

INTRODUCING: 4M BUILDING SOLUTIONS

New look, same world-class service solutions

By Tim M. Murch, CBSE, President & CEO

On October 1st, we celebrated our 36th year in business. During this time we have relentlessly sought to provide the utmost service to our customers, and to achieve our vision to be the absolute best Building Solutions partner. We are proud and humbled to serve more than 200 customers and have become one of the fastest growing and respected janitorial and related cleaning services providers in the Midwest and Southeastern U.S. We understand that with growth comes innovative and progressive change, and in continuance with our culture of “constant, continuous improvement”, we are excited to reveal a new, progressive look for the company.

Effective October 1st, we rebranded and changed our logo and company name from Mitch Murch’s Maintenance Management, or MMMM, to 4M Building Solutions. This sleek new logo reflects the energy, passion, professionalism and cutting edge approach 4M Building Solutions brings when entrusted with all our customers’ facilities. These unique qualities are what set us apart from the all the rest, so we made it a point that our new rebranding does the same.

The development of our new rebrand involved taking time to reflect on our strong history, the leading edge and innovative services we provide, and how we conduct

business. Through this process we were able to pinpoint the customers’ biggest priorities regarding janitorial services and developed “The 4M Building Solutions Brand Essentials” key needs. These key needs take all our customers’ critical priorities into consideration and provide valuable solutions including: a professional on-site management team, constant monitoring, a guaranteed seamless transition, and value. Because of our customer focused approach to provide service solutions, the customer can rely on us as a proven resource and an extension of their team and department. This partnership is crucial to our customers’ success, as it allows them to focus on their business and provides peace of mind with 4M Building Solutions



So what does Building Solutions mean? Does it mean we provide solutions for the customers and their buildings or does it mean we as 4M are always listening and putting solutions in motion and building upon them for our customers? The answer is both!

Our rebranding is just the beginning of where we are headed as a company. We are very excited about our bright future, and look forward to carrying on 4M’s legacy of service solutions and success.

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THE PROGRESSIVE HISTORY OF 4M BUILDING SOLUTIONS

Take a look back at 4M's longest tenured Team Members, then and now

4M Building Solutions started in true entrepreneurial fashion in 1978. At the age of 50, Mitch Murch Sr., completely broke, coming off a failed business venture, saw an opportunity and took it. The owners of Pierre Laclede Center were not happy with their cleaning service. They demanded first class quality cleaning as the premier buildings in St. Louis and could not find a company to meet their high expectations. And so, Mitch's vision to provide quality cleaning to large facilities began. With zero life savings, Mitch borrowed \$36,000 from his best friend and started up the 750,000 square foot buildings, all within 30 days! The Nooney Company had the trust, faith and confidence in Mitch to award him these premier buildings without any existing business or money. Thus, Mitch Murch's Maintenance Management made their mark very quickly and became known as "The Quality Contract Cleaner" and quickly grew to be one of the largest janitorial contractors in St. Louis, Missouri.

Over the last 36 years, 4M has grown into a \$60 million, multi-regional company with over 2,500 Team Members cleaning more than 85 million square feet a night!

We believe our success has everything to do with our core values that were formed back in 1978 and are still with us as we live them everyday. Customer Intimacy, Integrity, 360 degree Team Work and Innovation. Tim Murch, 4M's current owner and Mitch's oldest son said proudly, "These values were all defined by my father. That is a special legacy that will live forever."

Tim Murch emphasizes, "4M's ultimate objective is to take our customers out of the cleaning business, providing them peace of mind every day."

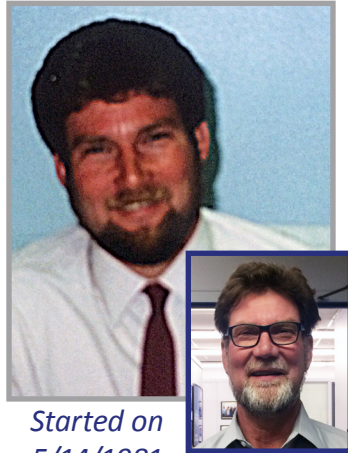
"The first 36 years have been incredible and I look forward to building on that to achieve our mission To Provide world-class, innovative Building Solutions to world-class partners with energy, enthusiasm and excitement by Team Members who share in the success of 4M. As you can see we are always progressively moving forward with our vision."

Tim M. Murch, CBSE



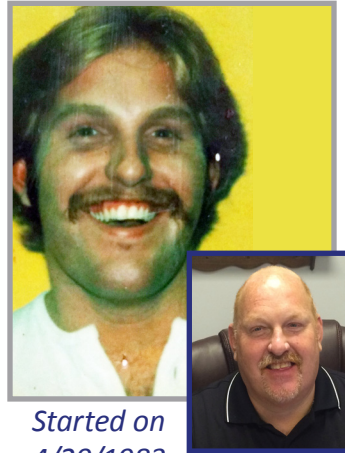
Started on 8/14/1980

Tim Moore, RBSM



Started on 5/14/1981

Steve Gray, RBSM



Started on 4/20/1983

Steve Crain, CBSE



Started on 3/2/1987

Theresa Davis



Started on 8/19/1988

Tim Grebe



Started on 8/12/1992

Carrie Warford



Started on 1/5/1994

ZEROPATH: Executing a Proactive Path in the Continuous Pursuit of Zero Accidents

6 Steps to Zero Accidents...

Safety Excellence: Old National Bank & Logan Aluminum

6 Steps to Zero...Step 1: Maintaining Standards of Performance

In order to achieve measurable success at anything, you must have performance standards and goals. However, it really goes deeper than that. The 4M teams at Old National Bank in Evansville, Indiana and Logan Aluminum in Russellville, Kentucky, have been a consistent example of our "6 Steps to Zero" Strategy. In particular, **Step #1: Maintaining Standards of Performance**. Specifically, each account has had very few accidents in their history, but more importantly, they do the little things that enrich the safety culture and make it all about accident prevention. For example, both of these accounts received the 2013 Triple Diamond Elite award which signifies that they achieved near perfect safety inspection scores quarterly for the past 3+ years during which time they did not sustain a single OSHA recordable injury.

Safety is Habit at Old National Bank

Account Manager Candise Murray at Old National Bank has long been a leading example of how to develop and motivate a team in safety. In Candise's own words, "I can say that every Team Member here at ONB is outstanding when it comes to safety. They all watch out for each other and show care and concern for everyone's wellbeing. Not only do they watch out for themselves, they are so motivated with safety that they are always on the lookout for our customer and guests that work or visit our building. When you have team work it makes all the difference." Candise goes on to say "I believe that if you want a safe work environment you must lead by example. Train and teach your team how to work safely and be safe. Stay focused on a daily basis with your Team Members discussing safety and embracing it. In the end everyone wins!"

Candise also believes that not only is safety 4M policy, it is also very personal to her and her Team. Mutual concern, respect and appreciation for your team can only build a good strong relationship and your team will go above and beyond. She says "As a Manager, it starts with me and I am responsible to bring safety to my Team. All of us are a part of the same 4M family so there's no reason or excuses as to why we wouldn't or shouldn't make safety a "TOP PRIORITY" each and every day. So please I reach out to every member of my 4M family and ask that you give the best gift you can give and that's making sure you strive daily for the safety of each and every one."



Old National Bank 4M Team Members

A Family Culture at Logan Aluminum

Tresa Wilson is the Account Manager at the Logan Aluminum account in Russellville, Kentucky. As Tresa says "Family First, that's what we are at the Logan Aluminum account. You look out for your at-home family, so why wouldn't you look out for your work family. 4M Building Solutions and Logan Aluminum both have a world class safety culture, but it requires sound communication among the Team Members. From day one, every Team Member here is introduced to this world class safety culture. I have several Team Members that will put in that extra effort to make sure everyone stays safe. If the weather gets bad, they want them to know where their severe weather shelters are. They will intervene if they see someone putting themselves at risk. They will correct an unsafe condition without a second thought. If you care about your family, practice safety, it's a way of life, not something you're made to do."



Logan Aluminum Day Shift 4M Team Members



Logan Aluminum Night Shift 4M Team Members
(some Team Members not pictured)

Safety Bingo Winners

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

John Brownlee
Sherrie Bruns
Carey McClendon
Augustina Campose
Melvin Minor
Cevinnal Wade
Marrico Bagby
Ken Shaw
Richard Richards
Henry Gilbert

Total 3rd Quarter
Winnings: **\$3,300.00**

Safety Share Winners

Lanike White
Candise Murray
Jason Agnes
Jake Hunter
Teresa Manning
Rosa Mora
Taylor Nelson
Rosalia Gonzalez
Christopher Teran
Cassandra Bryant
Antonio Isbell
Aric Heckart
Thelma Lampley
Noah Buskirk
Kevin Stockton
Heather Jones
Alexander Ward
Jewel Frye
Grisel Castello
Christopher Teran
Teresa Goss
Joann Tucker
Candice Gualtieri
Ashley Ricks
John Allen
Sandra Gutierrez
Robert Morton
Leticia Barbosa
Corina Vargas
Jewel Frye

Total 3rd Quarter
Winnings: **\$725.00**

LEADERSHIP AT CTNA

Carl Hosick, Account Manager at CTNA, with over 100 acres under roof, shares his view on leadership

Many feel there are such things as born leaders, but I've come to find out that we are all born with some leadership abilities. Leadership skills need to be cultivated. There are 8 principles I would like to share about leadership that will help you become a better leader.

1. The people you surround yourself with.

If you would like to be a better leader surround yourself with good leaders who push you to be a better leader.

2. Be able to take criticism and admit if you are wrong.

Understand and know that your idea is not always the best and you don't know everything.

3. Be a good listener.

Before you speak T-H-I-N-K. Is it TRUE? Is it HELPFUL? Does it INSPIRE confidence? Is it NECESSARY? Is it KIND?

4. Read!

Books on Leadership have helped me a lot. I've developed leadership traits from books I've read on leadership. I've personally noticed a change in the way I lead and my reaction to certain situations.

5. The things you do well, start doing them better.

The things you are not good at work on them until they are no longer your weakest points.

6. Communication and follow up is KEY!

If you do not have these traits it is very hard, if not impossible, to lead. People want to know you care and will follow up with them. This is true in the business world as well as everyday life.

7. Integrity - this occurs when your words and actions match.

Have the courage to say no. Have the courage to face the truth. Do the right thing because it is right. These are the keys to living your life with integrity.

8. Be moldable.

Things change every day and you have to be willing to adapt to change. Don't get stuck in your ways, sometimes there's a better way.



CTNA 4M Team Members

TEAM MEMBER SHARES HIS APPRECIATION WITH TIM MURCH

Rickey R. Graham shares his thoughts on working for 4M

Rickey R. Graham, Supervisor at Chesterfield Day School, recently shared his appreciation for his job at 4M Building Solutions with Tim Murch, President and CEO: "I became a Supervisor by working and showing concern towards my job. I got hired for cleaning and found myself buffing, and cleaning out grout floors to make Chesterfield Day School look better and be very happy with our service everyday. One thing Chesterfield looks at is a clean, sanitary, healthy environment for their facility and all their students. I'm happy to say I love my job here at 4M Building Solutions. You made it possible to utilize a computer to receive my emails and an effective way to communicate to our customers on a business level. I just want to say thank you for giving me honor to be a part of the 4M Building Solutions family."

CUSTOMER COMPLIMENTS

The following are 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.

Komen Group

Dennis McNearney stated “I wanted to tell you how good it’s been to work with **Sean Schlake** on the job start transition. He has been very responsive and has addressed any concerns as well as I would have done, which is really saying something. Changing cleaning vendors can be a real nightmare but through Sean’s efforts we have had a very smooth, seamless transition, which you guaranteed.”

Coca-Cola

Alana Torrez stated, “**Aaron Dennis** found \$2 that I had accidentally thrown in my garbage can. I’m very glad they found it and very impressed that they returned it to me. I appreciate the integrity and it makes me happy to know that I work with outstanding 4M Team Members that really care about their jobs and other people.”

CNO

Therisa Taylor stated, “I wanted to send an email to say how wonderful the restroom looks and smells on the 2nd floor of the K building. **Keithshe Green** is doing a fantastic job and she is always very pleasant when I see her.”

Covance

John Keith, Joshua Stover, Lisa Britt, Jocelyne Kongolo, Nelson Gonzalez, and Stacy Stocker stated, “I wanted to send a note to recognize your Team Members and the great job they are doing for us here. **Dawn Seaton** is doing a great job keeping up with everything! Her hard work is noticed and appreciated. **Rick Stafford** helps us out a lot; especially him making sure the trash is empty at our critical times for usage. He is a keeper! **Maria Ramirez** is always really pleasant and every time she is working, she is always quick and efficient. She and **Irene Garcia** are very friendly and nice to work with. **Kim Scarbrough** keeps the restroom smelling good and cleaner! She has a shining personality too!”

Lillibridge

Pam West stated, “**Ivon Celedon** is doing a great job keeping me updated on things and working with me to resolve any tenant requests. I am constantly getting tenant comments on how well **Renee Perez** is doing in the daytime and how she goes above and beyond what is asked of her. I couldn’t be any happier on how well our relationship with 4M Building Solutions has been. Thanks for all you do!”

Dierbergs Markets H.Q.

Lara Kuehling stated, “I would like express how delightful it has been to work with **Nick Harris**. Everyone on the 3rd floor has noted how courteous, friendly, and helpful he is at almost every moment. He took the initiative to introduce himself, and is very attentive to our maintenance needs. We look forward to working with Nick in the future.”

What Differentiates 4M Building Solutions?

By Michael Kirchman, Area Manager

As a relatively new Team Member at 4M Building Solutions I recently had the opportunity to attend an intensive four day 4M University at our corporate office in St. Louis. I have been in the commercial cleaning business for over 34 years and have worked at all levels in the industry ranging from janitor to President in various companies, both small and large.

4M Building Solutions brings order to the business and employs a training methodology that touches on every component of the business and provides insight, innovative processes, consistent systems, tools and techniques that prepare Team Members at every level to become a contributing member to our success in every customer partnership.

I believe one of the key factors that differentiates 4M Building Solutions from others and drives our success is our understanding of the critical role played by every Team Member in the organization. Starting at the top of the organization, senior leadership instills a sense of respect, dignity and responsibility they have for the well-being of every 4M Team Member. This concept was emphasized during training and is woven into the fabric of the company. For many years it has been my belief that if a service company develops a foundation of well trained, safety minded team and stewards them with servant leaders throughout the organization, then every stakeholder in the process is well served. 4M excels here.

During the 4M University training sessions it became apparent that 4M is driven to try new innovative technologies and processes and implement the ones that help drive value for our customers. 4M demonstrates their commitment to continually improving and leading the industry in innovation and safety.

I was impressed with how the company endeavors to blend the use of people, technology, processes, techniques, innovation and data management to differentiate themselves from all others and be a sustainable leader in the industry. There was a healthy spirit of collaboration of thoughts and ideas throughout the week and plenty of time for questions and answers to be addressed.

After many years in the business I learned many new things, met new Team Members and came away refreshed and renewed having been instilled with the spirit of excellence and challenged to participate, innovate, contribute and lead. If you are thinking of considering 4M as a career choice or a collaborative service partner I strongly encourage you to look closer at 4M. I don’t think you will find a company more committed to its’ people or better prepared to adjust to the specific needs and solutions of any given client.

THANKS TO OUR TEAM MEMBERS WHO GO ABOVE AND BEYOND!

4M Management nominates Team Members who have performed above and beyond for clients and who exemplify a commitment to "World Class Building Solutions" as well as reward Team Members with various bonus incentives of \$25 and \$50!



Jeanne Farr started as Account Manager at Northrop Grumman in June 2014 and has fast tracked herself to becoming a customer pleaser through detailed operational performance, Team Member developmental skills and likeable personality. She greets all with a cheerful smile and "Hello" even when faced with challenges. Jeanne has quickly proven that she is the "Right" manager for the job at Northrop, coming from the property management business. Jeanne is a leader, a trusted friend and loyalist to the cause... to exceed the customer expectations.



Brian Adams has been with 4M Building Solutions at Old National Bank going on two years. He is an outstanding Floor Tech position with us. Brian has an outstanding personality, is very trustworthy and gives 100% to his responsibilities nightly. He is very dependable and leads our Safety rules to the fullest. To have Brian on our team is an asset to all of us. We appreciate all Brian does and look forward to having him a part of our team for a long time.



Derek Deloach started as a restroom cleaner at Graybar Center Point building in January of 2012. He was promoted to supervisor in September of 2012 for the Danforth Plant Science Center where he continues to go above and beyond the call of duty. In his spare time he helps out at the Herbert Hoover Boys Club (where he attended as a boy growing up) with the football team as part of giving back to the community. He also jogs 2.50 miles four times a week. We are grateful to have him as part of the 4M Building Solutions team.



Shane Rosser was hired in January 2007 as a general cleaner at Logan Aluminun and quickly was promoted to floor tech. In 2009 he was promoted to supervisor. Shane has been trained to assist with manager duties and has become a valuable Team Member. Shane is valuable in regards to training of new Team Members and assisting with manager duties. Shane demonstrates 360° Teamwork at all times.

4M WELCOMES OUR NEW CUSTOMER PARTNERS

Thank you for recognizing the value, solutions and peace of mind that 4M provides.

- Franklin Templeton
- Airport Office Bldg.
- Tyco
- KC Public Library

NEW 4M JOB STARTS

"We guarantee smooth, seamless job starts."

- St. Louis Children's Hospital - Aug. 1
- John Deere (Augusta) - Aug. 18
- City Place - Aug. 4
- Garmin - Aug. 29
- Spectrum - Aug. 23
- UMB Banks - Jul. 1 (Add. Business)
- First National Bank of Omaha - Jul. 1
- Sea Harbor - Sep. 26



Garmin 4M Team Members



Sea Harbor 4M Team Members

4M TEAM MEMBER RECOGNITION

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

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 paid a bonus for your referrals.

\$1000.00

(For management recruits)

\$100.00

Steve Stayton
Robin Sterbinsky
Christopher Wieman
Olivia Mudd
Angela Stalcup
Jenifer Orozco
Michael Mc Cray
Denardo Jones
Carlos Franco
Cierra Ware
Angela Stalcup
Justin Turner
Belinda Marrero
Sydney Jordan
Ambrosia Freyta
Donquez Shaw
Shirley Doyle
Rafael Araluce Quesada
Steve Stayton
Ambrosia Freyta
Donald Rodriguez
Luis Otero

This quarter's recruiting bonuses: \$2,200.00

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!

DeNardo Jones
Casie Wright
John Sidener
Jacqueline Barton
Gerald Safford
Semiko Nickels
Christopher Martin
Larry Davis
Gregory Minnis
Michael Hayes
Stanley Strickland
Rosa Mora
Angelica Schlotman
Ena Orellana
Guadalupe Robles
Amanda Richmond
Matthew McGehee
Frankie Galvin
Steven Hunt
Barb Runion
Brandy Sloan
Victoria Coffey
Jesse Hershman
Oral Wright
Charlene Wilson
Amanda Sparks
Stephanie Jones
Tyrone Stevenson
Vivian Neal
Fred Hill
Sandy Boone
Wendy Beecher
Jamie Coleman
Cheryl Donelson
Kawana Wilson
Joyneisha Lyles
Hattie Thomas
Fred Hill
Robert Morton
Richard Rhodes
Trenita Pulliam
Rose Coleman

NEW MANAGEMENT TEAM MEMBERS

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

Nelson Irizarry
Area Manager
Marisol Diaz
Regional Coordinator
Nimsi Garcia
Account Manager
Luz Londono
Account Manager
Alyssa Bradley
Sales Support Specialist
Kelvin Porter
Account Manager
Eva Casillas
Account Manager
Joran Pineda
Account Manager
Jeffery Edwards
Account Manager

4M ANNIVERSARIES

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

30+ Years

King Pollard
D Creer

25 Years

Jewel Willis
Gwendolyn McGee
Henry Jones

10 Years

Darlene Williams
Christie Bridges
Larry Ivy
Alfonso Hernandez
Larry Euell

5 Years

Roy Johnson
Victoria Garcia
Jerald Wilson
Allen Fleming
Mayra Hidalgo
George Valdez
Maria Zamora
Maria De Rios
Corina Espinoza
Christine Aleman
Ramon Zayas
Lenora Feeney
Carlos Harris
Ronald Wilde
Clifford Cooper
Alvaro Toloza
Ena Orellana
Glennon Caul
Jorge Ramirez

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Tia Davis
Account Manager
Covance Greenfield

Irene Garcia
Account Manager
Covance West Indy

Nelson Seda
Account Manager
Sea Harbor

Samantha Kidwell
Account Manager
Raytheon

Fernando Cardona
moving from Safety to
Division Analyst

Joran Pineda
Account Manager
Garmin

Kimberly Stevenson
Area Manager
West Florida

4M WINS 19TH BSCAI SAFETY AWARD

The Building Service Contractors Association International (BSCAI) has, for the 19th time in the past 20 years, awarded 4M as winner of the **2013 BSCAI Safety Award: Category D** (large companies). 4M is one of only 3 companies in the world to earn this industry "Best In Class" award. The following statement was prepared by 4M and submitted to the BSCAI:

"Since the inception of 4M Building Solutions back in 1978, we have taken great pride in partnering with our customers and offering a value proposition for building solutions. A central and fundamental component of this value proposition is and always has been safety excellence. We sincerely believe that all accidents are preventable and we work in continuous pursuit of zero accidents. Our unwavering commitment to safety excellence has been validated many times since this award first came into existence and we take great pride and humbly accept it once again for the 2013 calendar year. This award is a validation of our safe-working hourly Team Members who define 4M Building Solutions and it is to them that this award is dedicated."

4M UNIVERSITY GRADUATES

For more information on 4M University: Contact Glen Caul at gcaul@4-m.com

4M University is an intensive three day development course covering all our innovative unique systems and processes resulting in service solutions for our customers.

Allie Godsey – Corporate – Accounting Assistant
Carl Hosick – Mt. Vernon, IL – Account Manager, CTNA
Corey Murphy – St. Louis, MO – Account Manager, 575 Maryville
Emily Sarvies – Corporate – Business Development
Jake Hunter – Springfield, IL – Supervisor, Springfield Clinic
Jessica Sheridan – Glasgow, KY – Supervisor, Akebono

Joran Pineda – Kansas City, MO – Supervisor, KC Pilot
Juan Albin – Miami, FL – Supervisor, Royal Caribbean
Lori Reeves – Kansas City, MO – Supervisor, Beacon Building
Mike Kirchmann – Tulsa, OK – Area Manager, One OK/Williams
Robert Gonzalez – Tampa, FL – Account Manager, HSN
Victor Delgado – Bloomington, IL – Account Manager, Mitsubishi

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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