

WHO'S CLEANING MY BUILDING?

WHAT'S INSIDE

Finding the Right Contract Cleaning Service

There are many different factors to consider when a business seeks to find a contract cleaning company that is the right fit for their unique needs. Do they understand the company culture? How do they plan to implement the owner's objectives? Are they trying to meet the tenant's expectations or focused on maintaining the status quo?

The most important consideration is the company's background. There are approximately 50,000 contract cleaning companies, but only 1% of those 50,000 companies qualify for CIMS certification. While 4M Building Solutions not only qualifies for this elite group, we are recognized for doing so with honors for going far above the minimum requirements for certification.

Additionally, the quality of the company's workforce is a huge deciding factor for building managers. So much relies upon the team that the company assembles and how management empowers them to succeed. Often, the companies who adhere to best practices understand the investment in their team members and enable their professional development. A large investment in training and ongoing development for a career path is a signal that a company like 4M is hiring their team members not just for today, but also tomorrow and years down the road.

Many companies have learned that investing in a comprehensive training program often leads to a workforce that has low turnover and high retention, which provides long-term value through investing in talented team members who are full of potential. Additionally, the efficiency that comes from a knowledgeable, highly experienced workforce minimizes costly mistakes and provides a higher efficiency.

When selecting a contract cleaner, a close inspection of the management structure can be very telling. How involved is management with their team members? A close relationship not only helps provide guidance, instruction and feedback for team members, but it is also telling of a company's culture. Successful companies develop management who lead by example and earn the respect

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of their team members. They understand their customer's needs and effectively show their team members both how they can meet these needs and help them to understand how important they are to the process.

Another area in which 4M Building Solutions invests is technology: both in state-of-the-art cleaning equipment in order to maximize our team members' talents, but also in the methodology of performance review in order to find new and improved ways to put team members in a position to succeed.

There should be comprehensive methodology available for leaders to objectively evaluate performance. If any sort of abnormality or flaw in a team's execution of its tasks goes unnoticed, the effects could possibly escalate and cause more adverse effects than it would have if it were noticed immediately. Many effective leaders will work directly with their customers in evaluating performance so that the customer can enjoy peace of mind and also take a proactive role in guiding the cleaning company's performance.

Of course, when discussing technology, a company's investment in the new equipment with features that empower technicians to work efficiently while promoting a healthy work environment will often pay for themselves in the long run through more efficient

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4M In The News

AROUND THE 4M WORLD



KANSAS CITY

A great day was had by all in Kansas City on June 6th. The 4M Kansas City team sponsored a hole for the annual IFMA Scholarship Golf Outing and spent the day meeting and greeting all the members in the Kansas City chapter with bloody marys and John Dalys.

Mike Tofari, Larry Bush, and Dan Cline serving up beverages to the golfers

SAN ANTONIO

San Antonio Sales Director John Oswald earned a coveted spot on the IFMA Board in San Antonio in June as their new treasurer. He also serves on the Communications Committee, Programs Committee, Golf Committee, and Membership Committee and has been an active IFMA member since 2016. Way to go, John!

Tamara Todd of our Caterpillar account won BIG in the latest round of Safety Bingo, winning \$1,000! Wow!

4M sponsored this year's Valero Texas Open in San Antonio where the corporate team got to join in on the fun. At the end of a great week and exciting competition, it was Kevin Chappell who claimed his first PGA TOUR victory, hoisted the Valero Texas Open trophy and slipped on the Champion's Boots. With support from 4M and other companies, this year's Valero Texas Open, along with the Valero Benefit for Children, raised a record \$11 million, bringing the grand total to \$127 million in charitable giving.



Congratulations on your big win, Tamara!



Larry Bush and Dan Cline, II with the Valero Open Trophy



A great week to enjoy watching some great pro golfers in San Antonio

AROUND THE 4M WORLD CONTINUED

ST. LOUIS

Everyone knows that in St. Louis, Opening Day is an unofficial holiday. 4M decided to join in on the fun and sponsored a tailgate party outside of Busch Stadium to celebrate. Team Members, management, and clients alike all joined in to have some food, drinks, and play some games like giant jenga. We can't wait until next year!

The 4M corporate team participated in Make-a-Wish Foundation's Annual Walk for Wishes. 4M raised \$2,000 in donations and sponsorships for the Make-a-Wish Foundation. The local St. Louis management team made their walk together on April 15, 2017.

A big congratulations goes out to Emily Sarvies, one of our directors of business development in our corporate office! The Sarvies family welcomed a happy, healthy baby boy, weighing in at 8 lbs and 1 oz, on the afternoon of April 23rd.

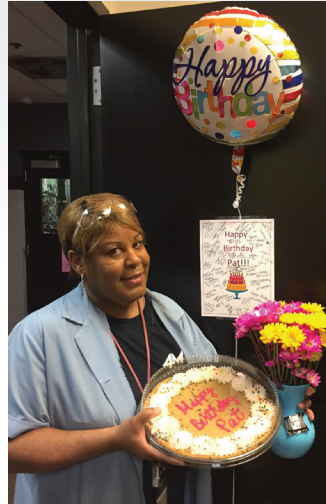
Our clients at Nike are always doing nice things for our Team Members, which goes to show how our 4M family becomes part of all of our clients' families. In May, Nike was kind enough to remember one of our Team Member's birthdays and gave her a special little message. A very Happy Birthday, indeed!



Tons of fun for everyone at Busch Stadium on Opening Day!



The St. Louis 4M Team (plus some furry friends) at Walk for Wishes



A Happy Birthday to Pat Adams



The Sarvies are now a family of 5!

TAMPA

Certificates of Appreciation were given to our Team Members by the VA's Administrative Officer Mary Dorsett, Contracting Officer Earnest Jackson, and Administrator Jean Liedke. Each of 4M's Team Members were given certificates for going above and beyond their daily duties at the VA. Joselyn Massari and our 4M Team are an excellent example of our efforts of 360 degree team work. Great Job!

Joselyn Massari and her amazing team showing off their awards at the VA



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.

Peggy Romba - IAA

This is just a note to tell you how grateful I am for the honesty and integrity of your janitorial staff! Wednesday night I came back here at 10 PM in a panic because I realized I had left a diamond ring in my office. I took it off to put lotion on my hands and left it on the shelf. I was frantic when it wasn't there and my husband and I went downstairs to find Gary Gernentz. I found **Rick Foulkes** instead who said he DID know where the ring was. **Jane Bearden** found it on the floor and told Rick. He put it on my desk phone so I would see it and proceeded to lead us back upstairs to find it. Thank God! The ring is priceless because it was my mother's diamond and therefore is irreplaceable! I was so grateful that they found it and were able to return it to me. KUDOS TO JANE AND RICK! I'm so grateful!

Wendy Creech - Cushman & Wakefield (9100 Keystone)

I have had the pleasure of interacting briefly with **Tina Cox** on a few occasions. Tina is always polite, kind, and simply put - exceptional.And she made it a point to remember my name! I appreciate her going above and beyond.

David Usher - Facilities & Maintenance - SWBC

I wanted to take a moment to tell you that I'm very pleased with the way your new day porter, **Tony Villa**, is doing. Others have mentioned it to me as well. Thank you for placing him at Centerview, he's been doing a great job thus far.

Laura Vaccaro - Vice President Community Relations & Events - Valero

2017 VTO Team Members: **Frances Brock, Laura Tucker, Cecilia Gonzales, Nora Correa, John Darity, Alex Garcia**

"Thanks **Everet!** Nothing but positive feedback from me. Your team was outstanding this year. No issues, no complaints, all glowing feedback. Everything seemed to run smooth, efficiently and effectively. The tent looked spotless at all times, despite the crazy flow of people traffic.

Frances Brock is the hardest working individual I have ever met. She is focused, professional, conscientious and caring. I absolutely adore having her with us. She never stopped moving!

Laura Tucker is also a doll. So dedicated to keeping me informed, asks great questions, has a genuinely warm smile for everyone she comes in contact with and is equally conscientious and caring.

Thanks so much for the outstanding support all week long. We really appreciate your partnership and teamwork and could not make the experience a positive one for our guests without the critical services the rest of your team (Cecilia Gonzales, Nora Correa, John Darity, and Alex Garcia) provides.

Thanks for being an excellent service partner!"

Jessica Shaw - Property Administrator - Cushman & Wakefield - (Westport)
I want to make sure I pass this along. I received a call today from one of Westport Dental clients. He wanted to tell us that the restrooms on the 1st floor in the 77 building is one of the cleanest he has ever seen. I expressed my thanks for his call and told him that I would relay the message to the entire staff. Please make sure to thank the 77 staff for a job well done. Thank you again for all the hard work.

John Gatewood - Co-Founder & President - Gatewood-Spalding Wealth Management (Pierre Laclède Center: 4M's First Client)

I have been meaning to send you this photo of **Michael**, the 4M employee who has the most amazing upbeat and happy attitude whenever I run into him while working. He is here on the evening shift. Never complains. Always happy. I hope Michael can get some recognition for his good work. All the best.

Doug Schumann, CSP, CHST - Account Manager - Roche

Hi Amy- Wanted to reach out to about a concern I have with the floor cleaning process and the cleanliness of the flooring in R Building. I was just in the ring corridor on the first floor. While walking through wearing my athletic shoes, the soles were squeaking. Now I don't wear athletic shoes to work very often but when I have, they have not squeaked while walking on hard surfaces. I don't like squeaky shoes. I don't even like it when other people have squeaky shoes. Now I can only contribute this to the condition of the floor. I believe it to be too clean and polished and the lack of any dust or other friction causing debris is causing this annoying occurrence. Now while I am sure Chad is very happy with this and would like this good practice to continue I will need to make a mental note not to walk through R Building when I do wear these rubber soled athletic shoes to work. Keep up the good work and have a good weekend.

Mandie Wells - Property Administrator - Gershman Commercial (Old Town Executive)

Please see an excerpt from a tenant at the 150 Building regarding **Craig Martin**. He does a great job here and I'm glad other tenants are recognizing that. Personally, I think he does an excellent job. He won me over his first week here!! "I like the new day porter. He is polite, always visible and around, and he really does clean while he is here. The common area's including the parking garage look great.



President & CEO **Tim Murch** with **Michael Fitts** at his military retirement ceremony



Congratulations **Michael** on your accomplished military career

WELCOMING OUR NEW LEADERSHIP

As Tim Murch shared in the last company message, we are pleased to announce the addition of Michael Fitts to our Executive Leadership Team as the new Divisional Vice President for the Gateway Division. Josh Hendricks will assume the responsibility for the newly created Central Division along with additional training and development responsibilities.

Michael comes to 4M after a distinguished career in the United State Marine Corp. Michael was a Lieutenant Colonel serving in numerous deployments in the Middle East. Michael has an M.S. in Management (Finance) and an MBA from the University of Maryland.

Michael and his wife, Vanessa, have identical twin girls, Hailey and Hannah.

We are excited about having Michael join the team at 4M and will be a great fit for our culture and will contribute to achieve our vision. Welcome to the 4M Family, Michael!

WHOOOPS!

A slip, trip or fall can lead to injuries.

In 2013, injuries from slips, trips and falls resulted in 229,190 cases involving days away from work, according to the 2016 edition of the National Safety Council chartbook, "Injury Facts." Slips, Trips and Falls (STFs) are not only costly for the employer from loss of productivity and business, increased insurance premiums, and increased training costs for replacement Team Members, but they are also costly for the Team Member due to lost wages and out-of-pocket expenses pain, temporary or permanent disability, depression and reduced quality of life. The astonishing fact about the frequency of STFs and the costs for everyone involved is that most could have been prevented! So let's look first at the causes, and then we'll look at some preventative actions that can be taken to ensure a safe work environment.

SLIPS

Slips can be caused from a variety of factors. First, there is wet product or spills on smooth floors or walking surfaces (water, mud, grease, oil, food, etc.). Then there are dry products or spills that make the walking surface slippery (dusts, powders, granules, wood, plastic wrapping). Floor finishes are another culprit (polished concrete, marble and ceramic tile); freshly waxed surfaces; and transitioning from one surface to another like carpeted to vinyl or grid to smooth concrete. The surface itself is another area to watch for: slopes; loose or unanchored mats; loose or shifting tiles; irregular surfaces like gravel; metal surfaces like dock plates; even wet, muddy or greasy shoes.

PREVENTION

Prevention techniques are about awareness. Some situations are attributable to poor design. And while we can't control what's already in place, we can control most of the issues responsible for STFs.

Maintaining clear, tidy work areas that are free of clutter, wearing proper footwear with good traction, and ensuring that areas are well lit, and informing someone if lights need to be replaced can also assist in prevention. Ensuring that areas are well lit and informing someone if lights need to be replaced will also assist. Cleaning spills, either wet or dry, and following safety precautions to alert people in the buildings of wet floors or newly waxed surfaces can prevent accidents. Watching for loose or rolled mats and identifying areas of missing tiles or gaps can prevent nasty falls for our Team Members and our customers.

Our job as building professionals is to keep our Team Members and our customers safe. To keep yourself safe, pay attention to your surroundings; walk at a pace that is suitable for the surface and the task, walk with your feet pointed slightly outward, make wide turns when walking around corners, and use the handrails on stairs. Finally, and maybe most importantly, always keep your "eyes on path" to avoid surprises.

TRIPS AND FALLS

There are also plenty of causes for trips and falls. Extension cords, cables, hoses, clutter in aisles and walkways. Changes in elevation or levels, curled mats, missing tiles or bricks, or even gaps in the flooring are also regular causes of trips and falls. Other causes included damaged or irregular steps, but not the small rise or length. Environmental issues can also contribute to STFs. Environmental issues like poor lighting, glare and shadows can also contribute to STFs. Human conditions like bad eyesight, age, stress, medications, unsafe methods of carrying or moving objects, hurrying, distraction, and shortcuts are another cause of STFs.

KEEP YOURSELF SAFE

- Pay attention to your surroundings
- Walk at a pace that is suitable for the surface and the task
- Walk with your feet pointed slightly outward
- Make wide turns when walking around corners
- Use the handrails on stairs

SAFETY BINGO WINNERS

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

Selma Oliveira \$300.00
Dan Cline \$600.00
Larry Euell \$600.00
David Weeks \$600.00
Linda Wamser \$1,000.00
Linda Wamser \$1,000.00
Melody Gage \$150.00
Veronica Lopez \$150.00
Paul Alvarez \$75.00
Ana Rodriguez \$75.00
Isaiah Vandever \$300.00

TOTAL WINNINGS:
\$4,850.00

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!



Amy Selser, Account Manager at John Deere, deserves some recognition. Amy is always upbeat and bubbly, has a smile on her face, and has a positive attitude. She shows up on time and is willing to do whatever is asked of her. She is a great team player and a true depiction of 4M's 360 degree teamwork. Way to go Amy!



Brenda Gomez, Account Manager at Cardinal Gibbons, is a world class manager. Brenda is one of our very best Account Managers. She is always on top of everything, very detail oriented, an extremely hard worker, and very professional while she is on the job. When any situation arises at her account, she solves and overcomes the issue. She has earned great respect from her team and everyone knows she doesn't mess around. 4M is better with Team Members like you!

4M IN THE NEWS

4M Receives Prestigious Honors from ISSA

The International Sanitary Supply Association (ISSA) announced that 4M Building Solutions has once again achieved recertification with honors for the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (GB) criteria. These honors are widely recognized throughout the building management industry as the benchmark for contract cleaning companies, as less than 1% of those organizations achieve CIMS certification, while only a fraction of those companies achieve CIMS-GB and CIMS with honors.

4M acquires Major Commercial Cleaning, INC. in Nashville Tennessee



President **Tim Murch** with the Ryman Auditorium day porter, **Deborah Leggs**

In May of this year, 4M acquired Major Commercial Cleaning, Inc. headquartered in Nashville Tennessee.

Major Commercial Cleaning, Inc. Owner and President Robert L. Stewart, CBSE joins the 4M Building Solutions team and family as Senior Vice President to oversee the growth strategies for the Nashville Region.

"I elected to partner with 4M, an industry leader with a company culture that aligns very closely with ours and that has the available resources to move our business forward," says Stewart. "This is good for



Tim Murch, Mac Smith, and Robert Stewart on the Grand Ole Opry stage!"

the hardworking team members who have helped Major Commercial Cleaning become so successful in Nashville as well as our long term, loyal and good customers. The integrity, professionalism and sophistication that Tim Murch and the 4M organization represent, along with their unique systems and processes, is truly incredible. In short, this will be a game changer for all our current and prospective customers."

"I have known Robert Stewart for over 10 years and have always held him and his great company in the highest regard. Robert has built an outstanding company and cleans some of Nashville's most prestigious facilities," says Murch. "We are all very proud to have Robert and his team on board and look forward to supporting their future success building upon our mutual innovations solutions."

4M TEAM MEMBER RECOGNITION

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

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!

Audrey Chillers
Clarissa Dorsey
Juan Martinez
Kevin Bakeer
Martino Evans
Sal Silva
Steven Clark
Tommysyme Lewis
Dennis Aherin
Dennis Shinn
Candace Guiliteri
Janice Mason
Lagina Clark
Janis Amazon
Jillian Gernentz
Rick Foulkes
Jerome Mc Neese
Paul Alvarez
Lucius Scott
Marc Cline
Jane Bearden
Nathan Fisler
Elward Scales
Michael Ward
Archie Vittetor
Melba Haynes
Ian Briggs
Elaine Grismore
Nathan Meiron
Conner Lanter
Pete Webb
Mike Grimes
Raeshawn Johnson

4M ANNIVERSARIES

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

30 years

Charles Jones

10 years

Juan Bahena
Emmie Townsend
Fred Davis
Hajrije Azizi
Carla King-Bell
Melba Haynes
Claudia Gomez
Maritza Novoa
Karina Villasenor
Nancy Delgado
Gabriel Franco
Kristina Kline
Irsa Garcia

5 years

Sean Schlake
Barbara Craig
Jacqueline Barton
April Scott
Rohn Albertson
George Quinones
Maria Saenz
Samantha Kidwell
Denia Villasante Arapa De Olave

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

Derek Kye
James Johnson
Belinda Marrero
Delia Romero
Jami Usoroh
Melva Mendez
Carlos Garcia Melendez

**TOTAL RECRUITMENT BONUSES:
\$700**

WHO'S CLEANING MY BUILDING?

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performance and employee satisfaction.

And perhaps the most overlooked aspect of the whole process is to ask, "Does this feel right?" Sometimes it all boils down to whether or not the contract cleaning provider jibes with your own company. Will the cleaning technicians feel comfortable in your work environment? What is the company culture like? Does it mesh well with your office environment? How does the janitorial services provider's leadership work in conjunction with the client's leadership team?

Each company is different, just like every building is different. There are many factors that go into finding the right contract-cleaning company, many of

which go beyond simply the initial costs. When evaluating costs for a company, there is much to consider beyond simply writing a check. These factors can directly affect the tenants' health, assets and overall bottom line. Make sure to understand what exactly is needed from a building services partner and how those factors can affect the company and the building. The right choice is not just a number, but it is also a consideration of long-term benefits and how even the smallest nuances can become a big deal.

For further reading on this subject, check out 4M's whitepaper, "Who's Cleaning My Building," available at 4-M.com

RECOGNIZING OUTSTANDING TEAM MEMBERS

Over his time at 4M Building Solutions, Area Manager JB Hunter has noticed that many Team Members arrive at 4M unaware of how valuable they truly are and how much potential they have to succeed. Because 4M carefully selects the very best Team Members, we invest in their future and strive to help foster their personal growth.

By empowering our Team Members to succeed, then recognizing their success and giving them their proper due, Team Members can realize their vast importance to the overall success of 4M. Without their hard work and dedication to excellence, we would be going nowhere fast.

Not only do our leaders make it a point to get to know each one of our Team Members to learn about their unique personalities, but they also take notice of client compliments, nightly observations, and the

spotless environments that are the result of a job well done. Because 4M is dedicated to the long-term success of our Team Members, when we have a position available, we strive to find an internal candidate whose hard work has merited a promotion.

Regarding our reliance on internal promotions, JB said that it "makes for a better fit. Our Team Members have a better understanding of our policies, procedures and the 4M way of doing things. It makes a smoother transition and inspires others to do the same."

Any success that we experience at 4M Building Solutions is a direct result of fostering a culture of caring. Our long-term success begins with yours, and that is why our leadership is dedicating to fostering the success of each and every Team Member. Because we have such a great team, we are able to do great things together.

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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