

# BEHIND THE SCIENCE OF CLEAN

Many people, when cleaning their homes, like to take their time and do not bother worrying about efficiency. When it comes to contract cleaners, however, time is a valuable resource.

In fact, a company's time is such a valuable resource that there is a science behind it. It is called industrial engineering, a field of study born in the 20th century when a young steel worker, Frederick Taylor, set out to determine how long it should take employees to perform each of their tasks in order to increase efficiency. The time and motion studies performed by Taylor measured the cycle length of each task, from the overarching job to the smaller tasks performed within. They took into account how dissimilar or repetitive the tasks within the job were and the optimal length of each cycle.

These studies received some negative feedback, however, as critics saw it as dehumanizing to the workforce. Among these critics were Frank and Lillian Gilbreth, who were inspired to measure and quantify the motions within each task to create data that could be used to optimize the job and allow workers to perform more efficiently. Their goal, in modern terms, would be to empower workers to "work smarter, not harder."

**EXACTING, PRECISE AND ENLIGHTENING, THE PRINCIPLES OF INDUSTRIAL ENGINEERING INCLUDE REDUCING WASTE IN MOVEMENT, ENERGY AND PROCESSES AND HAVE INSPIRED 4M BUILDING SOLUTIONS' CLEANPATH™ SYSTEM WHICH WE USE TO DETERMINE THE MOST EFFICIENT ROUTING AND PROCEDURES FOR OUR CLIENTS' BUILDINGS AND REDUCE ALL TYPES OF WASTE.**

They shared the goal of efficiency with Taylor, but the Gilbreths strove to give workers the knowledge and tools they needed to become more efficient.

It was this attention to detail in the Gilbreths' motion studies that led to yet another monumental advancement in industrial engineering, this time in the automotive industry. Toyota used the principles from the studies as a foundation for its Toyota Production System (TPS), which puts a priority on pausing a workflow to correct mistakes before they happen. Widely regarded as the epitome of industrial engineering's best practices, TPS would become the model for industrial engineers in a wide variety of disciplines, including the cleaning services industry.

Exacting, precise and enlightening, the principles of industrial engineering include reducing waste in movement, energy and processes and have inspired 4M Building Solutions' Cleanpath™ system which we use to determine the most efficient routing and procedures for our clients' buildings and reduce all types of waste.

#### CleanPath Team Members

- Reduce cleaning related energy and water usage by 50% or more
- Reduce variability of cleaning for higher standards
- Spend more time per employee performing active work
- Reduce the amount of equipment needed in the facility

The Gilbreths' studies have become a trusted resource for companies, such as 4M Building Solutions, to streamline processes and provide their employees the tools to work both safely and more productively. In addition, doing the job right the first time, encouraging respect for others, fostering teamwork and continuous improvement are all tenets of TPS that have been adopted at 4M.

It is exciting to see what industrial engineers have accomplished in this relatively short amount of time, and even more exciting to dream of what could come to be in the future and the science of clean.

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# AROUND THE 4M WORLD

## ANNUAL AWARDS CELEBRATION

This year's Company Awards Ceremony was another great success! Every year we gather to congratulate all the well-deserved leading Team Members that go above and beyond the call of duty to service our customers. This

4M Team Member of The Year: **Andrew Echols**



*Congratulations to Andrew Echols on winning Team Member of the Year!*

Albert E. Willson, III Region/District of The Year: **Jeff Chapman - Region 60 with Runner-Up, Tom Conway - Region 30**



*WAY TO GO, REGION 60! You're setting a great example for the rest of 4M!*

Janice Deer Top Gun Sales Champion of the Year: **Kyle Brown**



*Kyle Brown got to celebrate with some cake for being #1 in sales.*

year was no different as we awarded many deserving Team Members at the gatherings across the country on March 1st. 4M is only as good as its Team Members, and we are fortunate enough to have some of the absolute best. Congratulations to all of our World Class winners!

Account Manager of the Year: **Justin McSwain**. With Runners-up: **Victor Delgado, Gary Gernentz, Lazaro Gomez, Igor Maksimovic, & Dave McLay**



*Steve Gray, Krista Ridder, Justin McSwain, Jose Correa & Tim Murch are all smiles! Congratulations, Justin!*



*Tim Murch, Victor Delgado, & Steve Gray. Way to Go, Victor!*



*Steve Gray, Tim Murch, & Gary Gernentz. Well done, Gary!*

Mitchell M. Murch, Sr 110% Award: **Gustavo Jaramillo**

Safest Division of the Year: **Mid-South Division led by Dan Cline**

Perfect 100% Account Retention: **Steve Gray and his Region 10 Team, Tom Conway and his Region 30 Team, Lacey Brown and her Region 65 Team, Miguel Miloslavich and his Region 55 Team, and Jeff Chapman and his Region 60 Team**

Internal Sales Award Winners: **Region Manager Award, Marc DiMarzo with Runner-Up, Lacey Brown; Account Manager Award, Igor Maksimovic with Runner-Up, Joseph Petrone; Area Manager Award, Scott Hadley with Runner-Up, Edwin Pacheco.**

Internal Customer Service Winner: **Keith Schroeder**

Safest Region/District of The Year: **Miguel Miloslavich and his Region 55 Team with Runner-Up Marc DiMarzo and his Region 50 Team**

# AROUND THE 4M WORLD CONTINUED

## SAN ANTONIO

Team Members at the Valero account received a generous surprise earlier this year. Valero offers their own employees bonuses which depends on varying factors in the market, they extended that practice to their permanent contractors. Our Team Members were so excited

and grateful for Valero's generosity and belief that we are all part of one team together. 4M is grateful to count such wonderful clients in our ranks that believe in our Team Members as much as we do!



*Our Team Members wanted to show off their smiles for Valero's generosity. We love being a part of the Valero family!*

## FLORIDA

District Manager, Miguel Miloslavich, organized a Team Member Appreciation day with everyone at 4M's West Palm Beach location. The day included surprising some special Team Members with gift cards for their hard work! Thanks for all you do!

In Tampa, a gentleman came to the break room of one of 4M's clients asking for the person that found his wallet the day before in the common area. Discovering that 4M's first shift crew lead, Marlyn Paneto, was

that individual, the person thanked her for her honesty and integrity for returning such valuable property. The next day he came back with a Spanish Bible for her with her name printed on it. Marlyn was very happy and extremely excited, as are we that a customer took the time to create a meaningful gift for her!

Ada Acosta got a delicious surprise from 4M's customer, University Mall, in a breakfast celebration to celebrate her 10 years with the company.



*We can't wait to give out more awards in our newest city!*



*Feliz Aniversario, Ada!*

# AROUND THE 4M WORLD CONTINUED

## INDIANAPOLIS

You may remember hearing in Steve Crain's company message in April about how 4M is working to become a leaner, more efficient workplace. Using the 5S methodology of: Sort, Set in order, Shine, Standardize and Sustain, 4M is on the road to efficiency. Indianapolis was the first city

to begin their improvements and make all of 4M's areas 5S optimized. Thanks to everyone for participating together to make this a reality, 5S is truly a team effort. St. Louis is following close behind and seeing huge improvements already. Everyone, get ready to board the 5S train!



Brian Arslanian and Amy Rawlins love 5S!



Mike Sweeney & Steve Crain celebrating their 5S success!

## ST. LOUIS

Charles C Jones, one of 4M's long-time Team Members, was honored at a St. Louis Blues game in March. His recognition at the game was for his service to our country in the Vietnam War from '66-'67 where he earned 3 Purple Hearts and a Bronze Star. Charles, affectionately known as Dusty, has been with 4M in some capacity for nearly 30 years! During his tenure, he has become familiar with most of 4M's client locations, no small feat! He was even recognized nationally in 2005 as Janitor of the Year! Charles has been hailed by those that know him as a wonderful man and problem solver extraordinaire. He is the Vice President of the Missouri State Ushers and puts those skills to use at his Church, Prince of Peace Missionary Baptist, where he also drives the bus each Sunday. Thank you for your service, Charles. 4M is proud to have you as part of our family!



Well-deserved recognition for Charles C Jones at Scottrade Center.

# SAFETY DIAMONDS

*"PERFECTION IS NOT ATTAINABLE, BUT IF WE CHASE PERFECTION WE CAN CATCH EXCELLENCE."*

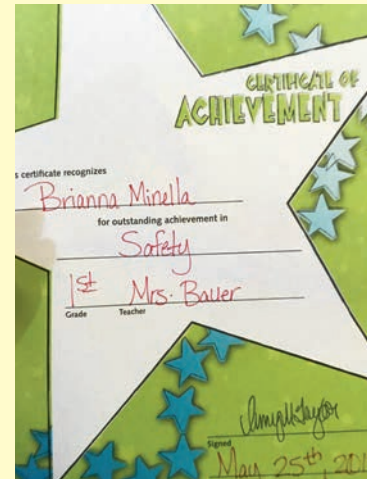
— VINCE LOMBARDI

So, what does perfection and excellence have to do with Safety? Everything. We have all heard about, "Running the Playbook to perfection." But what does that really mean? According to Coach Lombardi, that means we catch excellence. When we run the Playbook to perfection, we take all of the reminders that we are given every day and apply them to provide the best quality service possible to our customers. Think of all of those reminders, hints, awareness, and actions we need to practice every day to create and maintain a safe environment for ourselves, our teammates and our customers.

Safety isn't just something we talk about once a month at 4M, it's a lifestyle. Keeping yourself safe, your family, your friends, teammates, customers and the people that walk through each

of our buildings is something we think about all day, every day. We provide information on the proper way to operate equipment, chemicals and our daily tools of the trade. We discuss Personal Protection Equipment (PPE) and when, how, and where it should be used. We utilize Toolbox Talks to provide important information in a short format to everyone across the company. We play Safety Bingo, not because it will keep us safe but because it reminds us all to practice safety with a daily message and have some fun at the same time.

Safety is part of our culture and we should all be aware of our surroundings and help each other to exercise safe practices both on and off the job. Janitorial work is demanding and we all want to stay safe. So, as we chase perfection – we will catch excellence together as a team.



Perfect example of our safety culture at work at home. Way to go, Brianna! Safety benefits everyone!

## WELLNESS CORNER

### EMPLOYEE ASSISTANCE PROGRAM (EAP)

Did you know that 4M's GuidanceResources® program provides support, resources and information for personal and work-life issues for all hourly and salaried Team Members? Personal issues, planning for life events or simply managing daily life can affect your work, health and family and we want to make sure all of our Team Members get the support and information they need to be the best version of themselves.

The program is company-sponsored, confidential and provided at no charge to you and your dependents. You can call your ComPsych® GuidanceResources® program anytime for confidential assistance.

#### Confidential Counseling 3 Session Plan

This no-cost counseling service helps you address stress, relationship and other personal issues you and your family may face. It is staffed by GuidanceConsultants who will listen to your concerns and refer you to in-person counseling (up to 3 sessions per issue per year) and other resources for:

- Stress, anxiety and depression
- Job pressures
- Relationship/marital conflicts
- Grief and loss
- Problems with children
- Substance abuse

#### Financial Information and Resources Discover your best options.

Speak by phone with our Certified Public Accountants and Financial Planners on a wide range of financial issues, including:

- Getting out of debt
- Retirement and Estate planning
- Credit card or loan problems
- Tax questions
- Saving for college

#### Legal Support and Resources Expert info when you need it.

Talk to our attorneys by phone. If you require representation, we'll refer you to a qualified attorney in your area. If you have questions about:

- Divorce and family law
- Real estate transactions
- Debt and bankruptcy
- Landlord/tenant issues

#### Work-Life Solutions Delegate your "to-do" list.

Our Work-Life specialists will do the research for you, providing qualified referrals and customized resources for:

- Child and elder care and even pet care
- College planning
- Moving and relocation
- Home repair

#### GuidanceResources® Online Knowledge at your fingertips.

GuidanceResources Online is your one stop for expert information on the issues that matter most to you...relationships, work, school, children, wellness, legal, financial, free time and more.

- Tutorials, streaming videos and self-assessments
- "Ask the Expert" personal responses to your questions
- Child care, elder care, attorney and financial planner searches

#### Free Online Will Preparation Get peace of mind.

EstateGuidance® lets you quickly and easily write a will. Just go to [www.guidanceresources.com](http://www.guidanceresources.com) and click on the EstateGuidance link. Follow the prompts to create and download your will at no cost. Online support and instructions for executing and filing your will are included.

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Call anytime!

# 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.*

**Shane Paul - HR Leader - Logan Aluminum** Just wanted to extend our appreciation on the continued housekeeping focus in our Medical Clinic. Your folks are doing a great job throughout the clinic and the restroom.

**Mary J. Dorsett, BPA - Administrative Officer, Primary Care Annex** I cannot tell a lie, because I am very Blessed to have 4M as my savior for ensuring the housekeeping in the Primary Care Annex is 200% better than it was before your company took over the contract. As I mention before I hated coming to work and now since your company has been with us I look forward coming to work knowing 4M is in control. It is always a pleasure to communicate and let you know what is working and what is not. I find the CPR visits helps keeps both PCA and your company ahead of expectations. Again, I Thank You very much for the services 4M Company.

**Ruben Alvarado - Assistant Vice President, Facilities and Administration, SWBC** I want to bring to your attention that I introduced myself to **Eric Martinez** at SWBC's Centerview site. I've seen him covering the day porter shift for the last few weeks. I've noticed a marked difference in the maintenance of the interior of the building lately and I think that Eric has been doing great. The restrooms look much neater and while I'm on the property he's always on the go picking up around the building. When I asked our Maintenance Manager what he thought of Eric's performance he echoed my remarks and stated that "Eric is thorough with his cleaning and stocking. He is always nice to our customers and acknowledges people with a friendly demeanor. Facilities has seen a HUGE down trend of janitorial request tickets. He has a positive attitude and is always busy never slacking off." I hope he stays at the Centerview site for a long while. - Thanks to you 4M Team!

**Jim Cade - Operations Specialist** What a great choice your management made in hiring **Dave Penland** to your group here at our facility. Dave is always easily accessible and has shown excellent initiative in handling cleaning jobs that need attention. I've have personally heard MANY positive comments directed specifically at Dave for his attention to the details and going above and beyond the scope of work to make sure our building remains presentable and clean day in and day out.

I especially appreciate being able to count on Dave whenever we have special requests and he always answers with willingness and professionalism while maintaining that smile in his voice. Those qualities are very valued here and exemplify what State Farm has sought in our cleaning contractors. Your entire staff here does an excellent job and are deserving of praise, please pass along to all of them to continue the great work!

**Kelsey Fitzgerald - Product Metallurgist, Logan Aluminum** I just wanted to let you know that **Dennis Bivins** did a great job cleaning the showers last

night and those of us that shower in there really appreciate it! Thank you!

**Carol Harp - Property Manager, Healthcare Management of America, Inc** I went to see the VA MOB that is part of my portfolio for the first time yesterday! I was blown away by how clean and tidy that place is—everything is spotless! **Joselyn Massari** gave me her contact information and told me to contact her with any special requests or needs. I just wanted to let you know that the VA building stands out in my experience as the cleanest, most spotless of my buildings! All of your teams are good, but this one is special. Thank you for providing us with excellent service.

**Lauren McAleenan - Senior Real Estate Manager, CBRE** **Clyde Lofton** found a wallet at the building and turned it in (there was over \$100 in cash in it). We were able to locate the owner of the wallet. Just wanted to pass along our appreciation for Clyde turning it in and being so honest!

**April Walker LPN - Occupational Health Nurse, John Deere** As the third shift nurse, I am between both locations during late night and early hours and have seen consistent work and dedication from **Mr. Yancy Banks**. I have spoken with other employees on this shift and they agree that the floors, tables, microwaves and carpeted areas are always in the cleanest condition and Mr. Yancy keeps the trash emptied throughout the shift. I started off working on days, so I have seen both buildings at different times of the day and it is without a doubt that Mr. Yancy has extraordinary work ethic and shines above the rest. Please take the time to recognize him for his efforts to rise above and beyond the call of duty. Thank you Mr. Yancy for all you do.

**Heather Doolin - Payroll Systems Specialist, Raymond James Financial** **Nada Micevic** is always very courteous and pleasant when she comes through our department in the afternoon. She's quiet and speedy, but willing to have a quick chat with anyone she encounters along the way. She's just as friendly when I see her in the halls and she recognizes me when she sees me and greets me with a smile. I can only imagine how many "not great" encounters she must have on any given day in her role, and yet she remains positive and pleasant.

**Nick Askey - Central Parkway** I wanted to reach out and give credit where credit is due. I have worked in the building for 6 years now I've seen a lot of mediocre and downright annoying things happen and want to give high compliments to **Henry Guerrero** for being over the top and doing a phenomenal job. He is always friendly, says hello to everyone, does a great job keeping things clean, is quick in the bathrooms to get them back up and running, and is a pleasure to talk to when I run into him. He always alerts our front desk if there is anything malfunctioning and a timeline for when it will be resolved. I just believe that people complain too much but don't reach out when a pat on the back is due. Henry is doing a great job.

## 4M IN THE NEWS

### 4M NAMED IN ST. LOUIS BUSINESS JOURNAL'S TOP 150+ PRIVATELY HELD COMPANIES

4M was featured in this year's issue of the St. Louis Business Journal's "Top 150+ Privately Held Companies". To be included in this issue is a hard-earned honor as there is steep competition with many other well-respected companies in the St. Louis Region. "4M continues to grow each year, and we are thrilled to be included in 2018 as a featured company on this prestigious list. With our teams across the country continuing to outperform themselves with each passing year, 4M will be moving higher and higher on the list!" said Murch. This year, the highly anticipated issue featured companies whose revenue totals to more than \$139 billion and count nearly 370,000 employees in their ranks. We are proud to be included among them!

You can read more about the issue at: <https://www.bizjournals.com/stlouis/news/2018/05/11/top-150-2018-an-extra-50-companies.html>

### 4M'S PARTNERSHIP WITH CLOROX FEATURED IN CONTRACTING PROFITS MAGAZINE

Contracting Profits, an official magazine of BSCAI, featured an article in the March/April 2018 issue spotlighting 4M and our use of the Clorox Total360 system. The article outlines the science behind Electrostatic technology as well as specifics on 4M's use. Executive Vice President, Dan Cline II, and Manager, Nelson Irizarry, are highlighted in the article for their use and experience with the system, also!

Want to read all about it? You can check out the hard copy, or online at this link: <https://www.cleanlink.com/cp/article/Electrostatic-Cleaning-Helps-Improve-Business--22263>.



## SAFETY BINGO WINNERS

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

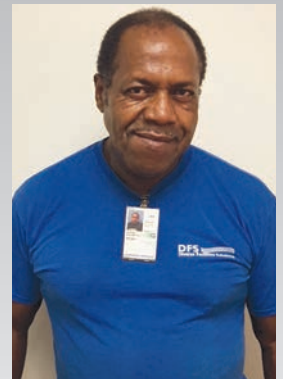
Ederlinda Perez **\$600**

Ricky Murray **\$2,000**

Elizabeth Garcia **\$600**

Nilda Santa **\$150**

**TOTAL WINNINGS:**  
**\$3,350**



Congrats to Ricky Murray of the Northrup Grumman team on his big \$2,000 win! WOWSERS!

# 4M TEAM MEMBER RECOGNITION

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

## 4M PROMOTIONS

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

Cristian Perez  
Field Manager

Hector Arredondo  
Account Manager

Albino Velasquez  
Account Manager

## NEW MANAGEMENT TEAM MEMBERS

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

Stephanie Agnew  
Payroll Manager

Nyrma Pagan  
Account Manager

Derek Stegall  
Account Manager

Rina Andrade  
Account Manager

Sandra Doratt  
Account Manager

Michael Strickland  
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!*

Elizabeth Alvarado  
Joann Casillas  
Bernardo Rosas  
Patricia Rodriguez  
Angelina Avila  
Roy Bennet  
Nisha Lathrop  
Colleen Crowell  
Cory Morgan  
Glynnise Jackson  
Janice Mason  
Amy Selser

## 4M ANNIVERSARIES

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

### 30 years

Gary Gernentz  
Mike Rustemeyer

### 20 years

Elaine Upton

### 15 years

Tomas Raygoza  
Cheryl Wilson  
Leticia Munoz  
Grisel Castello

### 10 years

Deborah Brown  
Dularie Sukraj

### 5 years

April Gonzales  
Mary Lockett  
Cory Morgan  
Rosemary Harper  
Marilyn Ferrell  
Thomas Celaya  
Christopher Martin

## 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

Ricardo Cornejo  
Edgar Guevara Nieto  
Cristian Perez  
Donna Anderson  
Frederick Cross  
Henry Gordon  
Keith Taylor  
Sterling Allen  
Camila Reynoso

Santos Marquez  
Rene Lopez  
Casimira Gomez  
Juan Hidalgo  
Sireny Jenkins  
Amparo Durango  
Belinda Marrero  
Arisbel Gonzalez  
Yuliet Silot  
Jamila Frazier  
Gilmar Acosta  
Colby Liddell  
Lucia Valdez

### \$200

Pedro Fuentes  
Claudia Leonor

### \$300

Regina Hendricks

### \$500

Armando Carrasco

### \$1,000

Thomas Ryan

**TOTAL  
RECRUITMENT  
BONUSES:  
\$4,400**




Building Solutions

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 [facebook.com/4MBuildingSolutions](https://facebook.com/4MBuildingSolutions)

[www.4-m.com](http://www.4-m.com)



**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.**

# SUPERVISING FOR SUCCESS

assessments, and learning technology to help improve the skills of our managers and supervisors. Through this LMS our managers can access training modules to hone and develop their skills to further their management expertise so we can all better serve our clients and, most importantly, our Team Members.

At 4M, we do great work because everyone here is eager to do their very best no matter what. A 4M leader is someone who inspires, Develops & Supports Others, Selflessly & With Trust. Josh Hendricks, Central Division VP and leader of 4M's educational initiatives said, "4M is turning a greater focus towards Leadership and the development of our Team Members. Our hope is for all of us to strive to be this type of leader as we go about our lives at both 4M and at home."

We appreciate the role that our supervisors play because, without them, we would be without one of the most important parts of our team. Thank you to each and every one of our leaders for the excellent work that you do! We know we'll continue to see great things from you all!

all of the resources they need to do a great job.

Success at 4M cannot be attributed to just one person. It comes from the united efforts of everyone in our entire organization, but it all starts with our Team Members. We rely on their outstanding work day in and day out, which is why we are committed to providing them with all of the resources they need to do a great job.

That is why it is so important that our supervisors' main focus is providing help and guidance for our Team Members so they can do such great work. In providing leadership to the team, we must distinguish between supervisors and management. Managers give administrative support for the entire organization, while supervisors are leaders on the ground level, supplying first-line support and leadership directly to Team Members. That includes providing instruction, answering questions, solving problems and possessing in-depth knowledge of both management and the operations performed by Team Members.

It is for all these reasons 4M has recently rolled out a new way to train our managers and supervisors using LearnLoft. LearnLoft is our new online Learning Management System (LMS) that provides surveys,