

WHERE CLEAN COUNTS THE MOST

WHAT'S INSIDE

With every client, we take great pride in how clean we leave their building day-in and day-out. However, when we are talking about clean buildings, there's clean and then there's what they call in the healthcare industry, "terminal clean." So you may ask, how clean is terminal clean?

With our healthcare industry clients, it is imperative that we raise our standards for clean to whole new levels because very often the health of the facility's patients and healthcare professionals is dependent

WITH OUR HEALTHCARE INDUSTRY CLIENTS, IT IS IMPERATIVE THAT WE RAISE OUR STANDARDS FOR CLEAN TO WHOLE NEW LEVELS BECAUSE VERY OFTEN THE HEALTH OF THE FACILITY'S PATIENTS AND HEALTHCARE PROFESSIONALS IS DEPENDENT ON A SPOTLESS AND COMPLETELY DISINFECTED FACILITY.

on a spotless and completely disinfected facility. Any area missed or corner cut could adversely affect someone's life, but with our CleanPath principles and attention to even the most minute detail, we make it a point to ensure that our work creates a healthy and happy environment.

In recent years, you've probably read stories about C.diff, MRSA and staph infections, amongst other hospital-acquired diseases that could be prevented with the proper sanitation protocol. In one New York study, 33% of non-isolation rooms tested positive for C.diff.

Of course, we are so confident in our system, our Team Members and our attention to detail that we not only welcome the challenges that come with cleaning a healthcare facility, but we also take great pride in knowing that our work improves the health and well-being of thousands of patients and professionals.

No matter how big the task, we are always up for it. It is our attention to detail, tried-and-true CleanPath system and, most importantly, unrivaled Team Members who make us perfect for the unique challenges presented by keeping healthcare facilities terminal clean. Talk to us and find out how we can do it for you!

ROaR

In February, the Recruiting & Onboarding Committee (ROaR), led by Regional Manager Lloyd Garcia, came together in Downtown St. Louis. Danielle Johnson was amazed by "the ideas and practices we discovered as a team with a group of people from such diverse disciplines within 4M. There's a lot to learn, and this committee is beyond excited to continue working together on recruiting best practices."



The ROaR Committee can't wait to meet again soon!



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AROUND THE 4M WORLD

Strategy Meetings

The momentum from 2017's Strategy Sessions where 4M's moonshot for the coming years was outlined is still going strong. The sessions relating to our big five ideas and the various committees responsible for them have been making strides in 4M's future initiatives. Here's what some of them have been up to:

Client Renewal and Retention Initiative

The Client Renewal and Retention Initiative, led by Indianapolis' Kyle Brown, met in St. Charles, MO in January. Kyle said, "We began our meetings with the misconception that retention is driven by strategy. As the conversation unfolded, we all reached the same conclusion: retention is driven by culture. The team is really eager to dive deeper and keep 4M moving toward our goal of 100% customer retention"



The Renewal & Retention Committee deep in discussion!



The LEAD 360 Committee found some time to unwind at TopGolf

LEAD 360

The Training & Development group (LEAD 360), led by San Antonio's Lacey Brown, met in January at the San Antonio offices. It was a two-day meeting of the minds with the perfect balance of contributions from the team, making this a very successful meeting. Brown said of the meetings, "We were all very excited for the opportunity to bring these ideas to the forefront and put a plan together to make them a reality. Our focus is to standardize and provide continuous training that results in Team Member development and retention."

NASHVILLE

Nashville was in a safety state of mind over the holidays and wanted to share that part of the 4M culture with all of our clients and friends. In the spirit of

safety, 4M sponsored the IFMA Nashville Chapter's holiday party with free Lyft rides to make sure everyone could have a safe and great time!



This season, safety was something Nashville's Team wanted everyone to appreciate!

AROUND THE 4M WORLD CONTINUED

INDIANAPOLIS

We all know our business can be a tough one. The Indianapolis team got into the holiday

spirit to show each other they care and bring the office family together. They hosted a couple small events to bring the Indianapolis 4M Family even closer for the holiday season. Thanks for leading by example, Indy!



The Indy crew enjoyed a luncheon with COO Steve Crain!



A delicious dinner with the team and their families. This team couldn't wait for 2018!

ST. LOUIS

LearnLoft, an organization that helps increase effectiveness through leadership, visited 4M in February to kick off our new programs focused on developing leadership throughout

our organization. Our leadership is really an incredible group doing some amazing stuff together!



Mark Houston and John Eades of LearnLoft guiding members of 4M's leadership in discovery!

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.

Brandon Huedepohl - Facilities Manager, Airosti Rehab Centers, L.L.C. I just wanted to pass along some feedback on how awesome your team is! We greatly appreciate everything y'all do to keep the building and our suites beautiful. It is a pleasure to work with **Eva Casillas, Cruz Romero, and Henry Guerrero**. Not only are they amazing at their job they all are positive, professional, and respond to every response with urgency. We all enjoy having them around.

Cassandra Siegfried - Sr. Environmental Health and Safety Associate, Patheon **Randy Grady** from 4M has been going above and beyond his job duties and helping us out greatly. Our onsite party required a lot of trash hauling and he was able to keep up the flow and movement of the trash in all 3 buildings while working alone and completing his daily tasks onsite. He was quick to respond to the spill we had in the lunch room during the party as well! He also helped me out greatly today with cleaning out the ERT Cabinets. I was able to pile up a large amount of trash upstairs and they came by and hauled it off for me so I wouldn't have to carry it downstairs without even asking. They both are a great team and I appreciate how friendly and helpful they are. They go out of their way to help at any moment.

Wendy Grier R.N. - Team Leader and Area Director, Valero I wanted to let you know your staff is doing an excellent job in taking care of our clinics. Both **Laura Tucker** and **Betty Oppelt** are always extremely helpful and always taking the initiative to ask our staff if there is anything we need. We all recognize their hard work and dedication to their job. Thank you for sending some of your best employees our way!

Rick Mrkacek - Manager of Flight Operations, Country Financial Just thought I would mention the 4M guys did a nice job with the hangar floor last night. It looks very good. Thank you for setting it up.

Joyce Zollmann, Westport I just wanted you to know that **La Donna Whitfield** is to be a commended employee. My daughter and I went to Starbucks for a coffee and since it was 8:55pm, they were closing so we went out and sat in the lobby while we drank our coffee. Time to go home and I guess I was so concerned about my food that I left my purse on the floor by my chair. Went to my car and realized I didn't have my purse! Panic struck and my daughter ran back to the lobby and I followed. My daughter asked a woman there (La Donna)

about my purse and she said she had given it to her supervisor who had taken it downstairs. I got to the lobby and I assume had panic written all over my face and LaDonna was coming out the door as I was going in. She asked if I was OK and after I told her I left my purse, she said "Don't worry, it's with my supervisor and told me the directions of how to retrieve it." All ended well and I thank your company for having honest employees! I am so grateful; it's nice to know there are still honest people in this world.

I Debbie Slater, John Deere just wanted to give kudos to **Gary Buggs** and **Jimmie Gross!** The floors look awesome.

Leah P. Lozano, IT Office Manager, Linebarger Goggan Blair & Sampson, LLP As you know, we are very happy with the job performance that is shown on a consistent basis by you and your team. **Mr. Cruz-Romero** is great at communicating what has been done, what they intend to do and when it will be done so we are well aware and can communicate those things to upper Management. This keeps everyone happy, which is always appreciated! I have routinely observed Mr. Cruz doing a final sweep through of the floor to ensure everything has been completed and to expectation to ensure a job well done. If we have a special need, the team is always quick to address our request. In addition, Mr. Cruz takes great pride in his work and has a pleasant disposition, both of which are clearly reflected throughout the team as they follow his impressive example. This goes for Henry and the day crew as well. Throughout the years, we have seen many come and go, and your team is certainly one to be proud of. We are very thankful to have you and greatly appreciate all you do. Please extend our sincerest thanks to your amazing team!

Kim Dwyer, LVN - Valero Family Wellness Center, San Antonio Valero I am writing regarding **Corina Espinoza** in building D at Valero. I am in the Family Wellness Clinic. I just wanted to let you know that Corina does an excellent job. She goes above and beyond and always with a smile on her face. She is a pleasure to have working with us. It is rare to find someone who takes such pride in their work. I just thought you should know that she is much appreciated.

Lisa Duckrow, Briefing Center Manager, Citrix I wanted to send a huge THANK YOU to everyone for supporting the events in the EBC during the past two weeks. This place takes an army to run, especially

during busy season (winter in Florida). I really appreciate your hard work and could not have done it without you. We've gotten tons of positive feedback from both customer and internal visitors. Thank you, **Brenda Gomez** for getting the EBC prepared for all the traffic and keeping up with the cleaning and maintenance requests overnight. I made a lot of very early phone calls to the team; thank you for always answering!

Terry R. Milam - DC4 Process Specialist - Health & Safety Please pass along our thanks to **Sara Kahl**, who cleans the DC4 offices. She does a very good job and it's always clean when we come in the following morning.

Erika Malice - Market Manager, Grow Financial **Wanda La Torre** has been wonderful beyond words and we just want to recognize that. She has gone out of her way time and again to do something nice for our store. Please let me know if there is anything else I can do to make sure that she gets the recognition she deserves.

Jamaica Stewart, John Deere I want to thank you and your team for your patience and support. This was my first event and I was not 100% sure about how it would all pull through. I was pleasantly surprised. I appreciate you and your team members for going above and beyond to make sure everything went smoothly. I received a lot of compliments on how everything looked nice.

Amber Holt - Compensation & Benefits Leader, Nemark I wanted to let you know how pleased I am with my office. When I returned from vacation it was like a new place. I spoke to **Robin** to see who cleaned my office. It was **Roger Harrell** and **Samantha Greene**. It's the little things that make a difference to someone. It meant a lot to walk into my office after being off and it was spotless.

Amanda Hanlen - Property Manager, Cushman & Wakefield I was chatting with a tenant at CAB earlier this week and wanted to pass along that she was very complimentary of **Tony** and **Danielle**. Not that that should come as a surprise, because they are awesome!

Pam Wilson - Executive Secretary, State Farm I just wanted to let you know what a breath of fresh air **Ms. Gayle Logan** is. She takes pride in this executive office as if it were her own home. This space has never been so clean. When I walked in this morning, the place just shined! She just told me that she was in on Saturday and

really gave it a good cleaning. Please pass along this note of appreciation to her supervisor. I am so grateful for her. She is a joy to have around. She not only gets her job done, but she goes the extra mile, and with a smile on her face! Have a good week!

Good morning, I want you to know what exceptional employees that you have that go above and beyond. We had a major sprinkler line freeze and break right in front of the cafeteria entrance entry last Thursday around 10:00am. We had close to 1½" of water flood the serving area and dining room. Your employees along with Facilities Maintenance were able to remove all of the water out of the Cafeteria Serving area and corridor prior to 11:30am opening. Although we still had to close the cafeteria due to health concerns from the water mess. What **Ameenah Ford, Fred Hill, Peyton Kelly, Katie Ayers, Marvin Frye, and Pamella Kelly** accomplished was phenomenal in such a short amount of time. This was a team effort and they performed marvelously. I want to make sure that they get recognized for their commitment and spirit.

Krista Ridder - Country Financial THANK YOU so much for your help last night. **Justin McSwain** and **Gary Gernentz** both went above and beyond in helping us out and their extra efforts are much appreciated! I'm sure it was not quite what they had in mind to do at 11pm, but they did it anyway to help us out without a single complaint. Tracking down the equipment, getting it there in a timely manner and extracting all that water on the floor - great job all around! Being as it was not a good situation to begin with, it could have been much worse without their help. The carpet will be fine and little to no damage was done with the extraction happening so quickly.

Kristen Armstrong - Facility Assistant, IAA Building Department This week we did a company-wide IAA Purge, **Gary Gernentz** and his crew really worked hard. It was a lot of work. Gary and **Ian Briggs** really made our event a success. They put in many extra hours and the whole crew helped us purge for our entire company. They went above and beyond for us.

Alecia Jaruzel, Director of Facilities, Caleres **Josh Perkins** has been going above and beyond to assist many of our teams during our consolidation. He absolutely deserves special recognition. Each group he works with provides a glowing report on how helpful he was during the project.

SAFETY DIAMONDS

"WHEN THERE'S PRESSURE, I BELIEVE PEOPLE WILL BREAK UNDER IT OR A DIAMOND WILL BE CREATED."

— BROCK OSWEILER

At 4M, we have lots of diamonds: people and accounts that don't break under the pressure. In our Safety world, the most precious diamonds are the Triple Diamond Elite. These are accounts that have embraced safety as a way of life.

The requirements for the Triple Diamond Elite status are strenuous and achievement is something to be valued as you would value a gemstone. Think about what is required to achieve this. **Three** consecutive years with Corporate Safety Audits at or above 97%. If that weren't enough, quarterly safety audits in all A, B and C accounts **AND** no OSHA recordable accidents for the same three-year period - none, zip, nada.

So let's take a minute to recognize these accounts that have brought the perceived impossible to the

possible. All you can say about them is WOW!

These two accounts are 7 TIME WINNERS of the Triple Diamond Elite Award:

- **Logan Aluminum - Tresa Wilson**
- **Federal Express CTC - Pamella Kelly**

The next two accounts are 4 TIME WINNERS of the Triple Diamond Elite Award:

- **John Deere Ottumwa - Dovie Minella**
- **JLL Highland Oaks - Yolanda Dishmeyer**

And the following account is a 3 TIME WINNER:

- **Westside Business Park - Charlotte Romero**

Just like diamonds that occur naturally under extreme pressure, being a Triple Diamond Elite is second nature for these accounts. It isn't easy

to achieve and it requires dedication, attention, passion and hard work but these accounts have found a way to make this part of their normal life, "walking the walk."

Rolling up safety performance to the Region and Division level also produces some amazing results

- **Mid-South Division- Dan Cline- Safest Division Award for 3 of the last 4 years AND the safest division for 8 of the last 9 years. (Applaud now!)**
- **Region 55 - Miguel Miloslavich - Safest Region for the last 3 years!**

Congratulations to all our winners! We're looking forward to another record year in safety for 2018!

WELLNESS CORNER

Tips to fight disease and strengthen immunity

On the whole, your immune system does a remarkable job of defending you against disease-causing microorganisms. But sometimes it fails: A germ invades successfully and makes you sick. Is it possible to intervene in this process and boost your immune system? What if you improve your diet? Take certain vitamins or herbal preparations? Make other lifestyle changes in the hope of producing a near-perfect immune response?

What can you do to boost your immune system?

The idea of boosting your immunity is enticing, but the ability to do so has proved elusive for several reasons. The immune system is precisely that — a system, not a single entity. To function well, it requires balance and harmony. There is still much that researchers don't know about the intricacies and interconnectedness of the immune response. For now, there are no scientifically proven direct links between lifestyle and enhanced immune function. But that doesn't mean the effects of lifestyle on the immune system aren't intriguing and shouldn't be studied. Researchers are exploring the effects of diet, exercise, age, psychological stress, and other factors on the immune response, both in animals and in humans. In the meantime, general healthy-living strategies are a good way to start giving your immune system the upper hand.

Adopt healthy living strategies

Your first line of defense is to choose a healthy lifestyle. Following general good-health guidelines is the single best step you can take toward naturally keeping your immune system strong and healthy. Every part of your body, including your immune system, functions better when protected from environmental assaults and bolstered by healthy-living strategies such as these:

- Don't smoke
- Eat a diet high in fruits and vegetables
- Exercise regularly
- Maintain a healthy weight
- If you drink alcohol, drink only in moderation
- Get an adequate amount of sleep
- Take steps to avoid infection, such as washing your hands frequently and cooking meats thoroughly
- Try to minimize stress

Be skeptical

Many products on store shelves claim to boost or support immunity, but the concept of boosting immunity actually makes little sense scientifically. In fact, boosting the number of cells in your body — immune cells or others — is not necessarily a good thing. For example, athletes who engage in "blood doping" — pumping blood into their systems to boost their number of blood cells and enhance their performance — run the



risk of strokes. Attempting to boost the cells of your immune system is especially complicated because there are so many different kinds of cells in the immune system that respond to so many different microbes in so many ways. Which cells should you boost, and to what number? So far, scientists do not know the answer. What is known is that the body is continually generating

HERE WE GROW!

4M IN THE NEWS

4M Assumes all Accounts of Kimmko Cleaning Solutions (Kimmko)

On the first of February, 4M assumed all of the accounts of Kimmko Cleaning Solutions, headquartered in Florida. Kimmko has operations throughout Southeast Florida. "The Kimmko accounts fit perfectly into our current 4M footprint of operations and complement our strategic growth plan. 4M is proud to have all the outstanding Kimmko customers added to our 4M customer base. We look forward to creating value for all of our new customers with our unique systems and processes. We are excited to have Steven Mikolas join the 4M family and lead our sales efforts in Southeastern Florida," said Tim Murch. Welcome to the 4M Family!



Welcome to the world, Caleb Oswald, Nayvie Brown, and Emily Wilkins

4M has had a growth spurt in the past couple of months with our family growing by many little feet across our regions. Congratulations are in order for many on our Team in San Antonio and Indianapolis and their adorable new additions.

TEAM MEMBERS OF THE QUARTER



Pamella Kelly

Pamella Kelly has done an outstanding job of retaining great Team Members, training new ones, and getting reports turned in on time or early. Area Manager Layton Hartley said, "During my last visit to Fed Ex CTC, Randy Bence, the facilities manager, told me he is very happy with the job Pam has been doing." a.Image: 4MTMs_PKelly.jpg



Barbara Kirby

Barbara is a customer pleaser and continues to grow in her role through the solid relationships she's built over the past four years. In fact, she is directly responsible for guiding her team's success in Kentucky, which has enabled 4M to branch out and win the Nemak business in Alabama and Tennessee! We value her management skills and feel she is destined to take on even bigger roles within the company. Congratulations and thank you, Barb!



Janis Ludwick

Janis is always ready to help wherever needed. She goes above and beyond at whatever she does. If she completes her job early, she will see if anyone else needs help. She always has a smile on her face that is contagious. She gets along well with others and is a team player. She is a great asset to our team!

SAFETY BINGO WINNERS

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

- Jerald Wilson **\$2,000**
- Xiomara Diaz **\$150**
- Pamella Kelly **\$150**
- Autry Coleman **\$75**
- Marcus Howard **\$75**
- Essence Robinson **\$75**
- Jack Waterman **\$675**
- Vince Glass **\$300**
- Elizabeth Garcia **\$600**

TOTAL WINNINGS:
\$4,1 00.00



Congrats to Jerald Wilson of the Summit Tech team on his big \$2,000 win! WOW!

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!

Monica Cliften
Gateway Division Administrator

Nayeli Perez
Gateway Division Recruiter

Edgar Nieto
District Manager, St. Louis"

Seth Wolfe
District Manager, Nashville"

Angela Marbury
Account Manager

Juan Sajic
Account Manager

Stephen Mikolas
Senior Vice President

Jonathan Wolfe
Account Manager

Audrey Kniffen
Executive Assistant

David Penland
Account Manager

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Latoya Endsley
Lead Person

Abigail Ghannadzadeh-Groby
Lead Person

Karen Wallace
Field Manager

Dawn Cain
Regional Coordinator

Bianca Villasenor
Payroll Assistant

Julian Paz
Account Manager

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!

Juanibel Amaya
Cruz Romero
Dana Lanham
Amanda Gray
Larry Hurrigan
John Brady

Joseph Furmon
Evan Hillard
Frank Smith
Virginia Smith
Gale Logan

4M ANNIVERSARIES

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

30 years

Richard Foulkes

25 years

Herbert Edwards
Archie Vittetoe

20 years

Cleo Nichols

15 years

Patricia Adams
Terry Miller
Frank Smith
Ronald Masek

10 years

Wilmer Funez
Akena Bland
Melody Gage
Milagros Aparicio
Elvira Rodriguez
Delia Romero
Cheryl Donelson
Alberto Hera

5 years

Tamarick Harwell
Kim Knight
Casey Blackwell
Bryant Hochstatter
Valerie Coleman
Wanda Arias
Bernardo Rosas
Ruth Hernandez
Damion Strickland
Marvin Frye
Paul Walker
Alonzo Hancock
Rosalinda Rodriguez
Kamica Scott
Jeffrey Smith
Mary Mahler
Swante Liddell
Maria Jimenez
Joann Tucker
Connie Hunter
Gregory Minnis
Spencer Gordon
Ronald Guberman
Sandra Pollard
La Seanna Hudspeth
Lucia Obispo
David Henson

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

Telesa Smith
Lorena Montero
Fidencia Pena
Regina Hendricks
Andrea Walton
Leticia Munoz
Rigoberto Salazar
Graciela Velazquez
Tommysyme Lewis
Angel Luciano
Alfredo Garcia
John Thompkins
Gloria Hailey-Guzman
Blanca Reyes
Andrea Walton
Vanessa Frias
Martha Miller
Belinda Marrero
Kassandra Shirley

\$200

Colleen Crowell
Armando Carrasco

\$600

Claudia Leonor

\$1000

Christopher Wieman

TOTAL RECRUITMENT BONUSES: \$4500

THE POWER OF PERSISTENCE

Our Team Members are more than just great workers. While there are many, many inspirational stories they can share, maybe the most positive attitude and uplifting story of them all comes from Andrew Wilson, who works at Thermo Fisher (formerly Patheon). Despite serving 32 years in prison after being wrongfully accused of a crime he did not commit, Andrew has a new lease on life after unearthing new evidence that set him free.

Andrew's unbelievably unrelenting optimism serves as an example for anyone facing adversity. When asked if he felt any anger or remorse, he said, "I don't have time for that. If I do that, then I'm taking good energy and wasting it. I can be spending that energy on my family. I don't have time to think about anything negative, because life is too short."

When he joined the 4M team in June, his boundless happiness was infectious. According to District Manager Jon Goodson,

"Andrew has a great attitude and enjoys coming to work each day. He is always positive and does not have any resentment."

In addition to his outstanding work at 4M, Andrew is currently taking care of his mother and planning on attending the Innocence Project conference in Memphis at the end of March where he can share his inspirational story. Instead of viewing his experience as a negative, Andrew is dedicated to making it a positive not only for himself, but also as many people as he can reach.

While many of us might find Andrew's experience extraordinary, he stated humbly that "it's like anything else. If it's something you want, then you fight for it and never give up." Now Andrew is teaching us the power of positive thinking and persistence in working towards your goal. His story motivates us to live every day to its fullest. Thank you, Andrew, for sharing your passion for life with us all!

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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