

## WHAT OUR CUSTOMERS VALUE ABOUT 4M

*As 4M rebranded a year ago, we looked back at what our customers value most about 4M. Our main objective is to take you out of the janitorial business and give you peace of mind so that you can focus entirely on your business. We do this through our combination of experience and innovation with our unique systems and procedures, ensuring our customers that we are committed to providing the best value as a building solutions partner. How exactly do we provide value for you?*

### We Care to Ask and We Listen

We invest a considerable amount of time to proactively meet with our customers to understand what they want from 4M as a partner. We take this time to learn about their goals, and how 4M can support their goals. We take all this along with budgets into account to develop a cost-effective, strategic plan to help drive internal customer satisfaction and free the customer from oversight of their janitorial provider.

### Management Plan and Local Support

With proactive on-site management, 4M provides full-service support and around-the-clock responsiveness to maximize your productivity. Our customers value the most crucial component to the success of our janitorial program, which is our on-site management. We train our management team members to have two priorities at top of mind.

1. Take ownership of your buildings as if they were yours with urgency and immediacy.
2. No excuses. Our customers don't care why something happened. They just want to know it is taken care of and immediately followed up with them on the resolution.

Our Operational Support Team, along with the rest of 4M Management, work diligently behind the scenes to ensure that your day-to-day operations run smoothly from the start. This is made possible because of our continuous investment in our world-class Team Members. 4M goes to great lengths to develop, train and reward Team Members through numerous incentives, benefits and recognition. We do this so you are confident that the work being performed in your facility is done by well-trained team with industry leading low turnover.

### Transition Excellence

We understand the most difficult aspect of having outsourced cleaning is changing cleaning companies. It is often a monumental, painful and time-consuming process that pulls facility managers from their usual responsibilities. Having provided world-class services to our clients for 37 years in comparable industries and markets, we understand that no two facilities are the same. 4M manages the transition process much differently than most cleaning companies. Most companies assign operations managers who have the responsibility of existing accounts to also oversee the transition of new accounts. 4M has an entire specialty department dedicated specifically

to insure a smooth transition process, the Operations Support Team or OST. This means the person assigned to your transition has no other responsibilities, allowing their only focus to be the success of your project. With our OST's combined 60+ years of experience, plus 4M's proven comprehensive and seamless transition process, we take the pain out of switching janitorial providers.

### Constant Continuous Improvement Culture: Quality Control Program and CleanPath

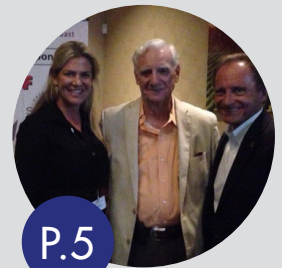
Our unique 4M QualityPath™ quality control program and CleanPath™ system are the major components of our continuous improvement model. Our QualityPath™ program consists of a playbook of checks and balances to ensure we are consistently tracking, reporting, reviewing, and improving our performance. CleanPath™ is our cleaning methodology that sets the stage for continuous improvement. CleanPath™ is a lean-engineered cleaning system that was developed by former Toyota Kaizen Engineers. We are one of only six companies operating in the United States that has this proprietary lean technology. Being true to the principles of lean, CleanPath™ creates efficiency eliminating all wasted motion and time allowing us to get more done more efficiently in less time. More importantly, it functions as a continuous improvement model that helps us pinpoint problem causes due to the simplicity and consistency of our cleaning process. A brief example of how this is actually implemented in cleaning is the use of specialized teams (trash & dust team, vacuum team, project/utility team) systematically going through your facilities along an engineered optimal linear path. The cleaning paths are designed so that Team Members work in 20 minute increments for each floor or area. This is done because evidence shows that the highest quality and productivity is achieved in these short periods versus longer increments of work where productivity declines rapidly. Using the specialized teams takes advantage of task specialization which drives much more consistent and efficient results rather than using one person to do all the tasks in a particular area. Our innovative processes and procedures are strategically custom engineered specifically for each facility in order to garner the most efficient cost effective results for our customers. This allows us to pay premium wage rates to our Team Members resulting in industry low turnover.

## WHAT'S INSIDE



P.4

New Website  
is Now Live!



P.5

Industry  
News & Events



P.5

What  
Differentiates 4M?

# 4M WINS BSCAI SAFETY AWARD

## 20<sup>TH</sup> TIME IN 21 YEARS

Long term safety success at 4M has once again been validated as we received notification from the BSCAI on August 6, 2015 that 4M is the large company category winner for this award for the 2014 calendar year. Formal notification of this award included the following commentary:

*"Congratulations! It is my pleasure to inform you that **4M Building Solutions** has been selected as a winner of the **2014 BSCAI Safety Award**. BSCAI is proud to recognize member companies like yours whose safety record furthers the reputation of the building service contractor industry as a whole. 4M continues to lead the industry as a role model in safety"*

Working safely is not just about accident avoidance...it goes much deeper than that. It is also not simply a priority as priorities will change over time. Safety is a value and as such, it has been woven into our organizational make-up and culture since the founding of 4M Building Solutions in 1978. We passionately believe that working together as a team in order to achieve lasting success, and working safely is a big part of that success.



From L to R-**Steve Crain**, Chief Operating Officer, **Tom Covilli**, Vice President of Safety and Risk Management, **Carrie Warford**, Area Manager, **Karina Villaseñor**, Vice President of Human Resources, **Judy Botz**, Chief Financial Officer, **Tim Murch**, President/CEO

# ALIGNMENT TRULY MATTERS

## SIX VISION GOALS

All teams must be aligned to achieve success. Football teams start every play in the huddle planning their next move; rowing teams are in unison as they move smoothly through the water. 4M's vision is to create alignment through our six Vision Goals:

**Development** by Attracting, Developing, and Retaining World Class Team Members. By creating a positive work environment and empowering Team Members, this encourages them to take more pride in the work they do. We continuously motivate, develop and inspire all Team Members and promote growth within the company.

**Innovation** through Constant, Continuous Improvement in building solutions positions our team to lead each of our markets and be the top valued choice in building solutions. Continuing education and training ensures all Team Members have been given all the resources they need to be successful and provide quality work that sets us apart from competitors.

Beginning and remaining consistent with an environment where safety protocols are followed daily guarantees that we reach our goal of **Safety Excellence**. Starting with proper training, education, and expectations of safety guidelines we set our team up for a safe success every day.

The work we do every day affects company growth. By providing consistent, **Quality Customer Service** insures our customers value and benefit from our building solutions to achieve our goal of greater than 97% customer retention.

**Sales** growth is the goal of every business. By retaining our current client base and establishing new partnerships allows us to attain our goal of greater than 5% annual revenue growth. Utilizing existing customer partnerships is the single most impactful resource available in developing new growth success.

Finally, a healthy bottom line is what supports the activities to align any organization. Being **Profitable** allows us to continue to commit to our vision, mission, values and goals for all our Team Members and customers.

# ZEROPATH: SAFETY TRAINING

## A CORE PART OF 4M JOB STARTS

One of the areas in which 4M has always taken great pride is in seamless transitions when we start new accounts. When a customer changes from one building services contractor to another, it is not a decision that is made lightly. In discussing this process in recent years with some highly valued clients, it has been said that their up-front concern of a change is nothing short of “overwhelming” or “monumental”. The reasons for this are numerous in addition to new relationships that must be established and forged with the new contractor’s management and with the hourly Team Members.

A very significant part of any 4M job start is and always has been training the new staff in the 4M way with safety training as a priority insuring all Team Members are aligned with our commitment to Safety Excellence, the Path to ZERO. Gustavo Jaramillo, 4M Safety Director, recently managed the job start for the new State Farm account in Winter Haven, Florida. Anyone who knows Gus sees and understands his passion for 4M Building Solutions and for safety. Gus was accompanied by Fernando Cardona, Mid-South Division Analyst, who also conducted

some of the orientation. Gus and Fernando both being bilingually fluent in Spanish and English, developed a strong connection with the group of new Team Members.

Christine Gyulavics-Reyes, Loss Prevention Technician for State Farm, was able to observe this orientation first hand and had this to say in a recent email communication: “I was extremely impressed with your Safety Passion as you presented information on a very thorough list of safety & security items. Your enthusiasm and passion for the various safety topics really showed the 4M Team Members that they were valuable to the company and their safety was primary.”



- 📍 Job Start Set Up -State Farm-Winter Haven
- 📍 Classroom Set Up -State Farm-Winter Haven



4M-State Farm Winter Haven Team

## SAFETY BINGO WINNERS

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

- Vivian Neal \$150
- Claribel Ferreiro \$150
- Marcus Younger \$150
- Dan Cline Sr \$600
- Chalanda Davis \$600
- Thelma Lampley-Murell \$600
- D Creer \$2000

**TOTAL WINNINGS:**  
**\$4,250.00**



# 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.*

Kimberly Carpenter and Scott Held-Ameren GOB- "**Stacy Harden** and **Spencer Gordon** do a great job in our department. The changes they have made are very noticeable and I appreciate the hard work they do, and they do it with a smile every day! We appreciate Stacy so much, she always has the women's restrooms stocked just right and is very courteous. She always asks if there is anything she can do to help."

John Koncki-Dierbergs- "We are very pleased with the performance of 4M at our corporate headquarters. We appreciate the service that **Glenn Smith** provides cleaning for the Dierbergs family private offices. There needs to be a high level of trust to allow individuals access to their offices, Glenn has their trust. He has earned a reputation throughout the building for a high level of service with a very kind spirit. He handles the routine cleaning, but he also readily accepts special assignments. Glenn is an individual we can, and do, rely on. Thank you for your team, but particularly for Glenn Smith. We enjoy doing business with you personally and with the 4M team."

Debby Watson-Barat Academy- "As a teacher and administrator for now 42 years I have worked with many companies. NEVER have I worked with a company such as 4M Building Solutions that cares so deeply about the professional work they do but also builds people. Your supervisor for us, **Lamar Burgess** is one amazing supervisor and the standard of excellence expected in the work your Team Members do is something every school needs to know. Schools really struggle with cleaning companies doing a quality job and 4M changes the game."

CJ Klenke and Jaimie Lance and Sharon Price-Bank of America Plaza- "**D'Aisha Rosenthal's** group does a GREAT JOB and the rooms look FANTASTIC!!! Everyone is HAPPY and the first thing they notice is how nice it smells. D'Aisha is awesome to work with and she is very responsive and pays a great deal of attention to detail. Her great work has not gone unnoticed! **Bridgeanna Slayton** takes care of our restrooms and does a

wonderful job. She is so friendly and always makes sure everything is taken care of in the restrooms."

Teena Gee-Summit Center- "**Theresa Garcia** is a person with professional integrity and tack, she has gone above and beyond. She cleans with excellence, her kindness is contagious and I do believe she is the friendliest "cleaning lady" I've ever met.

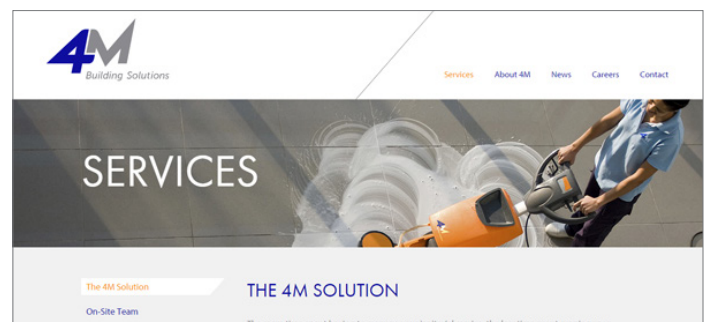
Keily Potter and Patrice Gingras-University Mall- "**Joselyn Massari, Ada Acosta, and Maryln Paneto** do an AWESOME job cleaning, the places they were cleaning amaze me! **Raul Martinez** and **Maria Falcon** keep the restrooms wonderful and clean. We are proud to work alongside your staff every day"

Linda White-Valero- "I appreciate all of the hard work that 4M Building Solutions does to make my work location aesthetically clean. It's not easy to keep an office clean when you deal with literally tons of papers, reports and files. **Maria Zamora** is a very hard working and dependable Team Member. She is not only a team player but leads by example. Your management team is very effective and does an impressive job handling the day to day tasks that come up. I know that if I contact them that they will get the job done quickly and they follow up promptly to make sure that it was done."

Willette Patton-FedEx- "4M manager **Pamella Kelly** is commended her outstanding support in getting the Customer Service/Sales refrigerators cleaned, refreshed and renewed. Pam personally assisted with getting the proper cleaning solutions so that they can be cleaned well. I even witnessed Pam assisting and showing her Team Members in how well she wanted them cleaned. They did an excellent job. My managers are very pleased and one was asked to inspect it so that she could exceed his expectations. Now that's customer service."

## OUR NEWLY DESIGNED WEBSITE IS NOW LIVE!

We are excited to announce our newly designed website at [www.4-M.com](http://www.4-M.com). Our website's fresh new look is centered around our recent rebranding to 4M Building Solutions. Highlighted on our website are the many ways 4M brings value to our customers by taking them out of the cleaning business and providing them peace of mind. Some new additions to the site include user-friendly navigation, noteworthy news articles and lots more. We hope you enjoy browsing our new site.



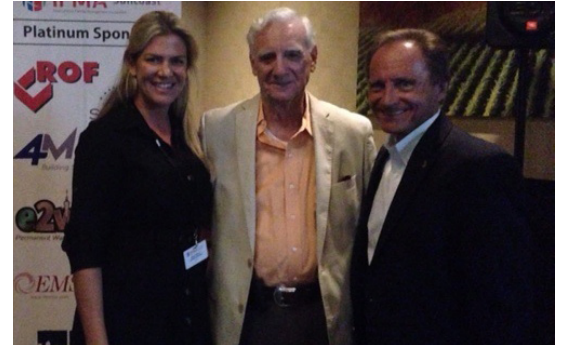
# INDUSTRY NEWS AND EVENTS

## AMY OLSON ELECTED AS PROGRAMS CHAIR FOR IFMA SUNCOAST'S CHAPTER

Amy Olson, Director, Business Development, was elected as Programs Chair for the IFMA (International Facility Management Association) Suncoast's Chapter, this is Florida's oldest IFMA Chapter (30 years) with over 200 Members and represents over 90 member companies, agencies, and organizations. This is a large honor for Amy and included in her responsibilities are:

- Plans the program time, location and logistics (meals, set-up, and A/V needs).
- Manages the cost of programs to the budget
- Reports to the board at all chapter meetings
- Coordinates with the Education Chair to determine the needs of the speakers and room set-up
- Submits program promotional material to Web site, and/or newsletter/communication committees.

We are very proud of Amy and her accomplishments and look forward to seeing her great success!



**Amy Olson** with IFMA Suncoast Chapter's first president, **Elliot Stern**, and **Jeff Chapman**, 4M Regional Manager



Our customer at FIS, **Linda Blair**, provided a bonus to **Layton Hartley**, Area Manager, for his above and beyond commitment and work. Great job Layton on this outstanding recognition! Thank you Linda for recognizing Layton!

## WHAT DIFFERENTIATES 4M BUILDING SOLUTIONS?

*by Jose Correa and Victor Delgado*



From Jose Correa: Victor Delgado and I both worked for many years at a different large janitorial company. Since joining the 4M Building Solutions team we have had nothing but great and positive results. Victor and I think about how poorly we were treated before and what our old Team Members went through and we can't help but want them all to come join us at 4M Building Solutions. Being at 4M for us has taught us that being with a great team with the support and commitment to grow and succeed can make work so much more enjoyable. Since joining 4M we have had other Team Members tell us similar stories as we once had. One that comes to mind is one of our day porters at IAA, Angelica Garcia, who worked with us in the past and left to work at a local hospital and shortly realized that she was not treated well or happy and wanted to come back with our team at IAA. She then left her job at the hospital and started with our team again at IAA where she had to start as a part time Team Member. With her great spirit and hard work she quickly was able to become a full time day porter per the request and support of our great customers there. This story is one of many. I personally receive phone calls weekly of old coworkers asking me for an opportunity to become part of our 4M family. This goes to show all of us that when we work in a great environment with 360° teamwork it shows and the Team Members around us can all appreciate that.

# 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!*



**William Whyt** has been promoted to Assistant Account Manager at Springfield Clinic. William started as building supervisor and was promoted to Assistant Account Manager at Springfield Clinic. William has done an outstanding job assisting Dennis Aherin, Account Manager. He is up to any challenge presented to him. He is a valuable asset for us and we are very blessed to have him on our team. When not working William likes to spend time and travel with his wife, Belinda, and children, Dearieas and Ke'neshia. Hats off to William for a job well done!



**Jessica Sheridan-Brandley** has been with 4M since 2013 at our Akebono account. She is continually practicing 6 Vision Goals to our success and has a definitive knack for wowing the customer. Her willingness to learn and stay informed has certainly benefited her. The 4M team stands behind her leadership! She is the proud mother of three wonderful children, Courtney, Nichole, and Vincent. She recently married her best friend, James. She is looking forward to many years growing the business as well as her own personal growth within the 4M "Family". Congratulations Jessica!



**Roosevelt Jenkins**, day porter for BJC COH has dazzled the customers and tenants since his arrival. He has received many kudos from the tenants and recently was given a compliment from Amanda Baldridge, property manager, BJC COH & CAB. He arrives on time, offers help to anyone that asks and stays late to assist the night crew. He is a rock star! Great job Roosevelt!



**Ena Arteaga** has been a 4M Team Member for 6 years now at the NARA account. She never calls in sick and schedules her vacations 2 months in advance. We regularly get compliments from the customers at her building. She has her building in tip top shape, including all her supply closets. Ena is an outstanding Team Member!

## ZERO COMPLAINTS AT FEDEX-OWNERSHIP AND PROACTIVE PROCESSES



**Pamella Kelly**, 4M Account Manager at FedEx, has an incredibly impressive record of ZERO complaints! She shares her proactive processes and how she owns and maintains her account. "In order to have a successful team you have to give positive feedback on an ongoing basis. But, you also need to be clear about your high expectations and point out any short falls to a Team Member that is not producing consistent and quality service. Encouraging my team is key; **Janie Jones**, **Marvin Frye**, and myself let them know they are hardworking, determined, and valuable Team Members. We also let them know we trust them to provide quick and optimal service to our customers to exceed expectations. We delight our customers by responding to their needs and/or requests immediately with urgency. We promptly follow up with customers with urgency to ensure they are happy with the results. I don't travel too far without my Team and I feel that's what makes us operate so well. We work as a team with one goal in mind; at the end of the day we've done our best, our customers are very happy, and 4M looks forward to holding on to our contract for 5 plus more years." Great job Pamella! Thank you for being a part of leading our Vision!

# 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.*

**\$100.00**

Norman Melton Jr  
Raul Gaetan  
Brenda Coleman  
Jennifer Hunter  
Ana Paulet  
Scott Penwell  
Clarence Barnett  
Jeanette Valladares  
Todd Mansfield  
Katrina Gregory  
Brenda Attebery  
Marvin Frye  
Selane Frazier

**TOTAL  
RECRUITMENT  
BONUSES:  
\$1,300.00**

## 4M PROMOTIONS

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

Bud Brooks  
Regional Manager

Emily Sarvies  
Director of Business  
Development

## 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!*

Zachary Bratton  
Rosemary Harper  
Hermond McKendall  
LaDonna Hall  
Fani Theodhor  
Paul Wilson  
Donna Smith  
Bernard Allen  
Heather Greeson  
Doug Elder  
Parthenia Odom  
Alchol Bol Deng  
Maria Saenz  
Rene Villalobos  
Snezhana Randelov  
Angie Stalcup  
Oral Wright  
Amanda Sparks  
Joseph Whitman  
Carl Graham  
Belinda Seiler  
Janette Smith  
Belinda Marrero  
Elena Sordo  
Angela Cabrera  
Rafael Perez

## NEW MANAGEMENT TEAM MEMBERS

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

Juan Miron  
Account Manager

Aun Dra Payne  
Account Manager

D'Aisha Rosenthall  
Account Manager

Uriel Saenz  
Account Manager

Danny Figueroa  
Account Manager

Jacquelyne Pigford  
Account Manager

Dawn Summer  
Account Manager

Linda Gonzalez  
Account Manager

Rohn Albertson  
Account Manager

Lowanda Kimble  
Account Manager

Sheila Alicea  
Account Manager

JB Hunter  
Account Manager

Evert Gamez  
Account Manager

Brandi Denhart  
Account Manager

Anthony Morales  
Account Manager

## 4M ANNIVERSARIES

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

### 25 Years

Lynn Miller  
Hazel Fields

### 20 Years

Marilyn Jones

### 15 Years

Edward Berry  
Jesse Dove Sr

### 10 Years

John Starks  
Glenn Ware  
George Mallory  
Delphine Williams  
Jabari Madison  
Kelvin Hulsey

### 5 Years

Liria Ramirez  
Esther Gonzalez  
Harold Sadler  
Lacey Brown  
Willys Petit Frere  
Robin Howe  
Mayra Jaquez  
Debra Killian  
Sherry Ellis  
Judy Coursey  
Aaron Forshee  
Margaret Garrett  
Matthew Mcgehee  
Kenneth Rosser  
Tonya Poindexter  
Wanda Mattingly  
Andja Muzdeka  
Darryl McCoy  
Joe Snipes  
Besima Palislamovic  
Daisy Gonzalez-Ortega  
Maria Saldana  
Leon Morris  
Jeanine Robinson  
Waldemar Cruz  
Calvin Tyler  
Ramon Espinoza  
Rosalia Gonzalez



# 4M INTRODUCES eHUB TO ACCOUNTS

As part of our QualityPath™ program, and always looking to provide value with the latest technology, 4M is proud to offer our new innovative quality assurance system, eHub, for all our customer accounts. eHub is our customized web-based Team Member self-service solution. 4M recently brought this technology on in August, 2015 and we are systematically rolling it out to our accounts. This new QualityPath™ enhancement solution features a new enhanced inspection system that communicates immediate results and deficiencies, a customer work order system, and an online hub that includes messages, events, links, images & documents on the eHub home screen that allows our Team to service our customers more efficiently and effectively.



**Josh Hendricks**, Vice President/General Manager, and his Wife welcomed their newest baby into the world, **Mia Faith Hendricks**. Congratulations to the entire Hendricks family!



Our customers at Country Financial honored our Team Members and Account Manager, **Victor Delgado**, with their appreciation while **Tim Murch**, President and CEO, was in town for a visit.



Team Members at Logan Aluminum preparing to do some Special Services window cleaning. Make sure to always be looking for those Special Services that we offer our customers to enhance the cleanliness of their facilities.

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.



www.4-m.com

314.535.2218 fax

314.535.2100 ph

Building Solutions  
2827 Clark Avenue  
St. Louis, MO 63103

