

### WHAT'S INSIDE

# OUR FIRST 40 YEARS

Before there was Google or Netflix; before there was a Facebook or Twitter; before Whole Foods or iPhones, 4M was cleaning buildings. Hard to believe. Less than one third of family businesses survive the transition from first to second generation but that hasn't happened at 4M.

4M has grown from very humble beginnings of three (3) customers in St. Louis to working with customers in 15 states and producing more than \$70MM in revenue. The revenue is a benchmark of a company's size but the real testament to a company is its people. Providing part time and full-time work for almost 3,000 Team Members is gratifying.

We also took many different innovative approaches that other companies did not. We anticipated market changes and were proactive to create CleanPath® that eliminates waste in our cleaning process and

differentiates us in our markets. We focused on Safety because it benefits our Team Members, our customers and our company. We are the safest janitorial company in the world and we want to stay that way. We focus on technology and innovation, always looking for ways to improve our quality and disrupt the status quo.

As the economy continues to grow, there is increased pressure on wage rates and some customers have a difficult time increasing their budgets to accommodate these changes. Some customers think all janitorial contractors are the same and we are just like everyone else, but 4M isn't anything like everyone else. Our Team Members are part of our culture. Culture is not what we say, it's what we do. When we have Team Members that work together to make our customers happy and their customers, their employees or tenants, happy, we all win. We don't believe in luck, we believe in hard work and working together to achieve our goals and vision. We come together with a common goal - to be the absolute best building solutions partner.

When you realize that most family businesses don't survive even 20 years, you can see how special 4M really is. Mitch Murch Sr. saw a need 40 years ago and took a chance. He tapped his son Tim (while he was still in college) to join him for the ride. Tim was ready to step up. Mitch's legacy lives on in Tim and Tim is creating his own legacy with a company whose culture is to be the best and take care of the Team Members and the customers as an industry leader.

A big shout goes to all of our customers and Team Members over the past 40 years. In fact, our first customer, the Pierre Laclède Center in St. Louis, is still a customer. The future is extremely bright and only gets brighter because of the commitment from our Team Members and the great customer partners that we have. We are all very blessed and grateful!

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P.2

Around the 4M World



P.4

4M in the News



P.6

4M Anniversaries



# AROUND THE 4M WORLD

## SAN ANTONIO

Susan Ward, one of 4M's many Rockstar managers in San Antonio has earned her distinction as a Certified Environmental Services Executive through IEHA. This distinction represents hours of dedication to her commitment to professionalism in our industry. This designation is attained by successfully completing the full 16 modules contained within IEHA's program. IEHA is a nonprofit organization focused on continuing education and devoted to helping & enabling facility managers maintain cleaner, safer, and healthier buildings... from schools to hotels to hospitals and everything in-between. Susan continues to raise the bar with customer service every single day and it shows in her enthusiasm and constant determination to learn more, and be better with each passing day. "In 2004 when I worked for a competitor I was a floor-tech at SWBC Tower. Now, with 4M, it is one of the biggest accounts that I manage!" says Susan. She currently manages 7 SWBC buildings (among many others), totaling 300,000 square feet. Susan has completed courses and earned certifications to include: 4M SafePath Certified Manager; 4M's Safety Diamond Award; IEHA: Organization & Management; IEHA: Accounting & Budgets, IEHA:

Waste Management; IEHA: Work Controls; IEHA: Chemical Controls; IEHA: Security & Safety; and IEHA: Planning and Organization. She is certified through OSHA Academy: Blood borne Pathogens in the Workplace, Introduction to Safety Management, Effective Safety Committee Operations and Personal Protective Equipment. To name... just a few.

We are so proud of Susan, and all of our Team Members that strive for excellence. When asked about why she continues to push herself Susan says, "At some point you have to hold yourself to a higher standard. Not because you're expecting to get compensated for it, not because you're hoping to get recognition, but because of who you are and who you are working for. Because if you say to yourself you're going to be the best at what you do, you will always be giving 100% and more." Susan couldn't leave it at that, she credits her team and wonderful mentor and leader, Lacey Brown, for her success.

Everet Gamez of 4M's Valero Team got to meet Senator Ted Cruz when he visited Valero to give a speech.



Congratulations on earning this distinction! 4M is proud of you!



Senator Cruz and Everet Gamez

## INDIANAPOLIS

The team in Indianapolis joined together to complete training on some new Cimex Equipment. Thanks to all who attended and learned to use our new leading edge equipment. Indianapolis remembers, "Safety First," is at the top of our list for our Team Members!



Learning proper operation is fun!



Keep at it, Indy Team!

# AROUND THE 4M WORLD CONTINUED

## INDIANAPOLIS (CONTINUED)

Indianapolis keeps it cool and our teams tight-knit by hosting Monthly manager's meeting. No meeting is complete, of course, without a little lunch for everyone. Thanks for the tasty grub!

COO, Steve Crain, joined Region 45's Curtis Wilson and Mary Bowman in Columbus, Ohio for their quarterly updates.



Happy days at NetJets!



Regional Manager, Lloyd Garcia, getting goofy with Mike Sweeney.

## ST. LOUIS

Last newsletter, you saw the Indianapolis Office make strides in 5S. Well, The 5S Train is moving full-speed ahead! St. Louis was close behind in following in Indianapolis' footsteps. Using the 5S methodology of: Sort, Set in order, Shine, Standardize and Sustain, 4M's Corporate Headquarters is on the road to efficiency. Thanks to everyone for doing their part to make this a reality, 5S is truly a team effort.

To know him is to love him. Our fantastic president, Tim Murch, celebrated his 60th (can you believe it?!) birthday in June. The celebration included a Blues Hockey themed cake, of course, plus tons of laughter. Thanks for all you do for 4M, Tim! We're ready for 60 MORE years of leadership!

4M's Safety Administrator, Amin Sosa got a surprise luncheon celebration for his impending Bundle of Joy on the way. A tasty lunch accompanied by plenty of diapers was had to welcome Amin into Fatherhood. Congratulations!



Before and After... What a difference!



Happy Happy Birthday!



Baby Sosa arrived not too long after!



# 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.*

Karie Teetor - Farmers Insurance  
I wanted to share some good news! I (evidently) dropped my credit card somewhere on the floor by my desk and your cleaning crew placed it on my desk last night. I appreciate their honesty. Just wanted to share good news.

Michelle L. Patterson - Office Manager, EPSi University  
The new cleaning lady, **Shenice Strawder**, does a really good job and is super nice! We were talking about how much cleaner the restrooms are since she's been here!

Jose L Correa - Supervisor equipment maintenance, COUNTRY Financial  
**Justin McSwain**, keep up the good work! It's been a little crazy lately, but it's always nice to know that you have things covered. Thanks for all that you do.

Jamie Koritz, CBRE  
I was out at Corporate Woods this afternoon and everything looked really good. I ran into **Essly Amaya** and told her, "Everything looks really nice, you are doing a great job!" Her face lit up. Thanks for your hard work!

William Rader, Director of Facilities - Tennessee General Assembly  
I would like to commend you and your team for your continuing dedication to excellence. They not only consistently provide first-rate service but are true partners in refining our plan to care for the building and associated facilities. Specifically, I would like to commend **Jon Wolfe**. Recently, I have had several people compliment Jon on his teams' work and how well he is managing them. 2 of which are the Legislature's upper tier leadership and I rarely hear them compliment anything. That is very impressive and something to be proud of.

Cheryl Chamness, Program Manager - THC, Inc.  
I hope all is well with you. I just wanted to take a moment and let you know that **Belinda Pacheco** from your staff continues to do a great job for us. Not only does she do her work efficiently and effectively, but she does it with a smile. I appreciate her great attitude.

Elva Abundis-Esparza, Constituent & Community Outreach Coordinator - Bexar County  
**Jorge Escamilla** is a great asset to 4M Building Solutions. He takes great pride in his job and is always very helpful when we ask him for assistance. Of course, we cannot forget that he is a reflection of your organization, and for that I thank you too.

Lauren Savel, Property Manager - Cushman & Wakefield  
I wanted to say we have already noticed an

improvement with **Cristian Perez** being the manager. He does a great job of seeing things through and following up in a timely manner.

Fran Muench, AIM, ChFC® - State Farm  
During the time 4M has been handling cleaning for our office, I've noticed the professionalism and positive attitudes the staff. I've heard comments from others about the friendliness of **David Penland's** team and how the building cleanliness has improved. Having a clean work environment is one of those things people often take for granted, unless they notice a problem, so it's nice to hear positive comments. They seem to be happy to be here and doing a good job.

Chris Beth, Finance Manager - Roche  
In the past week I've heard a few members of our team comment about how well the CPR went and how having a great partnership allows these reviews to go so smoothly. So, kudos to **Lloyd Garcia** and the team run by **Amy Rawlins**. Please keep doing what you're doing!

Alicia M. Dunn, Associate Director Change Management Office - CLS Business Solutions  
As I believe those individuals who constantly serve us day-in and day-out, keeping our facility clean and safe are those who are less likely to receive recognition, I would like to recognize one of our housekeeping staff. **Clarissa Mendoza** has worked for us for some time now, always working diligently to keep the 2nd floor clean and tidy (she does things I haven't seen others do ... such attention to detail!). She does an incredible job of keeping after us and cleaning up our messes and does so professionally and is always willing to accommodate whenever possible. She always does this with a smile, a nod and/or a very friendly greeting. I always go out of my way to thank her for what she does and how much I appreciate her work.

Tod Hoover, San Antonio Area Manager - PRG  
I would like to take this opportunity to commend your night crew on the awesome job they have done since taking over cleaning our office. Your crew's attention to detail, really shines through. I could tell the difference on the first night they took over. Please thank your crew and let them know that we think they are doing a great job!! Keep it up!!

Anne Vierling, Tenant Service Coordinator - CBRE  
Last night, **Jacques Jones** from the cleaning crew left me a VERY sweet note, he was worried that the trash cans in a LOCKED OFFICE were not outside the door for him to empty, God love him!

## 4M IN THE NEWS

For this back-to-school season, St. Louis's 4M team decided to try something new! School supplies add up and can put a strain on household budgets. At 4M, we believe no child should start the school year without the supplies they need to learn. So, for this back-to-school season, 4M piloted a program to provide backpacks to our Team Members' children in the St. Louis and Central Illinois areas. All backpacks came stuffed with supplies they would need to start the school year off on the right foot. We want to take care of the next generation and make sure the only thing they need to worry about come school time is learning.



Regina Hendricks picking up a big load to drop off for her team!



Rigoberto Rivera on his way to deliver!



Rina Andrade heading off to spread the love!

# SAFETY DIAMONDS

*"ONE EARNEST WORKER CAN DO MORE BY PERSONAL SUGGESTION TO PREVENT ACCIDENTS THAN A CARLOAD OF SAFETY SIGNS."*  
— MAKING PAPER, JANUARY 1923, EDITED BY E.R. BROWN

When we think about Safety Champions, it's natural for us to think about Tom Covilli or Gus Jaramillo or Amin Sosa and they ARE Safety Champions. But, who else is a Safety Champion? Whose responsibility is it to remind us to practice good safety habits? Do our Safety Champions include our Region Managers? How about our Account Managers or Field Managers? What about our Supervisors? How about our co-workers? The answer is simple - everyone is a Safety Champion. We all have a responsibility for good safety practices but what about our responsibility to each other?



Good Safety Champions look out for the safety of others and they adjust their own behavior to inspire a change. They lead by example. Real Safety Champions practice this behavior 24/7. They take the same care when they are off the job as they do when they are at work because what they practice becomes a habit.

Safety Champions aren't quiet about being safe. They participate in Toolbox Talks and ask questions or provide comments, giving permission for others to do the same. They are willing to learn and try new ideas if there is a chance to improve the safety of their team.

Human factors such as rushing, fatigue, frustration and complacency are often responsible for accidents and Safety Champions can recognize this, point it out, and encourage their teams to be more aware of it. Safety Champions will bring issues to attention and celebrate other Team Members successes.

Safety Champions are all around us. We just need to take the initiative and step out of our comfort zone to keep all Team Members, customers and people that visit our buildings safe. It's up to all of us to be a Safety Champion!

# WELLNESS CORNER

## WHY WORKPLACE WELLNESS IS IMPORTANT

Everyone gets sick from time to time, but some people tend to fly in the face of those nasty germs much better than others. Studies show that chronic illnesses, such as heart disease, cancer, diabetes, arthritis, obesity and respiratory conditions are top public health challenges today. These same studies also show that nationwide, more than 2.5 billion workdays are reduced or lost completely due to sickness or injury, and employers lose more than \$300 billion of productivity annually due to illness, sick days, absenteeism or substandard performance.

Employees who are healthy and fit, both physically and mentally, are also happier employees. They tend to have better relationships with management and coworkers and strike a better work-life balance. Vishal Jain, VP of Strategy and Financial Wellness for Prudential Group Insurance says, "Wellness, peace of mind: those are things that can contribute to employees' happiness."

Obviously maintaining a healthy and happy workforce is key to efficiency and productivity. So what are some of the ways you can help your staff stay on top of their game?

1. Offer health-related incentives or reward programs, such as gift cards to local gyms or bonuses for those who lose weight or stop smoking.
2. Provide healthy snack or meal options, including fruit and vegetables.

3. Host team events that include physical activity, such as group walks or runs.
4. Encourage regular doctor visits and make sure Team Members stay home if they're sick.
5. Offer weekly meditation classes or reflection time.

At 4M, we encourage healthy habits for all of our Team Members and celebrate those who reach healthy milestones. It's just one more way we continue to deliver the best, innovative, safe and sustainable cleaning solutions for business.





# DID YOU KNOW?

**REFERRAL BONUS PROGRAM**  
if you are currently employed at 4M and know someone who would be an outstanding team member that you could refer them to us and earn money?! If one of your referrals is hired and remains with 4M in good standing for at least 3 months, then you get a bonus of \$100 or \$1,000! And there's no limit to how much money you can make!

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 Guidance-Consultants 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 anything else you may need.

**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.

**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.

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

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®

**Your ComPsych® GuidanceResources® Program**

**CALL ANYTIME**  
Call: 855.387.9727  
TDD: 800.697.0353  
Online: [guidanceresources.com](http://guidanceresources.com)  
Your company Web ID: **ONEAMERICA3**

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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. It is free & confidential.

# 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!*

Mabel Collins was honored for her wonderful years of service with 4M. Mabel came to corporate headquarters for a special ceremony where she received her certificate for 45 years (wow!) with the company. Mabel, 4M is so glad you have been a member of our 4M family these past years. Thank you for your dedication, we couldn't be more honored to have you!



*Tim Murch and Mabel Collins joined by Steve Gray and Carrie Warford to honor Mabel's commitment.*

### 45 years

Mabel Collins

### 35 years

Steve Gray

### 25 years

Paul Alvarez

### 15 years

Matthew McGehee  
Clarence Barnett

### 10 years

Timmeka Whalen  
Brian Sisel  
Sire Samuel Mandingo  
Jerry Taylor  
Karen Wallace  
Rosario Marquez  
Chiquita Isom  
Alvin Burton  
Antonio Pascual  
Juana Alfonso  
Cleveland Lee  
Larry Moody  
Bertha Hulsey  
Raymond Wade

### 5 years

Billy Sorrells Jr.  
Kyle Brown  
Taneisha Moore  
Ermond Bela  
Kenneth Johnson  
Elizabeth Hill  
Terrance McPherson  
Olivia Silva  
Victor Delgado  
Neil Carpenter  
Angela Robinette  
Azem Zymberi  
Wilma Merino Landaverde  
Dennis Aherin

## 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

Anthony Brown  
Kimberly Brooks  
Lucy McDuffie  
Maurice Day  
Lucero Romero  
Bessie Henry  
Angelique Bledsoe  
Bridget Connor  
Erik Rodriguez  
Azucena Morales  
Larry Slaughter  
Courtland Wilson  
Olga Quintero  
Dinorah Cancel  
Joselyn Irizarry  
Brenda Velez  
Neitza Tosado  
Antonio Mendez  
Lisday Justiz  
LaQueta Swinger  
Latoya Endsley  
Leia Gillespie

Maria Reyes  
Marisa Bryant

### \$200

Rebeca Martinez  
Leonor Rivera

### \$300

Anteneisha Swan

### \$500

Regina Hendricks

### \$600

Claudia Leonor

### \$1,000

Nelson Irizarry  
Seth Wolfe  
Edgar Nieto

### \$1,100

Cristian Perez

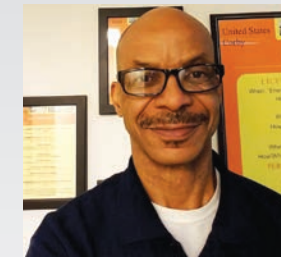
**TOTAL RECRUITMENT BONUSES: \$8,300**

## SAFETY BINGO WINNERS

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

Mary Bowman **\$100**  
Freda Johnson **\$150**  
Elizabeth Garcia **\$150**  
Clarence Barnett **\$300**  
Kristina Kline **\$300**  
Edward Berry **\$300**  
Lisa White **\$600**  
Claudia Gomez **\$2,600**

**TOTAL WINNINGS: \$4,850**



*Congrats to Big X winner Clarence Barnett!*



*Another big winner at Assurant with Lisa White! Congratulations!*

## 4M PROMOTIONS

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

Tabatha Shelton Supervisor	Karla Woods Supervisor
Luis Ruiz Reyes Lead Person	Jonathan Wolfe Manager OST
Larry Slaughter Supervisor	Claudia Leonor Account Manager
Rene Lopez Lead Person	Kimberly Brooks Field Manager
Donnie Brooks Lead Person	Karine Mercado Account Manager
Angel Allen Lead Person	Bruce Stennis Account Manager
Markco Willingham Supervisor	Regina Hendricks Account Manager
Charles Hendricks Supervisor	Curry Wilkins Regional Administrator
Luz Cardona Supervisor	

## NEW MANAGEMENT TEAM MEMBERS

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

Michelle Wilson  
Sarah Absheer  
Tungee Cox  
Alfred McKenzie  
Eddie Gamble  
Daniel Hernandez  
Joseph Smith  
Aurlou Gonzalez  
Ashley Tebbe  
Shawn Ball  
Thomas Davidson  
John Huber  
Calvin Jordan  
Charles Marquis  
Patrick Serio  
Mary Jones  
Eva Harris

## 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!*

Diana Torres  
Nina Caseres  
Eric Martinez  
Javier Diaz  
Sue Tollackson  
Sandra Trevino  
Jacob Bennet  
Jimal Hale  
Crystal Giberson  
Dovie Minella  
Emmanuel Cobb  
Mary Mikuleza  
Jan Ludwick  
Glynnise Jackson

# STAYING SAFE 24/7

Every June, the National Safety Council (NSC) celebrates National Safety Month to focus attention on reducing the leading causes of injury and death at work, on the road and in our homes and communities. According to the Bureau of Labor Statistics, workplace fatalities are on the rise, reaching 5,190 in 2016, the third consecutive annual increase and the first time in nearly a decade that the number has surpassed 5,000.

The pursuit of safety should be a priority at all times, not just during National Safety Month. Now is the perfect time to review 4M's safety policies and accident reporting procedures. Are you doing everything you can to keep yourself and your fellow Team Members safe on the job? Being prepared is the number one defense against workplace injuries.

But what happens when you leave for the day? . . . Is safety still a priority? It should be. The NSC reports that three times as many employees are injured off the job than while at work. And the cost of unintentional injuries exceeds \$730 billion nationally or \$6,200 per household. 4M's Team Members need to bring home the safe practices they learn at work.

In keeping with this year's themes: employee wellness, ergonomics, preventing slips, trips and falls and driving safety, here are 5 ways to keep injuries at bay both at work and at home:

1. Take ladder safety to new heights. According to the Consumer Products Safety Commission, more than 90,000 people are hospitalized each year due to ladder-related accidents, and elevated falls account for more than 700 occupational deaths annually. Taking care to choose the correct ladder for the job, inspecting the ladder thoroughly to make sure it is in good working condition before using it and always maintaining three points of contact are important steps to take for ladder safety.
2. Make sure Team Members know how to react to spills. You should be trained and have a very clear understanding of how to react to spills and other potential hazards that may cause someone to fall. Spills and debris should be cleaned up immediately to prevent a fall. If an accident does occur, 4M Team Members should know exactly what to do.
3. Eliminate back strain. All of our Team Members should understand and practice the basic techniques for safe lifting, even if lifting is

not a regular part of their daily duties. Studies show that lower back pain is one of the world's most common work-related disabilities.

4. Keep your cool. Don't forget the importance of staying hydrated, taking breaks and wearing lightweight clothing, especially when working outdoors.
5. Driving Safety. According to the NSC, in 2017, more than 40,000 people died in motor vehicle crashes with alcohol, speeding and distracted driving being the three biggest causes of fatalities. In response, many employers are adopting safe driving policies that include bans on cell phones while driving and offering defensive driving courses and programs for employees with alcohol or drug addictions. Of course, common sense safety measures, such as wearing a seatbelt, not texting while driving, pulling over to eat and drink and not driving when fatigued are all prudent rules to follow.

Keeping an eye on safety throughout the year will reduce accidents and injuries both at work and at home. At 4M, we pride ourselves on creating a safe working environment for our Team Members and our clients.

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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