

AND THE WINNER IS...

If you've watched your kids or grandkids participate in any kind of competition, you've probably rooted for them to win or to be a part of the winning team. If they don't win but they competed well, it still feels like a victory.

Well, our Exceptional 4M Family and friends must have been rooting for 4M last year because we all had a winning season. Everyone should be feeling that incredibly special feeling that comes with being a part of a victorious winning team.

As our Chairman & CEO, Tim Murch, stated before our annual Awards Ceremony, it's his favorite day of the year and that's because he gets to recognize all the members of our Exceptional Family that demonstrated their All-In attitude and the Driven-To-Win competitiveness that drives all of us every day. We would celebrate every day if we could! The following is a recap of some of our well deserved winners from our amazing awards ceremony.

SAFETY WINNERS

Safest Division Award went to Josh Hendricks, Division Vice President, and his Central Division. For the Safest Region, there was a tie for 1st Place between Region 40, Paul Wilson, Regional Manager, and Region 10, Steve Gray, Regional Vice President.

There were an outstanding 42 Safety Diamond Award winners in 2020 and 9 Triple Diamond Award winners that were also honored and recognized.

INTERNAL CUSTOMER SERVICE

These are the members of the "behind the scenes" support team that don't always receive recognition. There was a tie for 1st Place between Ashley

Tebbe, Accounting Billing Specialist, and Greg Russell, Division Analyst.

THE "ALL IN & DRIVEN TO WIN" REGION OF THE YEAR

The winner for 2020 was Region 10, Steve Gray, Regional Vice President.

THE "ALL IN & DRIVEN TO WIN" DIVISION OF THE YEAR

The winner was Michael Fitts, Division Vice President and his Gateway Division.

"DRIVEN TO RETAIN" 100% ACCOUNT RETENTION AWARD

Two Regions achieved this award: Region 10 with Steve Gray, Regional Vice President and Region 60 with Jeff Chapman, Director of Business Development.

PLATINUM CLUB SALES WINNER

The winner was Chris Wieman, Vice President Business Development.

"DRIVEN TO WIN" ACCOUNT MANAGER / FIELD MANAGER SALES AWARD

The winner was Edin Martinez, Account Manager - Cornerstone Brands.

"DRIVEN TO WIN" DISTRICT MANAGER SALES AWARD

The winner was Tom Conway, District Manager.

"DRIVEN TO WIN" REGIONAL MANAGER SALES AWARD

The winner was Region 10, Steve Gray, Regional Vice President.

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Team Member Recognition

AND THE WINNER IS... CONTINUED

THE "ALL IN" ACCOUNT MANAGER / FIELD MANAGER OF THE YEAR AWARD

There was a three-way tie for 1st Place. The winners were: Account Manager Jesse Miller of Region 10; Account Manager Gary Gernentz of Region 10; and Account Manager Dovie Minella of Region 10

THE MITCHELL M. MURCH SR. 110% SALARY TEAM MEMBER OF THE YEAR AWARD

This prestigious award was earned by Todd Wilkins, Director of Operational Systems & Training.

THE "ALL IN" HOURLY TEAM MEMBER OF THE YEAR AWARD

The award was earned by James Leakes, a 30 year Team Member!

Congratulations to all the winners and to everyone that is part of this Exceptional 4M Family. We can all take pride in the fact that we are part of a winning team that gives it our absolute best, leaves it all on the field, and competes against the best to be the absolute best



Huge Congratulations to Todd Wilkins on his big win!



The Gateway Division Dream Team, Amanda Adams, Michael Fitts, and Steve Gray.



Congratulations go to our Team Member of the Year, Mr. James Leakes! We're so proud of you!

AROUND THE 4M WORLD

ST. LOUIS

This past year has been like no other and it's taken an especially hard toll on our communities. During these unprecedented times, 4M continued to serve to make a difference in the local community. In a region that's known for its corporate generosity, 4M stood out as a winner based on the time, treasure and talent our Team Members donated throughout the year. 4M was selected as a Corporate Philanthropy honoree by the St. Louis Business Journal. We're very proud to continue to work in our communities to make them better for the future.

We've had quite a few Lead 360^o Graduates lately and we couldn't be more proud of our awesome Team. Nayeli Perez was presented with some new shirts calling out her accomplishment from Regional Vice President, Amanda Adams.



We're so proud of you, Nayeli!

IOWA

Account Manager Dovie Minella is one 4M's top leaders. She knows that her Team Members need a pick-me-up every once and a while and provided some snacks to show them how much they are appreciated.



We appreciate our Team Members' hard work and dedication!

ILLINOIS



Congratulations to our newest Regional Vice President!

Steve Gray was promoted to Regional Vice President. Steve Gray has been with 4M since 1983 where he started as a floor tech! He has since worked his way up to this prestigious position with hard work and constant dedication. Steve represents the best of the heart of what 4M is: A leader driven by character; compassion for his 4M family; and a relentless pursuit to deliver peace of mind to his customers. Steve once said, '4M has been his rock.' We know what the real truth is, that he has been ours. Congratulations to Steve on his well-deserved promotion.

KENTUCKY

Freda Johnson tested out the new cordless vacuum at Logan Aluminum.



She definitely approves!

4M IN THE NEWS

In every world industry and economy, 2020 had been the year of the 'unprecedented.' It is impossible to tell any story without acknowledging the impact of the global pandemic and economic downturn. It is truly an honor in such times for 4M Building Solutions to be selected as the winner of the 2020 Building Service Contractors Association International (BSCAI) Cleaning for Health Award sponsored by ProTeam. The demands of last year have meant ongoing adaptation while redoubling our commitment to Cleaning for Health.

4M was named as a top employer by Forbes in this year's list of "America's Best Mid-Sized Employers." 4M earned a spot as #427 on the list of 500 midsized employers. To be included in this list is a hard-earned, incredible honor as there is steep competition with many other well-respected companies across the United States. To determine the list, Statista surveyed 50,000 Americans working for businesses with at least 1,000 employees. All the surveys were anonymous, allowing participants to openly share their opinions. "We've always been proud of the unique culture we've built at 4M, and we are thrilled our valued Team Members continue to grow our 4M Exceptional Family even during a pandemic." said Murch.



SAFETY ARTICLE

HOW IMPORTANT IS "NEAR MISS" REPORTING?

WHAT IS A NEAR MISS?

A near-miss is defined as an unplanned event that did not result in an injury, illness, or damage – but had the potential to do so.

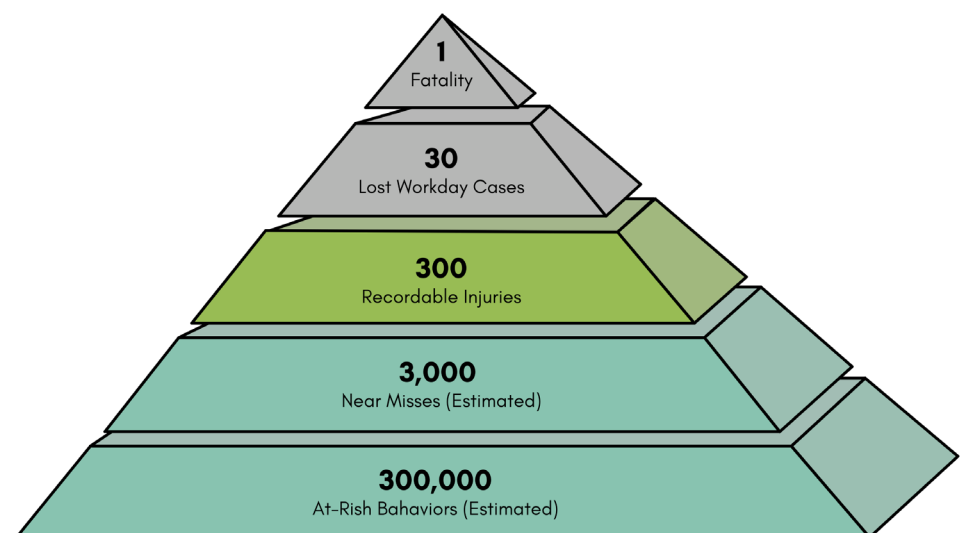
Examples of near misses

The difficulty in defining near misses is that the definition is based on what did not happen. Safety professionals recommend defining near misses broadly to include both events, unsafe conditions, and unsafe acts. **Examples include:**

- *Using the wrong piece of equipment or using it unsafely but not getting hurt.*
- *Slipping and/or falling on a wet floor without getting injured.*
- *An event that results in a very minor first aid injury like a small cut or scrape (rather than an OSHA recordable incident).*
- *A loose guard rail or damaged shield around a piece of machinery or work area that could result in damage or injury if not fixed.*

WHY IT'S IMPORTANT TO REPORT ALL NEAR MISSES

No matter what industry you are in, there are going to be more minor injuries than serious injuries. The pyramid below illustrates how this works:



The numbers for each category are only estimated, but statistically, the trend above is accurate. So, for every workplace fatality, there will be many more lost time accidents and for every lost-time accident, there will be many more OSHA recordable injuries, and for every OSHA recordable injury, there will be more first aids, etc., etc.

Basically, as you move down the pyramid, the consequences are much less severe until you get to the base of the pyramid where there are at-risk behaviors with no consequence. Unfortunately, the absence of consequence for at-risk behavior reinforces the unsafe behaviors until, at some point, there is a consequence (i.e., injury). This is one of the reasons we have so many strain and sprain injuries from handling trash (unsafely).

The bottom line is this: we can't do anything about the incidents we know nothing about so it is to our advantage to report information, even near-miss occurrences and minor injuries, which will ultimately raise our awareness. Our goal, as a company, is to encourage the reporting of minor incidents and near-miss incidents so that we can prevent more serious incidents (e.g., OSHA recordable and lost time accidents).

SAFETY BINGO GOES LIVE!



SAFETY CERTIFIED MANAGERS

4M's Certification system for Safety Certified Managers (SCM) started in 2009 as an internal certification process to validate our Team Members' commitment to safety. SCM must complete in-depth safety training which follows 4M's safety values and our safety mission to execute a proactive path in the continuous pursuit of zero accidents.

Becoming a SCM is no easy task! Training consists of a live half-day session with one of 4M's Safety leaders and maintaining it means that each manager must fulfill their safety responsibilities when it comes to making sure their hourly Team Members receive safety orientation/training, toolbox talks, and monthly safety observations, to name a few.

We're proud of the culture of safety we have built our latest group that can call themselves Safety Certified Managers! Welcome to the SCM Club!

<i>Zylkia Ayala</i>	<i>Uriel Saenz</i>	<i>Jesus Martinez</i>	<i>Jasmyn Brown</i>
<i>Eglis Malave</i>	<i>Beth Keithley</i>	<i>David Veal</i>	<i>Zachary Rodriguez</i>
<i>Rosa Colon</i>	<i>Johnny Vasquez</i>	<i>Angelina Jones</i>	<i>Jose Avila</i>
<i>Cara Clinton</i>	<i>Casemiro Bento</i>	<i>Tanyawai Rice</i>	<i>Rosalba Rios Martinez</i>
<i>Kamau Wilson</i>	<i>Ana Santana</i>	<i>Erika Schick</i>	<i>Kevin Schillinger</i>
<i>Philip Fulgham</i>	<i>Claudino Barbosa</i>	<i>Shaun Douglas</i>	<i>JB Hunter Jr</i>
<i>Jimmy Moore</i>	<i>Luis Jimenez</i>	<i>Delia Williams</i>	<i>Hernan Segura</i>
<i>Philip Fulgham</i>	<i>Simone Hager-Alexander</i>	<i>Jimmy Saucedo</i>	<i>Kaylun Edwards</i>
<i>Dominique Aldridge</i>	<i>Lubov Delgado</i>	<i>Jimmy Williams</i>	
<i>Jarrod Gillespie</i>	<i>Marie Wood</i>	<i>Carlos Diaz</i>	
<i>Carmen Cox</i>	<i>Carlos Sequeira</i>	<i>Helen Rosado</i>	

TEAM MEMBER SPOTLIGHT

A FAMILY MEMBER WITH A SERVANT HEART

We talk a lot about our Exceptional Family and focus on some of our Team Members so that our whole 4M family gets better acquainted. For this issue, we are focusing on a truly exceptional team member, Martha Zuniga.

Martha was born and raised in Mexico City. She and her husband obtained visas to come to the United States and settled in Boston, MA. Martha's brother was already in Boston and that's how they chose to move there. The year was 1990.

Martha started her career in housekeeping with Heritage Healthcare Services in 1995 at Brookhaven in Lexington MA and is still there today. When she first started there 26 years ago, she was very emotional, seeing the residents and she wasn't sure she could do this job. We all know that it takes an exceptional person to do this work and Martha knew that those residents needed her help. So, she stayed and her attitude changed to become a part of that family. Most of the administration at Brookhaven and most of the housekeeping staff are the same. They, along with the residents, are one extended family.

As demanding as the work may be, Martha still finds time to enjoy dancing, any kind of dancing, with her husband. They've raised two children, a son and a daughter and have their first grandchild, a grandson that is 10 months old. She also enjoys Zumba dance and yoga at the gym to stay active (not that she needs another way to stay busy.)

Her husband has asked her why she stays and her response is always the same, "I love what I do." Martha has taken what started as a job and made it more of a vocation. She knows the residents need her and she is part of the "family." Martha has a servant heart and is constantly checking to ensure we are doing all that we can for the residents and for our housekeepers. We are very proud to have Martha as part of our Extended Family. Thank you, Martha, and all of our front-line Team Members for everything you do day-in and day-out as Team Members with servant hearts.



We are forever grateful to have such wonderful Team Members like Martha!

WELLNESS CORNER

THE IMPORTANCE OF REGULAR CHECKUPS



As you isolate during the pandemic, you may feel the need to stay home, no matter what. While staying home as much as possible is important to slow the spread of COVID-19, ongoing medical issues are still a concern and new ones can come up, and in fact, become a major concern if they are not caught early.

That is why it's vital to continue visiting your doctor and seeking your regular medical care. The thought may cause some anxiety as you are urged to stay home, but healthcare professionals are taking extra safety measures to protect you.

Regular check-ups can help find potential health issues before they become a problem. When you see your doctor regularly, they are able to detect health conditions or diseases early. Early detection gives you the best chance for getting the right treatment quickly, avoiding any complications. By getting the correct health services, screenings, and treatment you are taking important steps toward living a longer, healthier life.

The benefits of regular check-ups include:

- Reduce your risk of getting sick
- Detect potentially life-threatening health conditions or diseases early
- Increase chances for treatment and cure
- Limit the risk of complications by closely monitoring existing conditions
- Increase lifespan and improve health

- Reduce healthcare costs over time by avoiding costly medical services
- Form a good partnership with the doctor so treatment can be more efficient
- Get updated on new medical information or technologies that are available

If you don't want to leave your house, a virtual visit is a great option. You can schedule one for certain issues, such as when you need to adjust your medication, for minor injury, allergies if you're experiencing cold/flu symptoms, or just to follow up on lifestyle changes and your overall wellbeing.

It is highly recommended for everyone to get regular medical check-ups done. The only method to stay updated about what is happening in your life is by being more aware of your health conditions. These regular health care check-ups will not only make you informed but also provides an opportunity to stay peaceful and stress-free. Go schedule your in-person check-up today with your primary care physician.

If you have any questions or concerns about your benefits, send your questions to HRbenefits@4-m.com.

DID YOU KNOW?

The Daily Pay Benefit is Here!



dailypay

You Can Now Access Your Pay When You Need It!

Starting in February, 4M Team Members can now track daily shift earnings and transfer those earnings on their own schedule. To sign up for this voluntary benefit, download the DailyPay app or text START to 66867.

Why Should I Sign Up For DailyPay?
DailyPay gives you more control over your pay. Use DailyPay to avoid late fees and interest charges, and to help you plan for expenses, by:

- ▶ Checking your balance anytime
- ▶ Saving from every paycheck
- ▶ Transferring earnings next-day (\$1.99)
- ▶ Transferring earnings instantly (\$2.99)

How Does DailyPay Work?
Just like an ATM, you can use DailyPay to see your balance of earnings and transfer those earnings at your convenience.

What Do I Need To Sign Up?
A bank account, prepaid debit card, or payroll card.

Get started today!

Download on the App Store | GET IT ON Google Play

or text START to 66867

QR code: dailypay.tm/print20

Frequently Asked Questions

Q: How do I get in contact with HR?

A: You can contact the HR Department by calling (314) 798-7896 ext. 5. One of our HR representatives will be more than happy to answer all your questions.

Q: What do I do if I cannot make it to work?

A: In the Hourly TM Handbook it says; "If you are going to be absent from work you must call your supervisor or lead person; he/she must be notified four (4) hours before your shift begins. Prior written notice should be given to your supervisor or lead person if you know in advance you are going to be absent."

Q: How do I refer someone for employment?

A: In order to be eligible for our Referral Program you need to make sure the person you are referring has completed an application and under "How did you hear about this position?" they have selected "Employee Referral" and filled out the required fields.

Q: I have a payroll issue and need help. Who do I contact?

A: If you have an issue with your paycheck you should contact your local 4M office immediately and speak to the Regional Coordinator. They will be able to look into the issue and report it to the Payroll Department to have it solved.

Reasons to join our Facebook community:

- Connect with your fellow team members
- Get your daily Safety Bingo number
- Catch up on the latest 4M news
- Exclusive access to our TM newsletter

Join Our FB Group

4M Team Members

QR code: SCAN TO JOIN!

Did You Know...?

You can make \$100 for every person you refer!

EARN CASH

4M TEAM MEMBER RECOGNITION

Finding and recognizing Team Members doing things right is a significant part of our unique 4M culture.

SAFETY BINGO WINNERS

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

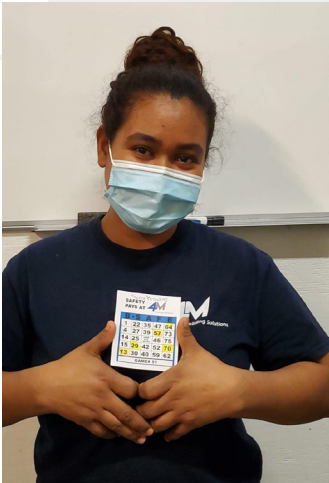
- Sara Posadas- University Mall - Region 60 **\$150.00**
- Eliezer Diaz -Raymond James - Region 60 **\$150.00**
- Patricia Delatorre - CAT East Peoria - Region 10 **\$150.00**
- Carla Kimbrow - Met Square - Region 10 **\$150.00**
- Kimberly Simmons - PLC - Region 25 **\$75.00**
- Hamilton Ramirez - Rhode Island Veterans Home - Region 70 **\$150.00**
- Shayuta Pulliam- FedEx CAC - Region 40 **\$300.00**
- Luis Rivera - HCA Rockhill - Region 40 **\$300.00**
- Charles Harris - Whitefield School - Region 25 **\$300.00**

**TOTAL WINNINGS:
\$1,725.00**

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!

- | | | |
|--|---------------------------------|---|
| Lea Salisbury
State Farm Columbia | Leandro Cantero
VA Annex | Jerome Anderson
Sunnen Products |
| John Jemilo
Springfield Clinic
<i>I helped an elderly man get his acer off a busy street to avoid an accident.</i> | Vilma del Pozo
State Farm | Michelle Mitchell
Lindell Building
<i>Michelle was commended for her work and customer service in her building.</i> |
| Brenda Escobar
Franklin Templeton | Brenda Velez
University Mall | |
| | Vilma Sanchez | |
| | Laura Sy | |
| | Maria DePina | |



Sara Posadas @ University Mall Region 60 (\$150)



Eliezer Diaz @ Raymond James Region 60 (\$150)



Jerome Anderson, Sunnen Products — Jerome earned his GoodWorks by going above and beyond to help when needed outside his normal duties.



Patricia Delatorre @ CAT East Peoria Region 10 (\$150)



Hamilton Ramirez @ Rhode Island Veterans Home Region 70 (\$150)



Michelle Mitchell, Lindell Building — Michelle was commended for her work and customer service in her building.

NEW MANAGEMENT TEAM MEMBERS

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

Jimmy Saucedo
Business Development Director

James Williams
Field Manager

Scott Celona
Director Of Manintenance

Zoran Lazic
Account Manager

Joshua Trahan
Business Development Director

Eric McDaniel
Account Manager

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Martha Bonilla
Supervisor

Jeannette Cruz
Associate Manager

Jose Duarte
Supervisor

Liliana Cruz
Lead TM

Alejandro Gutierrez
Supervisor

Magdaleno Hernandez
Lead TM

Ernest Solano
Supervisor

Asmar Wash Associate
Manager

Ruben Rodriguez
Floor Tech

Gilbert Turner
Supervisor

Jasmyn Sharpe
Supervisor

Adrian Pearson
Lead TM

Carlos Figueroa
Supervisor

Veronica Gonzalez
Supervisor

Sheila Hernandez
Supervisor

Marcos Agustin
Lead TM

Jorge Mendez
Floor Tech

Jose Colon
Floor Tech

Gustavo Garcia
Supervisor

Danielle Brand
Supervisor

Yanila Mestre
Supervisor

Oscar Meza
Floor Tech

Christopher Beal
Floor Tech

Charlotte Romero
District Manager

Patient Kombila Ikessi
Floor Tech

Laila Mohamed
Floor Tech

Karen Sarkisov
Field Manager

Daniela Canche
Floor Tech

Cody Bridgeforth
Supervisor

Irma Flores Account
Manager

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 \$100 or \$1,000 dollar bonus for your referrals!

\$100

Nerea Wilson
Pearlie Ewing
Jose Lopez
Maria Hernandez
Edward Bailey
Miguel Viera
Emilia Velazquez
Angela Brown
Daniela Canche
Angel Luciano
Cindy Bautista
Chessica Odell
Maria Castro

Virginia Casarez
Regina Hendricks
Eloy Navarrete

\$300

Rosa Colon

\$500

Carmen Lopez

\$1,000

Matthew Bruner

\$200

Rodolfo Cordero
Javier Gonzalez

**TOTAL RECRUITMENT
BONUSES: \$4,100**

4M ANNIVERSARIES

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

35 years

Jessie Davis

25 years

Marta Zuniga

15 years

Layton Hartley
Carla Kimbrew
Ana Ramos

10 years

Belinda Marrero
Oralia Villegas
Bobby Towns
Maria Navarro

Rafael Torres Prada

5 years

Maria Navas
Paul Guerra
Anita Rosario
George Sanchez
Medardo Vega
Cruz Gomez
Raquel Moreno
Jesus Gomez
Yurubi Hernandez
Maria Zamora
Shirley Villanueva
Elodia Gonzalez
Ludivina Salazar
Delmy Teo Medina

Danielle Brand
Clarence Logan
Kelly Solomon
Nina Avery
Keterreus Carbin
Yuliet Silot
Caridad Ortiz
Safi Diallo
Luis De Jesus
Randy James
Sandy Lopez
Suheil Navarro
Ghana Smith
John Fambro
Frances Sandy
Chessica Odell



Chessica Odell, 5 years



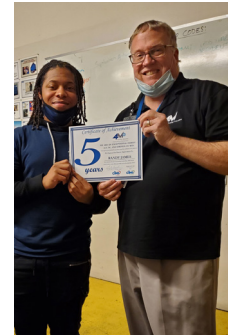
Jessie Davis, 35 years



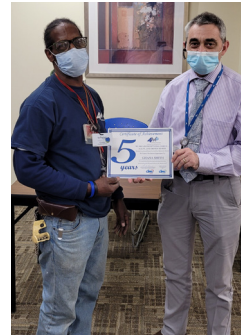
Kelly Solomon, 5 years



Nina Avery, 5 years



Randy James, 5 years



Ghana Smith, 5 years



Carla Kimbrew, 15 years

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.

I wanted to tell you that **Rosemary Jones & Abubakar Khemseth** are great! I have never seen this building as clean and as fresh along with how nice and friendly these two are. I know everyone is quick to complain and not to complement, but I thought I would let you know what a wonderful job they are doing.

-Pearl Molner, CISR Account Executive – Crane Agency

We wanted to reach out to compliment **Terron McDuffie** specifically and say what a great job he is doing. The place looks great and we really appreciate his friendly attitude. A coworker even mentioned that she was having a bad day and his positive attitude turned it around!

-Courtney Meredith, Property Manager – Gershman

I wanted to express my gratitude for the day staff at Westport. We had a very important tour today of the Gold Tower and some amenity space. We had about a day notice to get everything in top shape. **Lisa Thomas** and her team did an outstanding job getting all of the spaces prepared. I want you to know what a great job Lisa and team did, is doing, and how much we value them here at Westport.

-Ellie Mills, CPM®, Associate Director – Cushman & Wakefield

It was so kind and above and

beyond for **Robert Green** to not only offer to save boxes for me because he knew I was getting ready to move, but also to go out and get them from outside on his own accord. I very much appreciated his help!

-Lauren Trotter, Trade Marketing Manager – The Gambrinus Company

We drilled the 4M team on every aspect of the bid process and all the nuances of the University. We made the decision to enter into partnership with 4M to win. **Rina Andrade, Amanda Adams** and all the 4M Team Members here on campus rose to the occasion. I have been impressed and continue to be impressed. The University made the best choice.

-Ken Creehan, Associate Vice President – Webster University

Please accept my gratitude for **Kelly Nash's** determination and efforts last week. He persevered through a terrible bout of inclement weather conditions to provide an outstanding level of service. He personally covered gaps in staffing and worked through staffing challenges to ensure our site received the best possible care. I applaud the dedication and standard of excellence put forth by Kelly and his team.

-Mike Debert, Facilities Manager

I want to recognize **Jimmy Williams** for his hard work

and dedication to our account. He has braved the roads every day to work during the ice and snowstorm that hit us and has worked tirelessly on clearing walkways around the building. He is a great asset to our team!

-Amy Tedford, Assistant Facility Manager – JLL

I just wanted to let you know that I've noticed a really outstanding employee and wanted to share her contributions with you.

I eat lunch every day in the new dining area of BioA. **Nataly Garcia** is extremely thorough, cleaning every surface and keeping it looking pristine all the time. She is a really outstanding employee and should be recognized for her commitment to making this area the cleanest of all our facilities.

-Holly Gustafson, MT(ASCP), Senior Technologist Immunology

Our CEO has been on-site all this week. He made it a point this morning to stop and tell me how impressed he is with the 4M Day Porters. He appreciated their hard work and attention to detail and also spoke highly of how well-kept and clean the facility is in general.

-Leigh J. Knoll, Director, Property Management – PenFed

I just wanted to take the time to let you know how wonderful

Chris Jones is. As you know several times we have had our suite that needed deep cleaning because of positive COVID employees. Chris wiped down every employee's desk and surface in the morning in addition to the deep clean that was performed. I know it isn't often that an employee goes above and beyond, but I wanted to make you aware of what a great job he does. We appreciate his work!

-Trina Fry, RN BSN Operations Manager – Springfield Clinic

We want to personally Thank **Mrs. Kimberly Peterson** for taking care of our office. She has great mannerisms, professionalism, is kind, polite and always goes over and above the call of duties. She delivers the Purple Promise to our Office, by making every experience outstanding and for always making our office a great place to work.

-Marilyn Johnson, Human Resources Assistant – FedEx

Thank you for having great employees! I must say that whenever there is an issue, I just ask them to help out and they are always there to help. They are so awesome.

- Ana Agront, RSO Business Support Coordinator – Humana

Veronica Mora and **Richard Morgado** do a fantastic job. They are so hardworking, and always so friendly. Our

CUSTOMER COMPLIMENTS CONTINUED

employees love seeing them in our space and around the common areas of the building disinfecting high touch points. It brings our employees a tremendous amount of peace of mind seeing Veronica & Richard cleaning often, it makes them feel safe and that our office space is being well cleaned amidst the pandemic.

- Claire Canon, Assistant Property Manager - Cushman & Wakefield

I want to take a moment to let you know of the amazing job **Maria Coronado** and **Edward Bailey** do here at Lackland for us. I can always depend on Maria to complete any task quickly and thoroughly; she goes about her daily tasks efficiently. I receive many, many, compliments from Employees in the building about our Day Porters. They are just wonderful to work with.

-Cheryl Belt, Facility Coordinator - Colliers Facility Solutions

WOWING OUR CUSTOMERS

In December of 2020, a dozen Team Members from different regions and different divisions came together virtually to discuss their personal experiences with delighting our customers or the way they put it: WOWing Our Customers. The ideas presented are just about paying attention to the small stuff.

Here's a couple of examples: **Robert Crawford** translates holiday card into another language for his customer contact and sends her a card on the anniversary of her citizenship. **Amy Rawlins** stresses how important it is to Be Responsive. When a customer asks a question or sends a request, a simple reply of "I'm on it" communicates that you listened to their concern and you'll follow up.

To learn more, contact: **Matt Bruner, Joann Tucker, Svetlana Samardzic, Robert Crawford** or **Amy Rawlins** and they can send you the list of the ideas. **Julie Wesemann** also created a video to recap the ideas and you can view that on YouTube: <https://youtu.be/s8LUu2qNDt0>

Take the initiative today to WOW Your Customers!

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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