

MEET THE SECRET BEHIND OUR SEAMLESS TRANSITIONS

WHAT'S INSIDE

We all know about our seamless transition program. It is why so many of our clients find it so easy to switch to 4M Building Solutions, while our world-class services is what makes them so loyal. Knowing that they will enjoy no hiccups, interruptions or problems in the transition to 4M is important to the peace of mind of all of our clients, and it is our Operations Support Team (OST) that makes that peace of mind possible.

As the team responsible for our innovative seamless transition process, the OST creates a customized plan for each unique client, drawing from their combined 60+ years of experience to make sure the only thing our clients notice is a higher level of cleanliness, as well as more compliments. But how does our OST make sure that happens every time?

It all begins 30 days before our start date with a new client. Our devoted OST lays the foundation for our outstanding service by hiring and training all team members, engineering the entire staffing, and creating a routing and scheduling plan perfectly suited to that particular client's unique needs.

Sure we could just have our Operations Management team do double duty and handle the transfer, but this uniquely structured transition team allows our operations to focus their attention on their accounts while our experts execute the transition. One of the reasons behind all of our success is that everyone at 4M is dedicated to their jobs and so detail-oriented that no stone goes unturned and nothing falls between the cracks.

A senior property manager of a 1.2 million square foot office building told us that they experienced a "flawless transition start up...4M's team rose to the occasion when they were challenged to start the largest building downtown...on only two days' notice! I could not be more pleased with the transition."

Here's what others had to say about our OST.

The Operations Support Team goes above and beyond when supporting 4M's Job Starts, Retunes, Safety, and Training. They work very well together as a TEAM as with all our 4M Team Members throughout our 13 states. They exceed expectations and always complete their work assignments on time. We are truly blessed to have them with us here at 4M.

-Terry Miller on Gus Jaramillo and Sean Schlake

Terry is one of, if not the, most important people in our company. Terry has been with us for 15 years and currently serves as the leader of our Operations Support Team. We could fill up a whole newsletter with the compliments Terry has received from new customers, just in the past year. Most recently, Terry transitioned a 1.6 million square foot campus in Indianapolis. Given a relatively short period between notification and start date, along with the curve ball of having to start earlier than originally scheduled, Terry planned and oversaw a seamless changeover. Compliments started coming in right out of the gate and they continue 30 days in.

-Kyle Brown on Terry Miller

Dan Cline, Sr. led the operation support team for our Bexar County job start here in San Antonio, which consisted of 18 buildings throughout the area. For a month prior to the job start Dan traveled to San Antonio weekly to prepare for the transition and ensure everything was in place for the team to have all tools and equipment to be successful. He always had a positive attitude and thought outside the box which was important with the logistics of the buildings. The transition was seamless and the customer was very happy.

-Lacey Brown on Dan Cline, Sr.

The 4M team has stepped up early to cover the gaps being left. Your team has already made dramatic and noticed improvements in many areas. I have received several positive comments about 4M work and employees from all over campus including the site head. This is even before the transition officially occurs. Your team is making a great first impression and there is a lot of excitement about where we can go from here.

-4M client on the OST

Usually, our bathroom and our social hub is trashed, even after it has been "cleaned." However, tonight it was spotless! I came out of the bathroom and thanked both of the new staff. They told me it was their first night and they were the new crew, to which I say, "Woo hoo!"

-4M client on their seamless transition

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AROUND THE 4M WORLD



Wear Red Day

National Wear Red Day occurred this year on Feb. 3, 2017. This marks 14 years since the initial National Wear Red Day, which was first observed to bring national attention to the fact that heart disease is the #1 killer of women, and to raise awareness of women's heart health. Tremendous strides have been made since then which include:

- Nearly 90% of women have made at least one healthy behavior change.
- More than one-third of women lost weight.
- More than 50% of women have increased their exercise.
- 6 out of 10 women have changed their diets.
- More than 40% of women have checked their cholesterol levels.
- One third of women talked with their doctors about developing heart health plans.
- Today, nearly 300 fewer women die from heart disease and stroke each day.
- Death in women has decreased by more than 30 percent over the past 10 years.

Millions of mothers, sisters, daughters and friends are making a change, and 4M is happy to be a part of that change. Across the nation, in all of 4M's locations, we had fantastic participation during National Wear Red Day! Red looks good on you!



TEXAS

Thank your cleaner day is a special day once a year dedicated to cleaners to show they are valued and appreciated for keeping our environments clean and hygienic every day for all of us. Cleaning is one of the most important industries in the world, yet most of the people undertaking this important work are invisible to many. Every day, 4M's skilled hard working Team Members are onsite to ensure our clients' premises are ready to go for the next business day.

Account Manager Tamara Todd at 4M's Caterpillar account in Texas went all out for the

occasion! She had a special cake made for her team to show how very appreciative we at 4M are of all of our Team Members!



Team Member Gloria Guzman holding the cake

AROUND THE 4M WORLD CONTINUED

FLORIDA

Sunny Florida was certainly feeling the holiday cheer. Jeff Chapman and his team in Tampa had several Team Member holiday shindigs to show appreciation for their Team Members and all the hard work they do. Candise Murray's team enjoyed treats and festive décor before their shifts.



One of 4M's star Day Porters, Maria Aguayo, at Vystar Corporate Headquarters in Jacksonville obtained her United States Citizenship. Maria worked for 14 years to obtain her United States citizenship and she finally received this honor. Terry West (Vystar CEO) and all the corporate headquarters staff surprised Maria with a celebration to congratulate her on such a wonderful accomplishment. We love that our Team Members become part of the family at their accounts, and we couldn't be more proud of Maria.



New US Citizen Maria Aguayo!

ST. LOUIS

The Logan Aluminum 4M team, led by Tresa Wilson, have worked the past 14 years without an OSHA recordable accident. Tresa and team received a special plaque and were formally recognized in St. Louis by Tim Murch on Tuesday, December 13. The inscription on the plaque reads as follows:

"EXCELLENCE IN SAFETY AWARD PRESENTED TO 4M TEAM AT LOGAN ALUMINUM, RUSSELLVILLE, KENTUCKY December 13, 2016

Is Presented To Tresa Wilson And The 4M Team At Logan Aluminum In Recognition Of 14 Years Of Safety Excellence Demonstrated By Their Consistent And Unwavering Commitment To Safety Awareness And Having Achieved 3,663 Consecutive Safe Days Worked. 3,663 Consecutive Safe Days Worked From December 13, 2002 Through December 12, 2016"
Way to go Team Logan Aluminum and leading by example!



VP Safety and Risk Management Tom Covilli, Tresa Wilson, and President Tim Murch

President & CEO, Tim Murch, addressed all of 4M during his quarterly Company Message on February 23, 2017. Each region gathered in their offices to celebrate the last years' successes and award our outstanding Team Members for a job well done. The entire 4M family got to 'hang out' (virtually, of course) and see each winner receive their award and congratulate each other firsthand! Great job everyone, and here's to another great year!



Theresa Davis, Susan Ray, Tim Murch, and Amy Bell



Jon Goodson, Tim Murch, and Lowonda Kimble



Carla Holmes, Tim Murch, and Keith Schroeder

HERE'S WHAT OTHERS HAD TO SAY ABOUT OUR OST. CONTINUED

I wanted to make sure that I took a moment to recognize some of the great efforts that Terry Miller and Gus Jaramillo displayed during our recent janitorial transition. Even with the shortened deadline to complete the transition Terry and Gus demonstrated incredible skills to ensure that everything within their power was accomplished to make sure that the execution of this account is successful.

Terry and Gus both displayed incredible engagement during the entire transition, communicating appropriately and precisely, utilizing the transition checklist was a great tool to keep everyone in check and on schedule, they continually "checked in" to verify if Raymond James management was comfortable with the progress and decisions being made.

Finally, although one of the most important services we provide to our internal clients, it is no secret that janitorial services has long been a service that I have difficulty being engaged in, that is no longer the case today. Terry and Gus were extremely engaged with an attention to detail, their energy and charisma were equally important to making this a successful, long lasting relationship, it was actually fun to watch these 2 team members feed off of each other, it was contagious!

-Raymond James client on Gus Jaramillo and Sean Schlake

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.

Kelly Potter-CBRE "We are so fortunate to have the group of 4M Team Members under Luz Londono at University Mall."

Curt Hastings-IAA "**Jerome McNeese** is always upbeat and has a kind word to say every time I come in contact with him. He takes really good care of our area. He is always passing along an encouraging word and is an excellent worker and is a positive influence to those around him on a daily basis."

Mark Wilson -IAA "**Jerome McNeese's** attitude is contagious. He always has a friendly smile and a positive greeting to all his contacts. He is a great worker who is always productive, but never too busy to stop and assist anyone who needs it. He is an excellent asset to our organization and a fantastic representative of yours. We are very fortunate to have him as part of our combined team!"

Amanda Hammack-SWBC "**Victor Cholico** is awesome with cleaning our building. He takes care of us very well on the second floor and we always look forward to the days he is here. I really do appreciate his word work and polite personality."

James York-Springfield Clinic "**Dave Burge** is incredibly helpful."

Denise Dispenza-Hyatt Vacation Ownership "**Aletha Cottle** does a great job with the women's bathroom. She keeps a positive attitude and does her best."

Kimberly Taylor-Logan Aluminum "Thank you so much for you and your crew, they do an amazing job cleaning we appreciate it greatly. The Supervisor's office has never looked so good!! As always, wonderful job!!"

Candace Johnson-Synergy "**Betty Oppelt** is absolutely amazing! She does more than expected without us needing to ask, and if we do need something done, she does it without hesitation."

A'lease Aundrianetta Williams-USDA Beacon "**Delia Williams** and the rest of the 4M staff have always done whatever it takes to get the job done. Kudos and job well done. Everyone is always courteous, polite and very professional. It is enjoyable to come to work greeted by smiles, hellos, and pure happiness from people who are ready to work for you and the facility. This staff does just that. There has not been one time that I have seen any of the staff not trying their best to make ensure the customer is satisfied."

Jennifer Ball-Summit Tech "**Bertha and Oscar Diaz**, are wonderful people who do an excellent job. They are always pleasant, smiling, and asking if we need anything. They leave the area clean, organized, and pay attention to detail. They are quiet, respectful of our environment, and very focused. My staff and I look forward to them coming to our area every morning."

Ruth Bedinghaus-Springfield Clinic "Thank you for the work on our MRI Interview room floor. I am so impressed with the improvement; it looks so fresh & clean. I'm really proud of it. I wasn't sure it was salvageable, but it looks amazing. Thank you for your time & hard work."

J. Scott Miller-Valero "Everything looks fantastic! **Corina Espinoza's** experience here serves her well in anticipating the needs of the facility and the staff. She takes a lot of pride in her work here."

Rudy Cardenas-Caterpillar "I just wanted to express how impressed I am with the ladies restroom. It smells so nice and looks really clean. Great job **Salvador Macias!**"

Gary Johnson-Olymbec "Our Day Matron **Cynthia Woodson** does hard work for us. She is part of our Team and goes above and beyond the call of duty, she truly is an asset."

Brad Roat-Caterpillar "**Jennifer Martinez** and **Ashley Miranda** that clean our bathroom do a great job!! I have never seen the bathrooms look this clean."

Cassidy Roddy-VyStar "I just wanted to let you know how delightful **Patricia Zapata** is and what consistent work she puts into cleaning. She's really sweet, and enjoyable to talk to every day. I also appreciate **Josue Morales-Rosa**, he's very kind and seemingly thorough."

Jeanie Brown "I just wanted to tell you what a fantastic job your crew is doing. I work the 2nd shift and was making a last run to the ladies room before getting

ready to leave on Friday night. With the former contractor, usually, our bathroom is trashed, even after it has been "cleaned". However, tonight with 4M Building Solutions it was spotless! I came out of the bathroom and thanked the new staff. They told me it was their first night and they were the new crew, to which I say "Woo hoo!"

Jim English-Kellwood "I just wanted to let you know that **Kalayah Peal** that does the cleaning here all day is wonderful! She keeps the bathrooms clean and smelling decent. The halls are always clean and free of any trash and the break rooms are always clean, trash free and comfortable to use. We are very lucky to have her. She cares about us and our environment."

Kristen Armstrong-Illinois Farm Bureau "**Jillian Gernentz** does a wonderful job and has a great attitude."

Michael Banks-Simon "We really appreciate **Herman McCloud** and his extra efforts keeping our dock floor so well clean!"

Michael Kerscher-Raytheon "**Patricia Holliday** goes above and beyond and I very much appreciate her efforts and helpfulness."

Anne-Marie Mosby-Cushman & Wakefield "We value **Raymond Wade's** work ethic and how he goes out of his way to be helpful and courteous each and every day. Raymond is a very valued part of our team."

A.K. Taylor-Covance "The hallway and under the stairwells looks great! Receiving positive comments, keep going forward!"

Katherine Benavides-Valero "**Laura Tucker** does a great job. Every morning, the break room area and the restrooms, are always spotless and well-kept. She is always on it, making sure everything is tended to. She is always optimistic, and has a great attitude every day. I'm glad we have her here! Thanks!"

Michael Mannen-Raytheon "The 4M team does an incredible job cleaning."

Paula Wilkins-Edgewell "**Angela Coleman** does a wonderful, outstanding job here at Edgewell. She is always polite and takes care of us. The 3rd floor break room and rest room is always clean and tidy. Hats off to you Angela, keep up the good work."

Ralph Perez-Envolve Health "I wanted to let you know what a terrific job **Archie Vittetoe, Pat Smith, Bertha Hulsey, and Tre Killiebrew** do a terrific job for us. I have been very impressed with not only the job they do but their professionalism. The care that is taken to ensure everyone here starts their day off in a pristine environment is fantastic. The quality control measures that are in place are impressive as well, I see things cleaned by the team and then painstakingly re-checked by Archie. The tremendous job is noticed and appreciated."

Karen Callahan-University of Phoenix "**Antonio Brown** does an awesome job! Our bathroom actually smells "clean" like oranges (must be the cleaning products). Paper towels and toilet paper is always full, and the soap dispensers have soap."

Laurie Vaught-FedEx "Your team does an outstanding job!"

Tina Tyzzer "I just wanted to share what a great asset you have with **Ann Ennis**. She does such a great job. She really goes above and beyond to make sure we are taken care of and many folks have told me this. She stops at my desk every day to make sure my area is taken care of and asks if there is anything else she could be doing. Really, you couldn't have a better Team Member, so I wanted to make sure you knew that!"

Matt Wilson-Growmark, Inc "I appreciate **Jerome McNeese's** positive attitude and smiling face whenever I see him. He is always in such a good mood, and makes sure to greet those around him. The other day, I stopped to introduce myself and let him know how I noticed he is always in such a positive mood. He just smiled and said "I'm just happy to be working." Truly humbling."

Kathy Michaelree-BJC "I have been pleased with **Judy Johnson**. She is friendly and seems to take pride in her work."

Veronica Castillo, Bexar County "We receive several compliments on our facility's cleanliness from the public. **Maria Alfaro and Irene Hernandez** do an excellent job in keeping this facility clean in spite of the high volume of traffic that frequents this facility."

DO I REALLY NEED TO WEAR SAFETY GLASSES?

Most of us don't really think about wearing safety glasses. Sure, we know that the Occupational Safety and Health Administration (OSHA) enforces safety legislation by developing standards for employers. But how many of us think it is a hassle to wear the glasses? Really what could possibly happen? How realistic is it that someone could sustain an eye injury if they are being careful?

Jimmie Gross who works at John Deere in Augusta, GA would be happy to answer those questions and more. As he was driving a floor scrubber into the 5000 plant, a nail flew up and hit his glasses.

Here's the picture of that nail:



Without those glasses, he could have been seriously hurt. That is why OSHA requires the use of Personal Protective Equipment (PPE) and why they require employers to assess the appropriate type of eye protection necessary when employees are exposed to flying particles, liquid chemicals, acids, caustic liquids, chemical gases, vapors and light radiation. Training is also required and designed to teach employees how to use, care for and maintain their equipment.

We should all be mindful both at work and at home of those situations where we might benefit from wearing safety glasses. Think about the last time you used a lawn mower or a weed eater. Were you wearing safety glasses? The picture above should be enough motivation to take a couple of minutes to find those glasses before you start your chores at home.

2002

Think back 14 years ago. In 2002 there was a lot going on in the world:

- The Kmart Corporation became the largest retailer in American history to file for bankruptcy – they were sold in 2005 to Sears
- The Department of Homeland Security was formed by President Bush – formed by combining 22 different agencies under one
- The Winter Olympics were held in Salt Lake City, Utah – the last time they were in the U.S.
- The St. Louis Rams lost Super Bowl XXXVI to the New England Patriots – this was the Patriots' first Super Bowl win; they lost their two previous appearances
- A Beautiful Mind won Best Picture at the Oscars – Ron Howard also won Best Director for the film
- The Anaheim Angels won the World Series – now known as the Los Angeles Angels of Anaheim
- Maryland won the NCAA Division I Basketball Championship
- Apple introduced the iBook G3/600 14-inch laptop – it featured a 20GB hard drive and weighed 5.9lbs
- The SANYO SCP-5300 flip phone was introduced – it was the first camera phone
- Many of us used a 56k dial-up modem – a song would take 12.5 minutes to download



Tresa Wilson and the Logan Aluminum Team

And, most importantly, that's when Tresa Wilson started at 4M Building Solutions.

Why is that so noteworthy? Everyone at 4M knows safety is important. Internal meetings begin with a Safety Share. The signature block on our emails state: "Have a Safe and Great Day!" There is a department dedicated to safety. There are monthly Tool Box Talks; Safety Training; Safety Audits; Safety Metrics that are recorded, analyzed and reported; and also Safety Bingo just in case you forgot about safety. Tresa and her team lives and breathes safety. And here is the proof: she has gone an incredible **3,663** days or **14 years** without an OSHA recordable incident.

How do you spell safety – we spell it T-R-E-S-A!

SAFETY BINGO WINNERS

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

Michael Moss \$150
Ivon Celedon \$150
Marlen Vergara \$150
Bud Brooks \$150

Felix Guaquinchay \$75
Akena Bland \$75
Lethriaonna Nash \$75
Edwana Harden \$75

TOTAL WINNINGS:
\$900

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!



Jesse Smith at Caterpillar, Seguin has been with us a short while but has become integral to the team! He will do anything, anywhere. He is always willing to help out if whether it's when someone calls in or whenever he became a floor tech because we needed the floors refinished. Jesse also recently became a SafePath™ Certified Manager. Congratulations Jesse!



Ahmo Ibrahimovic at Vystar Credit Union has taken ownership in such a short time at the helm. Six days a week he works and supports his team often into the late hours of the night. He is challenged with staffing and the logistics of 46 bank branches and two corporate offices! He's managed labor to perform better than budget since the beginning and he's just begun to add additional billable services. He is trusted and well liked by our customer. Ahmo is living proof that a good DNA fit is essential in achieving outstanding results. Way to go Ahmo!



Ben White has been with the company for over 3 years. He started at Ameren GOB facility. He immediately dove in and turned the account around. He has a confident can-do attitude. He has great skills working with team members. He knows how to build great relationships with the customers and continues to do so. Ben was recently moved to Westport Plaza, a very unique account. He has stayed true to his character and thrown himself headfirst into this new account and the customer could not be any happier. We received great compliments from the tenants and building management daily. Thank you, Ben, for all you do!



Cynthia Gahl is an outstanding Team Member and has the personality to match. There are so many good things to say about her. We are constantly receiving compliments on her and the customer is always very pleased with her work. Cynthia has been with us since 11/27/2011 and has grown very close to a lot of the employees here. They all notice when she is not here in the mornings and always ask about her. She is always going above and beyond to get the job done! I do believe Cynthia deserves the recognition and I am very happy to have her as a part of my team. I am sure that Krista Ridder (Property Manager) and Jose Correa (Contact for COUNTRY Financial) would agree that Cynthia is one of a kind.

4M IN THE NEWS

CLEANLINK

In a recent article about the importance of quality team members for contracted janitorial services, CleanLink reached out to President and CEO Tim Murch of 4M, who says that it is our hard-working team members who make 4M so great. He illustrated in the article that our clients' satisfaction is a direct result of the pride and dedication each one of our team members show off every day.

Check out the story at <http://www.cleanlink.com/cp/article/BSCs-Realize-The-Benefits-Of-Employee-Engagement--20555>

GROWMARK

Many of our team members have amazing stories, and recently GROWMARK wrote a touching profile on Jerome McNeese. We know Jerome as person who brightens every room with his infectious personality, but we learned about how he is a wonderful role model for his children and grandchildren. He attributes his can-do attitude, friendliness and work ethic to his late mother. We know she is surely proud of him, just like we are proud to have Jerome as part of our team.

Check out the story at <http://www.growmark.com/news/Pages/IAA-building-technician-carrying-on-late-mothers-legacy.aspx>

4M TEAM MEMBER RECOGNITION

Finding and recognizing Team Members doing things right is a significant 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 in on this and receive a bonus for your referrals!

\$100.00

Martin Ater
Alberto Hera
Delia Romero
Joseph Logan
Karrie Mahler
Derek Kye
Brittany Elliott
Tara Lewis
Jo Anna White
Christopher Dorsey
Jacqueline Hankins

**TOTAL
RECRUITMENT
BONUSES:
\$1,100**

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!

Antonio Brown
Kinjii Wiley
Nenad Timarac
Willie Pearson
Dave Burge
Marla Ewalt
Karmen Bathea
Kim Terrell
Janice Mason

Marilyn Ferrell
Nisha Lathrop
Emmanuel Cobb
Chery Wilson
Clarence Barnett
Cynthia Gah
Daniel Artur
Annie Radford
Charles Jones
Christopher Martin
Jamille Henderson
La Renz Kirksey
Shirlee Hall
Austin Robledo
Antonio Brown
Deonta Maggitt
Elizabeth Fabian
Keisha Hill
Zaria Calvey
Greg Cook
Kimberly Oneal
Melba Haynes
Chona Walker
Pat Smith
Mable Taylor
Courtney Scott
Mark Cline
Mike Rustermeier
Tre Killiebrew
Michael Grimes Jr.
Jacques Jones
Devinne Cameron
Jerome Mcneese
Ian Briggs
Jillian Gernentz
Bertha Hulsey
Elward Scalessi
Clifford Barborek
Aaron Brunkhorst
Ruth Barborek
Christopher Smith
Nathon Merion
Pete Webb
Grant March
Jessica Gonzales
Miriam Collazos
Jousell Ortiz
Joel Lawrence
Miguel Berdecia
Blanca Pizarro
Christina Baez
Hugo Valarezo
Pedro Fuentes
Veronica Lopez
George Ratliff
James Carswell
Michael Santiago
Victor Cholicó

NEW MANAGEMENT TEAM MEMBERS

Congratulations to the following new Management and Promoted Team Members! We are happy to have you as members of our 4M Family!

Keith Schroeder
Promoted to IT Manager

Juan Miramontes
Promoted to Human Resources
Administrator

Amanda Adams
Promoted to Regional Manager

Merima Palalija
Hired as Assistant Controller

Jessica Gonzalez
Hired as QA Manager

Amy Rawlins
Hired as Account Manager

Johnny Tate
Hired as Account Manager

Joseph Petrone
Hired as Account Manager

Sandra Richey
Hired as Account Manager

Abby Garcia
Hired as Regional Coordinator

Paola Culbero Gonzalez
Hired as Human Resources
Administrator

4M ANNIVERSARIES

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

30 Years
Steve Crain

20 Years
Antonio Williams

15 Years
Dan Cline II

Charlotte Romero
Regina Steward
Drumell Cameron
Kennel Barksdale
Carl Walters
Herbert Gillespie
Christopher Wieman
Evelia Perez
Michael Stovall
Charles Harris

10 Years

Todd Jackson
Rose Coleman
Jane Burnette
Autry Coleman
Rickey Davis
Hattie Thomas
Lesbia Romero
Verbeana Edwards
Richard Morgado
L B Robertson
Joshua Fleming
Bessie Henry
Greg Parker
Marc Dimarzo
Irene Garcia
Tia Davis
Beverly Grayson
Ylber Azizi
La Vera Hobbs
Sofia Garcia
Juan Lorenza
Lucius Scott
Mary Dixon
Larvette Walker
Eduardo Santos

5 Years

Maria Jaimes
Theresa Russell
Maria Veramendi
Darius Wilson
Frederickia Howze
Telesa Smith
Alvina Foster
Roberto Gonzalez
Tanya Chambers
Cynthia Gahl
Eric Neuber
Audrey Corrington
Cindy Wilburn
Renee Perez
Robert Hitchcock
Norma Canales
Derek Deloach
Christina Latino
Duc Ha
Dixie Reprogle

CONGRATULATIONS TO JOSE PIZARRO!

CIMS CERTIFICATION: WHAT DOES IT MEAN?

At 4M Building Solutions, our team members just plain get the job done for us, and we are so blessed to have so many great people as part of our team. With this in mind, we are excited to name our Team Member of the Year for 2016: Jose Pizarro from Kansas City. He has been a model employee since October of 2001. Not only does he show up on time every day, ready to give his best, but also the pride he takes in his work is apparent.

Time and time again, Jose has been told that he leaves the floors "looking like glass." Additionally, he is an outstanding all-around team member. Immediately after his start at USDA Beacon, the compliments have been rolling in on his excellent work, day in and day out in all that he contributes to the facility.

Prior to his assignment at USDA Beacon, Jose spent several years as a floor tech at the Kansas City Board of Public Utilities (BPU). Very often during visits to BPU, the property manager made it a point to praise Jose for the great results he produced. The property manager said he had several accounts, but none looked as good as BPU.

And it's not just floors where Jose does great work; he is also a master cabinet maker and makes custom cabinets for upscale homes, although he plans to become a full-time team member with 4M by the end of 2017. Also in the immediate future, Jose has plans to get married, and we wish the best to him and his fiancée.

We are very blessed to have a team member like Jose and excited to present him with this well-deserved honor. Thank you to Jose and all of our outstanding team members for their great work.

You remember alphabet soup. You would get a piping hot bowl of it and, as it cooled, try to make some sense out of the jumbled letters. Now, years later, sometimes vendor proposals can give you a feeling reminiscent of that jumble of alphabet soup. All those letters and acronyms look impressive, but what do they mean?

Let's take a second to look at one of the most important acronyms in the janitorial services industry: CIMS. A company accredited by the Cleaning Industry Management Standard (CIMS) will give you a level of service well above what you would expect from a normal cleaning company. Through the International Sanitary Supply Association (ISSA), CIMS is one of the most rigorous and difficult levels of certification offered.

To illustrate how rare CIMS accreditation is, there are roughly 50,000 janitorial companies across the United States, yet just 231 of those companies have CIMS certification. That is not even one half of one percent. So why is it so rare? A CIMS-certified company must meet 100% of the mandatory requirements and 60% of the recommended elements presented by ISSA. And we aren't talking about just one person, but rather the **entire organization**.

That is why 4M Building Solutions is so proud to have achieved CIMS and CIMS-Green Building accreditations, both with HONORS, from ISSA. To earn the distinction with honors, the entire organization must fulfill not only the standard requirements, but also 100% of the optional list requirements. It is proof that 4M Team Members do more than just the minimum. They are amazing because they do everything in their power to be the very best.

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

