  
ANONYMOUS



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Team Members of the Quarter

# AROUND THE 4M WORLD

## COMPANY AWARDS 2018 YEAR END FINALISTS

Every year we gather to congratulate all the well-deserved leading Team Members that go above and beyond to provide service excellence for all our customers. This year, on February 28th, we honored our winners and the hard working Team Members behind them. 4M is only as good as its Team Members, and we are fortunate enough to have some of the industries absolute best! Congratulations to all our 2018 Winners.

### Triple Diamond Elite Safety Awards

*This difficult to earn Safety Award goes to accounts that have worked three or more consecutive years without an OSHA Recordable and near perfect Safety Audit Scores*

#### Region 40-Brooks

Broadridge/Charlotte Romero  
USDA - Building-Beacon/JB Hunter

FIS Littlerock/Layton Hartley  
**Region 45-Lloyd Garcia**

Covance Greenfield/Tia Davis

#### Region 50- Marc Dimarzo

Akebono Brake Co. - Glasgow/  
James Sheridan

Logan Aluminum/Tresa Wilson  
Nemak KY/Barbara Kirby

Southside Area/Ylber Azzizi  
ALLY-Gran Bay/Ylber Azzizi

#### Region 55- Miguel Miloslavich

Visa International/Javier Rumbo

#### Region 60- Jeff Chapman

State Farm - Winterhaven/  
Anthony Morales

#### Region 65- Lacey Brown

Pearson/Circle K/Horacio  
Gudino

### Diamond Safety Awards

*Diamond Safety Awards go to Accounts that have worked one year without an OSHA Recordable and near perfect Safety Audit Scores*

#### Region 10- Steve Gray

COUNTRY Financial/Justin  
McSwain  
Assurant-Milwaukee/Dave  
McLay

#### Region 30- Thomas Conway

Fuyao Glass/Deby Emberton  
**Region 40-Bud Brooks**

Argus Healthcare/Joran Pineda  
Fashionbilt/Joran Pineda

First National Bank of Omaha/  
Jose Argumedo

#### Region 50- Marc Dimarzo

Vystar Credit Union/Ahmo  
Ibrahimovic

Borland Groover Clinic/Igor  
Maksimovic

Constellium-UACJ/Tresa Wilson  
Acorn-Butler Point/Ylber Azzizi

#### Region 55- Miguel Miloslavich

Cardinal Health/Claudia Gomez  
Cardinal Gibbons High School/  
Brenda Gomez

#### Region 60- Jeff Chapman

Coca Cola Enterprises, Inc./  
Yolanda Dishmey

Cognizant/Yolanda Dishmey  
Kirkman Point/Edwin Pacheco

#### Region 65- Lacey Brown

Bexar Metro 911/Susan Ward  
Airport Office Building/Eva  
Casillas

### Safest Region Award

RUNNER-UP

#### Region 10 - Steve Gray

WINNER

#### Region 40 - Bud Brooks

### Safest Division Award

Midsouth Division - Dan Cline

### Albert E. Willson, III Region of the Year Award

RUNNER-UP

#### Region 50/Marc DiMarzo/ 6.90 Points

WINNER

#### Region 10/Steve Gray/ 7.80 Points

### Division of the Year Award

RUNNER-UP

#### Gateway Division/Michael Fitts/5.45 Points

WINNER

#### Midsouth Division/Dan Cline/6.20 Points

### Perfect 100% Account Retention

#### Region 10 - Steve Gray

### Sales Champion of the Year

Mike Tofari

### Platinum Club Sales Leaders

Mike Tofari

John Oswald

Chris Wieman

### Operational Sales Account Manager Leaders

RUNNER-UP

#### Craig DeJean

WINNER

#### Joe Petrone

### Operational Sales District Manager Leaders

RUNNER-UP

#### Nelson Irizarry

WINNER

#### Igor Maksimovic

### Operational Sales Regional Manager Leaders

RUNNER-UP

#### Seth Wolfe

WINNER

#### Marc DiMarzo

### The Account Manager of the Year Award

RUNNERS-UP

#### JB Hunter

#### Victor Delgado

#### Samantha Kidwell

#### Robin Brinkley

#### Tresa Wilson

#### Javier Rumbo

#### Anthony Morales

WINNER

#### Tia Davis

### Internal Customer Service Awardees

Todd Wilkins/Merima Palaija/  
Stephanie Agnew/Bianca  
Villasenor

Keith Schroeder/Sarah  
Absheer/Paola Gonzalez/  
Monica Perez

Amin Sosa/Nayeli Perez/  
Denise Hightower/Monica  
Cliften

Dana Wilkins/Shelby Hill/Laura  
Davis/Edmee Colon

Sue Perkins/Alyssa Bradley/  
Greg Russell/Connie Hunter  
Abby Garcia/Curry Wilkins

Mitchell M. Murch Sr.  
110% Member of the  
Year Award

Pamella Kelly

4M Team Member of  
the Year Award

Ana Ramos



Seth Wolfe representing the Nashville Team!



A great day for Chris Wieman.



Looking good, Oscar Acosta!



The San Antonio Team was all smiles!



Region 60 cleaned up!



Top Sales Gun, Mike Tofari congratulated by Josh Hendricks



Susan Ward celebrating with her Team Members Robert Mendoza & Elizabeth Alvarado!

# AROUND THE 4M WORLD CONTINUED

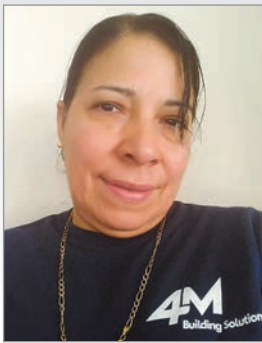
## SAN ANTONIO

John Oswald of the San Antonio Team earned his Facility Management Professional (FMP) designation in March. Earners of the assessment-based credential demonstrate a proven comprehension of the foundation core competencies of facility management and build practical skills that can apply the industry. John worked and studied many additional hours to achieve this distinction. We are very proud of what you've accomplished, John. Well Done!



*Congratulations on your accomplishment, John!*

## KANSAS CITY



*Team Member of The Year, Ana Ramos*

A HUGE CONGRATULATIONS and job well done go out to 2018's Team Member of the Year, Ana Ramos!!!! Just one Team Member earns this distinction each year at 4M, and the competition is steep. Ana earned this by being one of the very best Team Members we have across the entirety of 4M. Ana is always helping out other teams, managers, and supervisors when asked. Each and every person she has come in contact with has praised her work ethic and desire to help the entire team. Its been said more than once by many, "We wish we could clone her!" She's got the eye for detail, is conscientious and always keeps a 'safety first!' mentality while looking out for her fellow Team Members. Ana makes sacrifices for others and always looking to help out her colleagues and community. Her dedication to 4M is secondary to her exemplary character, and we are so proud to have had her with us for these 12 years. We hope to count her among the 4M Family for many more to come!

Make sure to congratulate her heartily if you see her around. Thank you for all you do, Ana!

## ATLANTA

Our Team in Georgia has had their work cut out for them on a very large job start. 360° Teamwork contributed to an extremely successful start with some record numbers in new Team Members and square footage being cleaned. Thanks to all involved in making the transition for our client seamless, painless, and let's be honest.. a little bit fun! We owe it all to you!



*We couldn't be happier to have all these wonderful faces join our 4M Family!*

## ST. LOUIS

It was all fun and games in St. Louis for the annual industry trade show for IREM, IFMA, and BOMA. 4M sponsored a booth featuring prizes and a dice game. We also visited our friends over at Royal Paper in their booth, and our newest addition to the Marketing Team, Tony Valenti, ended up winning some serious scratch!



*Try not to spend it all in one place!*

Our Corporate office also held an awareness happy hour featuring the Buddy Fund this spring. The team all got to learn more about and how to get involved in a great organization. The Buddy Fund enriches the lives of at-risk youth by making sports opportunities and equipment available through local service organizations. We're all excited to pour some love back into the St. Louis community.



*Friends, drinks, food, and service to our community!*

## ILLINOIS

A very well-deserved shout out goes to everyone who's been working around the clock in Illinois the past few months. We've had record numbers of Team Members, both new and old, show up for a job start that is going down in the 4M history books. Many have put in extra hours and worked extremely hard at ensuring each and every person on the team is prepared and ready to do a great job. We've had managers from all across 4M's footprint attend and run training sessions, clean out closets, onboard new Team Members, and then some. Not to mention the wonderful new Team Members we've added to our ranks. Our 360° Teamwork mentality is something truly amazing to witness, a true testament to what we've all built together at 4M! THANKS TO ALL WHO MAKE 4M GREAT!



*360° Teamwork is just one of the things that make 4M great! Our Team Members really are the best!*

# 4M IN THE NEWS

## 4M MAKES TOP 150+ LIST OF THE BUSINESS JOURNAL

For decades, the St. Louis Business Journal has profiled the top privately held companies in the region in our Top 150 section. They contacted hundreds of companies to create this list and tell their stories about how they have grown, who runs them, and their hiring plans for the coming year. They took it a step further in 2018. They expanded the List to 200 companies to create the "150+."

For the second year in a row, 4M was featured as a member of this prestigious list this year jumping three spots and rolling in at #194!

Tim Murch said of the accomplishment, "We will continue to move up the list with our amazing continued growth and improved account retention this year. Each and every Team Member at 4M should be very proud of this outstanding accomplishment."

New President, Steve Crain has challenged everyone at 4M with the task of jumping up to #180 for next year's list, and we are all ready to answer the call and show how wonderful 4M really is!



## DID YOU KNOW? . . .

### WE HAVE AN HR HOTLINE!

Did you know 4M Building Solutions has an active Human Resources Hotline? You can call to address any needs you may have regarding HR and leave messages after hours. The HR hotline for team members is **314.615.2859**.

### YOU ASKED FOR IT!

#### ESL Training - English as a Second Language

There are over 1.2 billion people learning a language and the majority are doing so to gain access to better opportunities. Unfortunately, learning a language is expensive and inaccessible to most. Our Team Members have expressed their desire to learn a new language or sharpen their skills with languages they wish to speak better. Some of our regions have

tested several 'English as a Second Language' applications and the consensus was that Duolingo, a free app available on all platforms, was the easiest to maneuver and use by a long shot.

Duolingo breaks Lessons down into bitesize chunks (Exercises) to help people learn a new language, all while feeling encouraged instead of overwhelmed. Duolingo is free language education - no hidden fees, no premium content, just free! Duolingo lessons adapt to your learning style with interactive exercises that are tailored to help you learn and review vocabulary effectively.

Duolingo is available on the web, iOS devices, Android devices, and even Windows mobile devices. You can sign up by creating a new Duolingo account using your email address or by using your existing Google or Facebook account. You could be learning a new language within minutes!



Visit [duolingo.com](http://duolingo.com) to learn more!

# SAFETY DIAMONDS

*"SAFETY IS SOMETHING THAT HAPPENS BETWEEN YOUR EARS, NOT SOMETHING YOU HOLD IN YOUR HANDS"*  
— JEFF COOPER

"Toolbox Talks," "Tailgate Chats," "Safety Meetings," and "Crew Briefings" are all terms used for pre-shift talks that reinforce safety training, heighten our awareness of hazards, and remind us of safety regulations. These talks are designed to keep all of us safe and not allow us to get complacent or lax. Increases in accidents and near misses, messy work areas, and Team Members not wearing the required PPE or not using equipment properly are all indicators of a lax safety culture.

Some best practices for Tool Box Talks are:

- **Short and sweet** - These should be reminders of safety training and don't need to be long-winded. Ideally, they should take no more than 5 -10 minutes.
- **Specific** - The topics are not general. The Team Members should be able to visualize the content. Telling stories to illustrate the subject will have a lasting effect.

- **Use props** - For example if you are having a Tool Box Talk on Proper Footwear show your team examples of acceptable (tennis shoe) and unacceptable footwear (Crocs).
- **Ask questions** - If you have a question, chances are that someone else on your team has the same question and just doesn't ask. Speak up! This is your opportunity to ask the question.
- **Practice what you preach** - It's everyone's responsibility to provide a safe work environment for ourselves and our fellow Team Members. Become the Safety Champion by practicing safe behavior and don't be afraid to alert other Team Members of unsafe behavior.

Toolbox Talks are important and should not be taken lightly. They are not only part of our safety culture, they are quick reminders of how to work safely and protect each other at our

clients' locations. Be Bold. Speak up when you see something that isn't safe, it's everyone's responsibility.



It's about keeping all your tools at the ready. Tool Box talks sharpen and hone everyone's safety tools.

## SAFETY CERTIFIED MANAGERS

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. SCM's 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.

Becoming a 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 in the past 40 years and our Team Members who have shown their dedication to keeping each other safe.

## Congratulations are in order for our most recent inductees into the Safety Certified Manager Club

Tim Fortner  
Steve Cox  
Daniel Taylor  
Samantha Hinthorne  
Abel Pimentel  
Jesse Miller  
Tammy Anthony  
Dulce Morales  
Tim Wea  
Brandon Rupert  
Carlos Lainez  
Bonifacio Rosario  
Albino Velasquez  
Onelis Ware  
Angela Marbury  
Ana Molina  
Kai Holman

Julie Wesemann  
Allison Vartanian  
Nick Flatley  
Wanda Thomas  
Andres Fregoso  
Nikki Haynes  
Hector Delgado  
Danel Gipson  
Brent Perkins  
Robert Hall  
Paul Wilson  
Aurlou Gonzalez  
Katy Eliades  
Jim Rice III  
Martha Silva  
Debbie Andrews  
Eva Harris

Cesar Gomez  
Shalonda Daniel  
Barbara Price  
Emma Smith  
Tosha Whitaker  
Claude Edouard  
Karine Mercado  
JoAnn Tucker  
Lea Ann Stone  
Thomas Davidson  
Amber Michell  
Patterson-Hullom  
Sully Flores  
Joanda Delgado Rico  
Jimmy Moore  
Clarence Barnett Jr!

## WELLNESS CORNER

It's no secret, regular physical activity is good for your health. It helps with weight, energy, mood, sleep and more. Taking the time to work out is just one way to achieve your Health and Wellness goals. All work out plans need to be accompanied with some form of nutrition plan as well. The rumor out there is that nutrition and exercise are equally important when trying to lose weight. While they are both very important to good health the verdict is that all the exercise in the world won't help you lose weight if your nutrition is out of whack.

### BETTER NUTRITION

Good health starts with good nutrition. Many chronic diseases may be preventable with proper nutrition and exercise. These include cardiovascular disease, high blood pressure, type 2 diabetes, breast and colorectal cancer and poor

bone health. Making small changes in your diet can make a big impact on your health.

### HEALTHY FOOD SWAPS

When you think about healthy eating, you probably think about giving up some of your favorite foods, but it doesn't have to be that way! Eating healthier can be as easy as making some simple substitutions that can add up to make a big difference to your health. Here are some ideas to help you reduce the amount of saturated fat, salt, added sugar and calories in your meals.

- Try Greek yogurt instead of regular yogurt. Greek yogurt has nearly double the amount of protein when compared to regular yogurt. The extra protein helps you feel more satisfied. Look for low-fat or nonfat options to limit saturated fats.
- Select fresh fruits instead of fruit juices. Fruit

juices contain very little of the pulp and skin from the fruit, which means they are very low in fiber. Most fruit juices also have lots of added sugars.

- Eat raw spinach instead of iceberg lettuce. Spinach is more nutrient dense than iceberg lettuce. It is high in vitamin A, vitamin C, vitamin K, calcium and iron.
- Snack on air-popped popcorn instead of chips. Three cups of popcorn contain less calories, less fat and more fiber than fifteen chips.
- Choose brown rice instead of white rice. White rice goes through a milling process that increases its shelf life but removes most of its nutrients including fiber, vitamins and minerals.
- Have oatmeal instead of sugary cereals. Sugary cereals are high in sugar while low in fiber. Meanwhile, oatmeal has no added sugars and is high in soluble fiber, helping you feel more satisfied and improving your cholesterol.

## 9 TIPS TO GET YOU BACK ON TRACK EXERCISING

- 1. Start small.** Studies have shown that 10 minutes of exercise a day can provide health benefits.
- 2. Hold yourself accountable** by tracking your workouts, making an appointment with a trainer or by participating in group fitness classes.
- 3. Enlist a friend,** family member or coworker to join you.
- 4. Be realistic with your goals.** Start by tracking the number of minutes you exercise each week and increase duration, intensity and frequency as you go.
- 5. Do what you love.** Find a physical activity that you enjoy so you're more likely to stick with it.
- 6. Take it one day at a time.** It takes time to change habits. Focus on what you can do each day to better yourself.
- 7. Try something new.** Make a new workout playlist or try a different type of workout.
- 8. Plan, prepare, schedule.** Set yourself up for success by keeping a pair of sneakers and workout clothes in your car and scheduling your workout into your day.
- 9. Cut back on alcohol, drink more water** and go to bed earlier to feel refreshed and energized for your workout the next day.

There's no one-size-fits-all plan for nutrition and exercise. You must design a healthy lifestyle you can live with for life, not a quick-fix gimmick that always results in relapsing. Respect yourself and feed your body foods that will fuel and nurture. So, ask around, do some research and find a healthy plan that appeals to you and your capabilities. Will it be hard? In the beginning, yes. Any major lifestyle change usually is. Is it worth it? Absolutely.



# TEAM MEMBERS OF THE QUARTER

*Congratulations are in order for our latest Team Members of the Quarter! We had several nominees and the winners were not an easy decision. Way to go on being exemplary 4M leaders!*

## Jessica Gonzales (San Antonio)

Jessica Gonzales is very responsible. She is always on time and a Team Player all around. If there is a Team Member absent, Jessica is always willing to help. She is a great asset and we are proud of her role on our team.

## Cesar Gomez (Atlanta)

Cesar Gomez has gone above and beyond in managing nightly operations in Atlanta. His willingness to work extra hours and weekends to make sure every task and project is completed shows true leadership that we value at 4M. Our customers love it, too!

## Jimmy Durham (Atlanta)

Jimmy Durham is a valued team member as a carpet technician in Atlanta. He answers the call whenever something is asked of him and is passionate about the work that he does. Jimmy is a prime example of the great culture that we have here at 4M!



*Well deserved, Jessica!*



*Be Proud of your accomplishment, Cesar!*

# 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.*

We wanted to note how conscientious **Fernanda Harris** always is when working around other people in our buildings while they are busy and on phone calls. Kudos to her! -**Samantha Mayfield**, Facilities Coordinator II - FLS

**Dolores Cumpian** who is filling in for the regular day porter that is out sick has done such a great job for us and as a sub is not always acknowledged. Very proud of the work she does. -**Tammy Jimenez**, Brooks Administrative Assistant - Carenet Healthcare Services

I would like to commend one of your employees, **Nettie Wilson**, she is a very hard-working woman. She does the difficult job she has with a smile, confidence, dignity, and peacefulness which she shares with those around her. She is a very valuable member of your team. I highly congratulate her and you for having such a model person working within our buildings. -**Teresa Lawrence**, Shipping Coordinator - Caterpillar

I just wanted to tell you what a good job **Ava Marie** does on our restroom. She is always so friendly and certainly cares about the job she does and it shows!!! It's a messy restroom and it doesn't take long to get it that way. You can sure tell she's taking care of

us. -**Karie Teeter**, Field Claims Associate - Farmers Insurance

Your employee, **Sarah Turner**, is an excellent worker. She keeps her area clean and does it without being in anybody's way. I really think she should be praised! -**Kim Buttram** - Springfield Clinic

**Wanda La Torre** continues to be fantastic in the support she provides to our facility. She is a devoted hard worker and treats our place like it's her own. -**Samuel Kocol** - CVS Health

I wanted to let you know how pleased we are with our Day Porter, **Maurice Turner**. He is a hard worker who is always looking for ways to work more efficiently. I often see him doing tasks that in the past were left to be done by the night crew. This hard work has resulted in a very noticeable reduction in custodial complaints. Finally, and perhaps most importantly, Maurice is joy to work with! He is polite, professional and has an engaging personality that everyone here at the Center enjoys. Please let him know how much we enjoy having him here. -**Todd Hornburg**, Vice President, Facilities & Support Services - Donald Danforth Plant Science Center

I want to shout out a couple of kudos to **Karrie Mahler** and **Nancy Mangalavite**. I have been

here 7 years, but at any time I ask either of them to help in cleaning this or that, they both are very receptive and always respond without any problem. They are helpful and kind and I wanted to express my appreciation!!! -**Denise Casson** - Springfield Clinic

Cleaning did a great job on my workstation. Thanks again for all you do! -**Frances Espinosa**, Administrative Assistant - HSN

I was at work late last night and got to witness the young cleaning crew going about their jobs. Boy were they great! The Team Members cleaning the Tech Support galley were very kind, professional, and were thorough. They paid attention to details but yet were very efficient and timely. -**Mary Prather**, Tech Support Division - MiTek

**Joshua Felkins** is very good. He stops by 2 - 3 times every day and ask if there are any complaints or anything he needs to do, I really appreciate this. -**Debbie S. Mitchell**, Supply Management Specialist

**Jorge Rico**, the day porter/custodian at Earth City is an outstanding asset. He is responsive to issues raised, always has a pleasant demeanor and performs his role at a very high level. -**John Lukasik**, Area Manager - AT&T Services, Inc.

I just wanted to take a minute and tell you how awesome the floors looked this morning in the HM offices! Please tell **Terry Brown** and **Susan Cardwell** I said Thank you! - **Erin Allen**, Administrative Assistant - Logan Aluminum Inc.

**Caleb** did an amazing job with cleaning our refrigerators. We were all so pleased and several of our staff made comments as to what a good job they had done and how they smelled so much better! - **Connie Levy**

Just wanted to let you know that **Renee Lopez** has been cleaning our office since who knows when. I never thought I'd be even thinking about the cleaning, but he is so nice and so courteous and does such a great job cleaning that I just really wanted someone besides me to know it. I can't say how much we appreciate him. Our office is truly noticeably cleaner. -**Cam Sunarto** - Integra Financial

I to let you know that I really appreciate **LaTonya Blakey** and all of her hard work. I am the practitioner in the health clinic, and she always goes above and behind when cleaning our area. She is so joyful and always has a smile on her face. She just deserves recognition for doing such a great job. It brightens

my day to see her. She is a hard worker and I just wanted to pass that along. -**Leanne Cullom**, Family Nurse Practitioner, HCM - My Health Center at Lowe's

I wanted to let you know how much I appreciate the hard work and extra efforts **Roy Bowens** and **Christopher Baber** demonstrated in the days leading up to our Meet & Greet. They kept the rooms set up and going, and continued to help us any way they could. As always, we appreciate **Carl Young** as well. He is always so good to jump in, and assist us with this annual event. We are fortunate to have them on our team! -**Denise Schmidt**, Conference Center Coordinator - HCA



*Awesome work, gentlemen!*

# 4M TEAM MEMBER RECOGNITION

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

## 4M ANNIVERSARIES

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

### 20 years

Jonathon Goodson  
Zaidi Issa

Amela Cejvanovic  
Don Cervantes  
Jamie Coleman

Edin Martinez  
Jennifer Mc Comb  
Justin Mc Swain

### 15 years

Chris Scarber  
Juan Zarate

Jonathan  
Cunningham  
Hector Delgado  
Cinthia Diaz

Melva Mendez  
Michael Moss  
Diego Ortiz Montalvo  
Sue Perkins

### 10 years

Guillermo Barrera  
Fred Hill  
Roosevelt Jenkins  
Deborah Stachurski  
Hattie Stanley

Douglas Elder  
Ophelia Fails  
Chantell Giltner  
Andrew Goetsch  
Ann Grise  
Sherry Hamm  
Belinda Hutcherson

Barry Reeves  
Gerson Reyes  
Hernan Segura  
Richard Stafford  
John Tuinier  
Denia Villasante  
Arapa De Olave

### 5 years

Angelique Bledsoe  
John Brady

Lorean Jones  
Brock Juhl  
Kubir Kuikel  
Karrie Mahler

Sylvia Williams  
Michael Worsham

## 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

Maria Aguila  
Darleen Aponte  
Timothy Chrismer

Nincechla Contreras  
Luis Diaz  
Ana Fabre  
Elizabeth Lee  
Lavone Lenox  
April Lewis  
Carmen Padron  
Beatriz Rincon  
Phyllis Ritter

Lissette Rodriguez  
Maria Silva  
Tiana Smith  
Donnell Starks

Anastasha Tijerino  
Sandra Troches

### \$300

Synovia Lowe Rogers

### \$1,000

Alyssa Bradley

**TOTAL  
RECRUITMENT  
BONUSES:  
\$3,100**

## 4M PROMOTIONS

*Congratulations to the following Team Members on their recent promotion!*

Janis Schaake  
Field Manager

Cruz Romero  
Field Manager

Hector Delgado  
Site Supervisor

Shalonda Daniel  
Supervisor

Luis Garcia  
Account Manager

Lea Stone  
Account Manager

Crystal Cairns  
Account Manager

Beverly Jewell  
Account Manager

## NEW MANAGEMENT TEAM MEMBERS

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

Sergio Vargas  
Account Manager

Megan Harper  
Associate Manager

Steven Cox  
Campus Manager

Paul Wilson  
Regional Manager

Alexis Santiago  
Field Supervisor

Kai Hollman  
Account Manager

Andres Fregoso  
Account Supervisor

Cesar Gomez  
Assistant Account  
Manager

Dulce Morales  
Account Manager

Allion Vartanian  
Account Coordinator

Fidencio Garcia  
Field Supervisor

Daniel Taylor  
Campus Manager

Wanda Thomas  
Account Coordinator

Tim Fortner  
Director of  
Operations

Tammy Anthony  
Account Manager

Nick Flatley  
Help Desk Specialist

Operations

Tony Valenti  
Marketing Support  
Specialist

## 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!*

Rashad McGlone  
Shameka McGee

Michael Tyler  
Tabatha Shelton

William West  
Ted Oliver

John Taylor  
Elijah Ratliff

Katina Brown  
Josh Perkins

Janice Mason  
Lazaira Martinez

Trevon Wilkins  
Amanda Chrismer

Gregory Minnis  
Josh Howell

Jovo Lukic  
Jose Castillo

Brandon Rupert  
Audrey Williams

Nisha Lathrop  
Amy Selser

Derrell Aquino  
Elmer Ortiz

Maurice Turner

Mary Mikuleza

Kevin Vega

## SAFETY BINGO WINNERS

Winners potentially receive anywhere from **\$75 up to \$8,000** per game!

Jerome Tillmon **\$75**

Nayeli Perez **\$75**

Arthur Pitts **\$150**

Alex Garced **\$46**

Eduardo Baez **\$75**

Steven Anderson **\$46**

Julian Bedolla-Mendoza **\$150**

Grant March **\$46**

Rickey Davis **\$150**

Uwe Pitzschel **\$46**

Mauricio Valdes **\$150**

Regina Hendricks **\$46**

Pearlie Ewing **\$300**

Martha Bolanos **\$46**

Kaliryanie Molina **\$300**

Natonya Maxwell **\$46**

Safija Imamovic **\$46**

Marilyn Jones **\$46**

Samir Ramic **\$46**

Emily Sarvies **\$600**

Merka Karic **\$46**

Stephanie Agnew **\$46**

Arnaldo Sepulveda **\$2,000**



*Congrats to Kaliryanie Molina!*



*Safety Pays at 4M!*

**TOTAL WINNINGS:  
\$4,548**

# 10 RED FLAGS FOR EMPLOYEE WORK INJURY COMPENSATION FRAUD

Workers' Compensation claims are a pain; not just for the injured employee but for the employer, too, who must worry about liability, as well as the wellbeing of his or her team members. Fraudulent claims are a primary factor in driving up the cost of premiums for both employers and Team Members.

Having a clear plan of action for handling workers' comp incidents will help to ensure claims success. Part of this plan should include identifying any red flags that could point to workers' comp fraud and reporting them to an adjuster right away.

Here are 10 warning signs that something might be amiss:

## 1. The injury happened on Monday or Friday.

Injuries that occurred early Monday morning before the supervisor or other employees arrived or on Friday afternoon but not reported until the next Monday, could be the result of weekend activities and not work-related.

## 2. The employee is disgruntled.

Is the employee unhappy? Was he or she recently demoted, passed over for a promotion, denied vacation or laid off?

## 3. There are no witnesses.

This is especially suspect if the claimant typically works around others who most likely would have seen the incident. If the "witnesses" are all close friends of the claimant, this could also be a red flag.

## 4. The facts are inconsistent.

If details are inconsistent or the claimant's story changes frequently, this could be a red flag.

## 5. The employee's finances are shaky.

An employee experiencing financial issues may see a worker's comp claim as a way out.

## 6. The injury was reported late.

Injured employees report their injuries right away, not days or weeks later.

## 7. The employee can't be reached at home.

Can't reach the injured employee at home when they are allegedly laid up or recovering? Is he or she really there?

## 8. The employee has another job or participates in strenuous hobbies.

A claimant who works two jobs or who participates in strenuous hobbies or sports may be trying to

receive compensation for an injury that occurred elsewhere.

## 9. The doctor or lawyer is suspect.

Be wary of doctors and lawyers with a reputation for involvement in false claims.

## 10. The employee is over-eager.

Is the employee pushing to settle the claim or have their lawyer date a letter of representation the day of or even before, the injury?

Guarding yourself against employee worker's compensation fraud is the first step toward preventing it. Remember to report the claim right away, document witness testimony, review any videotape you may have and report any suspicions to the adjuster right away.

At 4M, we believe that right is right and wrong is wrong. Fraud is wrong, and it's illegal. We have a zero tolerance for fraud, and those who commit it will be prosecuted to the fullest extent of the law. It's just another way we deliver the best, innovative, safe and sustainable solutions.

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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