

SHOWING TEAM MEMBERS WE CARE!

WHAT'S INSIDE

The only thing more important to us than the people at 4M Building Solutions is making sure that they feel appreciated for all the hard work they do. Our Team Members are the best, and we like to treat them that way. That is why we got so excited recently while talking with one of our Account Managers, Pamela Kelly, at FedEx during a Customer Partner Review. She has an amazingly low Team Member turnover rate at just 2%, so we asked her what the secret to her success was. The answer was simple, but it is a perfect example of what we strive to do here at 4M.

Over her time with 4M, Pamela has not only has done great work, but she has done an even better job at leading by example. In her words, "Great Team Member retention has to start with the employer and manager."

Pamela explained to us that she has "learned how to communicate and listen, one of the most important things we as managers sometimes forget to do. Not only do I listen, but I also work alongside our Team Members. I laugh with them, I cry with them, and I sincerely show an interest and appreciate them."

Another thing that Pamela stresses is that a true leader is both flexible and responsive to their Team Members' needs. She said, "Our Team Members are humans and want to know they work for a human who really cares about them. One thing we as leaders need is communication between Team Members and management so they do not feel like the last mop in the bucket, but instead like he or she really matters!"

In each of her safety meetings, Pamela takes the time to show her appreciation for each and every one of her Team Members and to remind them that she is always there anytime they need her, no matter what.

We want to thank Pamela for setting an example that we can all follow. We have the most outstanding Team Members in the world at 4M, and it is important that we appreciate not only all of their hard work, but also how they are all truly amazing individuals!

THE ONLY THING MORE IMPORTANT TO US THAN THE TEAM MEMBERS AT 4M BUILDING SOLUTIONS IS MAKING SURE THAT THEY FEEL APPRECIATED FOR ALL THE HARD WORK THEY DO.



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Team Member of the Quarter



TEAM MEMBER PRIDE

Other cleaning companies may rotate their employees through different tasks or assign a whole slew of people to do one thing. What we do is different, but it means we can only hire those whose work ethic and skill level deserve our trust. Our Team Members learn their area of specialization forwards and backward, top to bottom, and so we trust them to take the reins and take ownership of their domain.

Our Team Members take so much pride in being able to point out the direct results and we take great pride in them realizing their potential in a specialization that makes them so valuable to our customers. We trust our Team Members to do great work and the best part is that they always reward our trust!



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AROUND THE 4M WORLD

Strategy Meetings

4M Leadership from all regions met in St. Louis in early October for an annual "meeting of the minds." Through collaboration, the whole team began to brainstorm and plan for 4M's future. Region managers and executives alike worked on their moonshot ideas on how to drive 4M to the very top of our industry and how to leave our competition in the dust! The term "moonshot" derives from the Apollo 11 spaceflight project, which landed the first human on the moon in 1969, one year ahead of the space program's goal of 1970. No idea was too crazy to mention, and everyone had some innovative thoughts on how 4M can be #1. There were some key takeaways for everyone, with a plan of implementation for the next 10 years on five specific topics.

1. Retention and client relationship management
2. Recruiting, onboarding and Team Member engagement
3. Organizational structure to achieve growth
4. Training and leadership development
5. The simplification, standardization and execution of the operational playbook

The follow up to these sessions is to identify specific teams to tackle each of the five topics and provide recommendations for us to execute in 2018 and beyond. We have formed committees and begun strategizing immediately. With all the ideas and momentum coming out of these sessions, the future looks pretty darn bright!



Everyone enjoyed team building after sessions with some friendly competition at Demolition Ball

SAN ANTONIO

October 18th was Building Service Contractor Association's Thank Your Cleaner Day, and it was a happy day for everyone in San Antonio! Our Team Members work hard, day-in and day-out, to keep our clients happy. That made it a GREAT opportunity to show all of our Team Members just how much they mean to us. Susan Ward threw a pizza party for her Team Members, and everyone enjoyed some good comraderie.

Susan Ward and her many Team Members on TYCD2017!

Irene Hernandez, who works at the Bexar County Drug Courts, received extra special recognition as she received the Leadership Award by Judge Ernie Glenn on October 6th. Irene exemplifies our 4M spirit in her dedication to the job and service to our customers. Congratulations, Irene!



Above: Susan Ward and the Bexar Metro 911 Team: Elizabeth Alvarado, Robert Mendoza, Oscar Acosta

Below at SSFCU: Veronica Juarez, Eldon Schlinger, Susan Ward, Eddie Sosa, James Castellano



Above SWBC SC1 Team: Eric Martinez, Maria Robledo, Martin Robledo

Below SWBC SC5: Ivette Reyes, Bianca Robles, Paula Sanchez, Joseph Hernandez



Caption: The SWBC SC3 Team: Mike Sera, Ricky Guerrero, Emma Santiago, Robert Romanos, Jessica Martinez, Jahaira Villegas, Luciano Gillote

AROUND THE 4M WORLD CONTINUED

ST. LOUIS

Carrie Warford of the St. Louis Team turned 80 years old on August 1st! She was surprised with a birthday luncheon, Not only did the entire team attend, but we also enjoyed a delicious cake. Miss Carrie has been with 4M for the past 23 years and is a special part of the St. Louis Team. Congrats, Carrie, and a very happy birthday indeed!

You may have heard all of the hubbub in August about the full solar eclipse visible across the path of totality. St. Louis was lucky enough to be in that path, and 4M hosted an Eclipse Viewing Party to share in the once in a lifetime event with some of our employees and clients!

Through 4M's partnership with BOMA and Kidsmart, 4M was able to make use of over 2,000 trash and recycle bins that would have otherwise gone to waste! Way to go, Team!



President Tim Murch with Carrie at her family party



Carla Holmes and Miss Carrie showing some love for each other with the St. Louis 4M Family



Shannon Richards (Kidsmart Dir. Operations), Chris Wieman, and Jennifer Miller (Kidsmart President) loading up some cans



4M and guests looking cool in their approved Eclipse Glasses!

FLORIDA

Several of our outstanding Team Members reached a milestone with 4M this year after reaching ten years as part of the 4M Family! We're proud to work alongside such great people. Join us in giving hearty congratulations to Claudia Gomez, Maritza Novoa, Gabriel Franco, and Irsa Garcia!



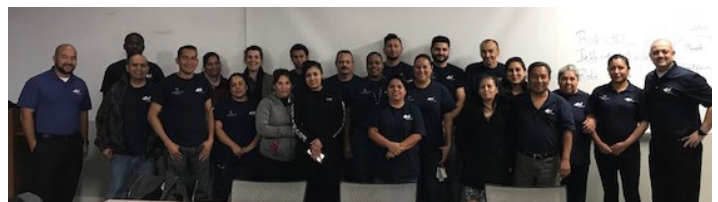
Claudia and Maritza show off their certificates



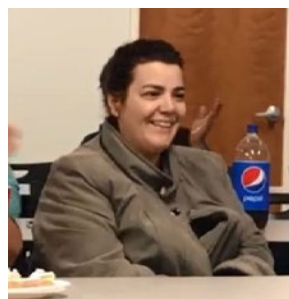
Way to go, Gabriel and Irsa!

INDIANAPOLIS

In other news, the Indianapolis Region 45 Team has reached 100% staffing levels at each and every account! It may not seem like much, but this is just as great for 4M as winning a new account! The Indianapolis Team has been hard at work finding the best Team Members to share our success together! Keep it up, Indianapolis! You're setting a GREAT example moving into 2018!



Above: Our Parkwood Crossing Team having a party to celebrate a job well done!



Left: Barbara Morel was compelled to break into song about her love of working at 4M!

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.



Our Team Member **Willie Barnett** is creating quite a buzz with his skills at BOA Plaza! Another satisfied customer!

Janet Butler: Administrative Services State Farm "**Grisel Castello** is always so pleasant and quick to take care of any requests I or others may have, and with a smile on her face! We appreciate all you do around here!"

Sandra Harrington: Complex Administrator Morgan Stanley "Just wanted to thank you for the FABULOUS job you have done in our office! We can clearly see the difference in the vendor change in our Parkwood building and my "DUST ME" sign that I've had on my shelf is LONG GONE! Thank you for your clear attention to detail and great work! We are enjoying our sparkling new suite!"

Sharon Jeanmarie: State Farm "This letter is to say thank you for all you and your entire team do every day for us! Sometimes people don't appreciate the little things like clean break rooms, restrooms, and the facility as a whole. I have been in Winter Haven for 28 months and interacting with you and everyone on your team every day has been amazing. They are always smiling and are friendly to everyone. Each member of your team always goes the step beyond to try to make sure everyone who works in our State Farm building is taken care of. Thank you again for all you and your team do daily! Even though it's not heard much, your team is very much appreciated! Keep up the great job you guys do."

Brian Disborough: Senior Property Manager Strategic Capital Partners "The 4M staff is off to a great start in our Parkwood buildings. We have been impressed

with the implementation and execution of the transition plan. We sincerely appreciate all the efforts shown by **Kyle Brown, Terry Miller, Gus Jaramillo and Nefy Garcia** to make this a smooth transition."

Paul Ritchotte: Administrative Services Supervisor State Farm "I just wanted to let you know that we have added approximately 600 people to our building as a result of Hurricane Harvey. With that said, I also wanted to let you know your entire staff has been working very hard to accommodate the additional cleaning needs of our new occupants. They have all been very responsive to any and all requests that have been asked of them. They have made sure that all of our training rooms are clean and ready to go for each day's training. I have been told they have been doing this extra work with a smile on their faces. On behalf of State Farm and myself, I want to thank your staff here at State Farm for the remarkable service they provide to our associates."

Gina Glovier: Director of Dining Services Restaurant Associate Raymond James Financial "As a vendor partner of Raymond James with Restaurant Associates (Food Service on campus), I was very impressed with **Mike Hansen's** ability to attend meetings regarding janitorial services needed for the Hurricane Irma shelter and onsite food service. Not only was Mike receptive to the many changes that were made throughout the process of setting up the shelter and what that would entail, but he also took the time to support

RJ and RA in serving our guests a complimentary buffet to over 2,400 RJ associates. I would be remiss not to send KUDOS his way and hope you recognize him and his team for an exemplary job in a very fluid and changing situation with Hurricane Irma at the RJ Home Office."

Dan Moser: Assistant Vice President Grow Financial "Everything seems to be working out very good being it's the first week and all. This transition has been very good for us, as well as it has identified some issues within our own processes and procedures that we need to address in order to smooth over some of the issues your team has experienced. We are extremely happy with how the transition is going and are especially happy with your transition team. They are true professionals!"

Tina Moser: Property Manager - Scott Properties "**Wendell Malone** is awesome, very responsive and proactive in keeping the Kemper Building running smoothly. He has a great rapport with the tenants there, and I appreciate everything he does to keep issues off my desk! But I would like to give a special shout-out to the day porter, **Belinda Hutchinson**. The tenants in the building absolutely love her. They say she has a positive attitude, goes above and beyond for them every day, is willing to do anything for them, and really is a fixture in the building. It's this type of employee who makes my job as a property manager easier. My sincere thanks to her and all she does."

Lauren Savel: Property Manager Cushman & Wakefield "**Amanda Adams** is extremely receptive and swift to act on any issue, big or small. She is meticulous and thorough in her follow up."

Alexandra Schwartzkopf: Property Administrator Cushman & Wakefield "**Sherell McCoy** is the new day porter at our building, and she has been amazing. She is very kind to everyone, and I can tell she puts a lot of detail into her work. We're lucky to have her here, as well as **Cory Murphy**. He's been at Maryville for years and has always gone above and beyond to make sure we're happy. Thank you again!"

Luke Hesse: Property Manager Cushman & Wakefield "Wanted to take a moment to pass along the good remarks we have received and good work we have witnessed from the 4M Team at Timberlake Corporate Center. Supervisor **Beverly Leach** continues to be attentive, detailed, accountable, and overall great to work with! Daytime Staff **Rosetta Edwards, Nenad Timarac, and Clarence Moore** receive positive feedback daily regarding each person's work ethic and attitude! We are very glad to have each of them as part of the team. We have great confidence that when a request or work order is handed to Beverly, Rosetta, Nenad, or Clarence that it will be handled correctly and promptly!"



Congratulations **Janice!**

TEAM MEMBER OF THE QUARTER

Janice Mason - Region 30

Janice is a go-getter: if she sees something that needs to be done, then she does it without asking questions or being told to do so. If she sees another Team that needs help, then she jumps right in and helps out. She has a very positive attitude and is a pleasure to work with. Janice is a true asset to the 4M John Deere Team!

GUESS WHAT TIME IT IS?

It's cold and flu season, and there are certain precautions we can take to protect ourselves, our Team Members and our customers. Colds and flu are among the most commonly transmitted diseases because they can be airborne. The Occupational Safety and Health Administration provides guidance for all workers during flu season.

- Get vaccinated! Vaccination is the most effective way to prevent the spread of the flu. Many locations are available that offer FREE flu shots, and you should check your local community to see where they are offered.
- Wash your hands frequently. Even though we wear gloves, we should be mindful to wash our hands thoroughly. A good way to remember how long to wash is to sing "Happy Birthday" twice while washing your hands.
- Avoid touching your nose, mouth and eyes.
- Cover your coughs and sneezes with a tissue and throw the tissues away. This will reduce the transfer of the airborne virus.
- Keep frequently touched surfaces clean. This includes telephones, faucets, door pulls and handles.
- Avoid shaking hands with others who may be ill.
- Stay in shape. Eat a healthy diet and get plenty of rest, exercise and relaxation.

Prevention is still the best way to avoid spreading colds and the flu. We all need to create a healthy work environment to lessen the risk and stay healthy this season.

WELLNESS CORNER

Our business can be tough and, if we don't take care of our bodies, then we could end up with strains and sprains. Aerobic exercise is important for good heart health, but did you know that regular stretching and strengthening can keep our muscles strong while also helping to prevent injuries?

Our lower backs and abdominal muscles provide stability to our spine, allowing for proper movement, protection of our spine while working, and assistance in maintaining good posture while providing an anchor for both our upper and lower body movements.

Hips and legs are important, too. We all know we should lift with our legs and not our backs. Strengthening exercises can help us build muscle, and with this increased muscle tone comes a boost in metabolism.

Here's a couple of exercises you can do on your own:

Bird Dog

Get down on all fours with your knees aligned with your hips and your hands flat, shoulder width apart. Tighten your stomach muscles. Keep your spine relaxed. Don't arch your back or twist your hips. Extend your right leg back and your left arm straight ahead. Hold this for 2 seconds then slowly lower them. Repeat this 5 or 6 times on each side.

Side Plank

Lie down on your side. Make a straight line head to toe. Lean on your forearm with your elbow under your shoulder. Tighten your abs and lift your hips vertically up off the floor. Keep in line. Hold your hips square and your neck in line with your spine for as long as you can (or up to 40 seconds) and slowly lower down. Repeat this 2 or 3 times on each side.

Staying fit helps all of us, and exercise is just one part of each person's journey to wellness.

SAFETY BINGO WINNERS

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

Courtney Scott **\$2,000**
Ashley Johnson **\$600**
Joran Pineda **\$600**
Kevin Fox **\$600**
Philip DeLaney **\$150**
Gene Becker **\$150**
Richard Foulkes **\$75**
Berlinda Gonzales **\$75**
Julie Villanueva **\$150**
Rosalia Gonzalez **\$300**
John Darity **\$300**
Donal Solis **\$150**
Oscar Acosta **\$150**
Tonia Malone **\$300**
Hilda Melendez **\$300**

TOTAL WINNINGS:
\$5,900.00

SAFETY SHARES FOR THE WIN!

All of us use electric appliances daily, both at home and at work. Some appliances, such as irons, hair dryers, curling irons, and electric skillets, have heating elements that present a very real hazard if they are left unattended. Thanks to prompt action taken by some of our alert team members during a night working at an account in Indianapolis, a disaster was averted. When the 4M team entered the cafeteria, they noticed light smoke. The 4M team was able to go to the source and turn off the skillet, preventing further damage from what would have likely been a fire. That could have been disastrous! Great job to the Indianapolis team and thank you for your watchfulness and efforts. We should all share this story with our families and fellow team members. It may help prevent an incident in the future.

You can see [here](#) the burnt wall from the skillet, likely moments before it would have caught fire



4M IN THE NEWS

4M Earns the 2018 BSCAI Safety Award

Our constant focus on safety at 4M pays dividends, both on the job and at home! 4M earned the 2018 BSCAI Safety Award at the organization's annual convention in Las Vegas, NV. This is the 22nd time 4M has earned this honor in the past 23 years! Thanks to all of our Team Members and their commitment to zero accidents for making this industry leading award possible!



Carla Holmes, Karina Villaseñor, Tom Covilli, and Amin Sosa showing off the coveted Safety Award

4M Receives the 2017 BSCAI Image Award

For the second year running, 4M received the 2017 BSCAI Image Award. BSCAI recognizes companies that have excelled in enhancing the image of their businesses. 4M has grown over the past years to increase our footprint and garnered a ton of recognition for our brand, causing BSCAI to take notice as the best in the industry.



Danielle Vidal-Johnson and Emily Sarvies hoisting the BSCAI Image Award for the second year in a row.

4M TEAM MEMBER RECOGNITION

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

NEW MANAGEMENT TEAM MEMBERS

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

Ann Lederman
Executive Administrator

Nancy Moorman
Regional Sales Director

Michael Sweeney
Account Manager

Curtis Wilson
Account Manager

Rose Lucas
Gateway Division Coordinator

Denise Hightower
Regional Administrator

Nefy Garcia Pacheco
Account Manager

Lloyd Garcia
Regional Manager

David Arnold
Supervisor

James Greener
Account Manager

Nikkie Haynes
Account Manager

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Danielle Vidal-Johnson
Director of Marketing

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!

Nina Avery
Dovie Minella
Janice Mason
Chris Perkins
Grant March
Karin Kemp
Mike Rustermeier
Oscar Torres
Dorrior Taylor
Deborah Brown
Paul Alvarez
Conner Lanter
Natahn Fisler
Marc Cline

Jillian Gernentz
Jerome Mcneese
Bessie Henry
Craig Martin
Alejandro Alanis
Deonta Maggitt
James Warner
Jesus Vera
Anna White
John Perrygin
Rogerio Maximiliano
Tawanda Burnett
Rowena Niere

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

Shelia Hughes
Zachary Cooper
Goran Tubakovic
Delia Romero
Kandi Stucker
Casey Logan
Jack Waterman
Ann Ennis
Jose Gomez
Cristian Perez
Lorena Montero
James Johnson
Arisbel Gonzalez
Shirley Villanueva
Gerson Henriquez Sandoval
Debbie Brown
Estephania Rengifo
Juan Martinez
Jovo Lukic
Christopher Bruce
Louis Chatmon

TOTAL RECRUITMENT BONUSES: \$2100

4M ANNIVERSARIES

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

35 years

Tim Murch

20 years

Thomas Conway

15 years

Laura Brooks
Gwendolyn Morrison

10 years

Jason Agnes
Dennis Aherin
Thomas Covilli
Ibrahim Ganevic
Gregory Hadley
Gus Jaramillo
Dexter Lizzmore
Dearius Marshall
Hilda Melendez
Keith Schroeder
Carmen Silva
Cynthia Woodson

5 years

Rubin Abram
Tina Brown
Christy Cummings
Andrew Echols
Lourdes Garcia
Nancy Garcia
William Hamm
Luz Hernandez
Ramiro Hernandez
Clementine Jones
Detra Jones
Lowonda Kimble
Henry Lockett
Gilderman Londono
Brent Ludwick
Janis Ludwick
Dovie Minella
William Murphy
Rafael Araluce
Quesada
Richard Rhodes
Eric Smith
Kimberly Terrell
Vernon Thomas
Tamara Todd
Catherine Wilkins

WHEN CHANGE IS GOOD

Change can be disruptive in a company, and that is what inspires our seamless transition services. From our first day, we hit the ground running so that there is no disruption, only improvement. A large part of that is due to the preparations performed by our Operations Support Team (OST) well before our first day on-site.

On day one cleaning a new customer's building, it is far from 4M's first day there. We will have already spent at least a month getting to know both the customer and their building. Our transition experts, the OST, spend that time gathering the information they need to create a detailed start-up plan customized specifically for the facility. That way, on day one, our Team Members will work like they know the building down to every nook and cranny...and that is because they really do!

From a dedicated account manager down to the selection of each and every Team Member, 4M's seamless transition is the result of planning and preparation. They use in-depth data analysis so well, in fact, that the only thing customers notice is a cleaner workplace and a happy, healthy workforce. Our OST not only plans for the transition, but they oversee the implementation and work diligently to ensure that everything continues to go just as smoothly during our first weeks on the job.

We value our OST and their transition plans because they create value for our customers. One pharmaceutical customer said, "Careful planning and execution on [4M's] part made the fear of change non-existent. They literally delivered what they promised on everything. It made our decision to change a viable and valuable decision."

When it comes to our seamless transition performed by our OST, change is good.

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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