

## AND THE WINNERS ARE...

Everyone likes to win an award and be recognized for their work. Look at the Oscars or Olympic medals, these are awarded to the “best of the best.” The 4M Annual Awards are just like that because part of the culture of 4M is that everyone is “driven to win,” we have a whole company of competitors, Team Members that all want to excel.

That makes the competition tough. The standards are higher. The bar gets raised. These aren't participation trophies, these are earned through a lot of hard work, attention to detail, commitment and teamwork.



Region 50 enjoying their celebrations



The Nashville Crew



Region 40 really cleaned up when it came to earning awards! Way to go REGION 40!



The Corporate Team in St. Louis had a lot to celebrate! Congratulations to ALL!



Congrats to the Indianapolis Team on their accomplishments!

No one succeeds on their own here. It takes a lot of teamwork to achieve success. So on with the awards:

*The “All In” Hourly Team Member of the Year Award - **Hernan Segura - USDA***

*Mitchell M. Murch Sr. 110% Salary Team Member of the Year Award - **Regina Hendricks - Hanley Tower***

*The “All In” Account/Field Manager of the Year Award - **Gary Gernentz - IAA***

*The “Driven to Win” Regional Manager Sales Award - **Region 10 - Steve Gray***

*The “Driven to Win” District Manager Sales Award - **Region 10 - Tom Conway***

*The “Driven to Win” Account/Field Manager Sales Award - **Region 65 - Paul Guerra***

*The Platinum Club Sales Leader - **Chris Wieman***

*The “All In” Top Gun Sales Champion of the Year Award - **Chris Wieman***

*The “Driven to Retain” 100% Account Retention Award - Region 50 - **Marc DiMarzo & Region 55 - Miguel Miloslavich***

*The “All In & Driven to Win” Division of the Year Award - **Mid-South Division - Dan Cline***

*The “All In & Driven to Win” Region of the Year Award - **Region 50 - Marc DiMarzo***

*The “All In” on Safety - Safest Division Award - **Mid-South Division - Dan Cline***

*The “All In” on Safety - Safest Region Award - Region 65 - **Lacey Brown & Region 55 - Miguel Miloslavich***



Region 10's office with some very special décor, and very special Team Members celebrating!



Region Manager of the Year, Marc DiMarzo looking slick as ever!

A big congratulations goes out to all of the winners in all of the categories. 2020 is already coming to a close on the First Quarter so there is time to see your name up on this list of winners for 2020. You all have a family that supports you and wants you to succeed so let's give it our all and bring home some awards next year.

## WHAT'S INSIDE



P.2

Around the 4M World



COVID-19

P.4

Safety Diamonds



P.6

Team Member Recognition



# AROUND THE 4M WORLD

## FLORIDA

The holidays are such a wonderful time for everyone. The 4M Florida Family made sure to celebrate our Team Members and customers alike during the season with potluck dinners, parties, and giveaways. We are grateful for our clients who like to participate in making our Team feel extra special!



Happy Holidays in Florida!



More 4M Team Members showing off their happy smiles.



Team Members at HSN certainly got into the holiday spirit!

## ST. LOUIS

Some Team Members in Chesterfield shared a delicious chili dinner during the cold weather season. We appreciate everything you all do and for always providing our clients with exceptional work!



Yvette Ivy and her wonderful team during the holiday season!



Tim Fortner and his Peoria Team enjoying a bit of the tourist life.

When managers visit from afar, squeezing in a little bit of sightseeing is a must! Some of the team visited St. Louis for a little bit and made time to make a stop at the World Famous Gateway Arch!

One of our Account Managers in St. Louis wanted to pass off some positive energy. Several of her valued Team Members received appreciation gifts from our clients. At 4M we always remember, without our Team Members, there is no us! Thanks for everything you do!



Those smiles say it all! We love our Team Members!

## PEORIA

Managers across 4M Peoria far and wide hosted Holiday potlucks. Tasty meals and gift card drawings were part of the celebration and everyone got to spend some quality time getting to know everyone a little better. Happy Holidays, indeed!



Yummy food and a good time was shared by all. Special congratulations to Juanita for winning the gift card drawing!season!

## SPRINGFIELD

Springfield really knows how to do it when it comes to appreciating our Team Members. Holiday Celebrations, Celebratory dinners, Good Works Tickets, Safety Shares, they do it all! We're proud to have such great Team Members share in our Exceptional Family!



Happy Team Members are a highlight of every season!



# AROUND THE 4M WORLD CONTINUED

## KENTUCKY

It seems like each region is really outdoing themselves when it comes to celebrating our Team Members, and Kentucky was no exception.



Tresa Wilson and her team are all smiles!

## INDIANAPOLIS

No surprise here that Indianapolis held their own holiday shindigs along with the rest of 4M! CEO, Tim Murch even spent some time celebrating with the staff in the Indy office!



A wonderful Holiday Season!

## TEAM MEMBER SPOTLIGHT

### HERNAN SEGURA



Congratulations, Hernan, on your well-deserved and amazing accomplishment!

Hernan Segura has been a Team Member of 4M for 17 years. He has demonstrated an "all in to win" mentality since the day he started. Hernan would take ownership of any task thrown his way including assisting any Team Member who may be lagging behind. With the mentality of "We are a Team", Hernan would also encourage his fellow Team Members to make themselves available for extra tasks if necessary. Promoted to building Supervisor of Beacon/USDA back in November 2019, he has led his team to continue to clean to the highest standards.

Hernan also continues to clean his first client of KC Southern Railway before gearing up to manage the Beacon/USDA building.

Even with him splitting his time between the 2 buildings, he continues to achieve top marks on his Audits. Hernan's wife Elizabeth (Liz) also supports Hernan in wonderful ways such as assisting with translation or even baking sweet treats for Team Members! We are truly blessed to be able to count Hernan as one of the 4M Exceptional Family, and honored to be able to reward him in his hard work with the prestigious Team Member of the Year Award for 2020.

Thank you for being a shining example of what 4M's Culture is all about!

## DID YOU KNOW?

### REFERRAL BONUS PROGRAM

**YOU CAN MAKE \$100 FOR EVERY PERSON\* YOU REFER!**

**There's no limit to how much you can earn!**

- All applicants must be 18 years of age or older, pass background check and drug test screening
- Apply at [www.4-M.com/CAREERS](http://www.4-M.com/CAREERS)
- Applicants must put your FULL name on their application when they apply
- For each of your referrals who are hired and are in good standing\* for 60 days you will receive \$100 on your check!

\*Good standing = no more than 2 absences during first 60 days

\*Rehires are not eligible as a referral



# CUSTOMER COMPLIMENTS

*These are just a few of the compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.*

*I wanted to share with you that **Gary Gernentz** with 4M has done a great job meeting our needs this year. Gary has exceptional communication with the building office on a regular basis that I feel exceeds the industry standard. I have also witnessed a high level of customer service to our tenants. Gary shows a willingness to respond to any needs our organization has regardless of the time or day. I really appreciate the level of dedication he has shown to our building in my time there. -Nick Feit, Facilities Services – Illinois Farm Bureau*

*We Wanted to be sure to let you know that the factory has never looked better. you keep it looking this way all the time, always tour ready. Truly reflective of a world class organization. -Bill Hancock – Broadridge*

*As a member of the staff here at SLH Outpatient Rehab Services, we would like to recognize **Renee Perez** for all of her hard work. She is very efficient and always so kind to our patients and staff. Renee is a very big asset in helping us to keep our days run smoothly. -Hilary Davis, Administrative Assistant*

*Thank you to the crew from 4M who cleaned the rows of cubicles. They did a phenomenal job, especially considering the last-minute*

*nature of the request. The area was one of the dirtiest I have ever seen and this morning it is one of the cleanest! Super effort all around and much appreciated! -Michael Sibert, MSD Section Chief – Beacon*

*I have observed for months how **Teresa Castillo** cleans constantly from early morning until she leaves. I can't walk to ladies' room or breakrooms without seeing her working on something. She is always so pleasant and smiling. If everyone had such a wonderful work ethic this would be an amazing place to be! -Lori Grattan, Senior Customer Care Specialist – HSN*

*We can't say it enough. We truly enjoy having **Yasmine Cruz** in our space. She's friendly, prompt and willing to help. Just wanted to share how much we appreciate her! -Jessica Teagardin, Director of New Business – WestPoint*

***Johannah Aten** is such a respectful person and a hard worker here at our property. All I have heard from others are positive remarks about her. She cleans very well and does not cut corners. She is a great asset to your company and to our team. -Hector Flores, Corporate Security Services*

*I just wanted to take a minute to tell you how much I appreciate your teams' response in supporting us through this difficult time. You have stepped up to keep our buildings clean and disinfected. Your whole team has really been spectacular. -Alana J Pierce, Senior Manager Regional Facilities – Evergy*

*Your crews have been absolutely amazing. I can't tell you how appreciated they are and 4M in general. You guys have stepped up and have taken the bull by the horn and continue to fight through this thing as a team. Thank you so much for all of the efforts of you and your Team Members. Hopefully, the light at the end of the tunnel starts to peek out but until then, please keep up the incredible work. -Larry Hunkins, Vice President/ General Manager – Jones Lang LaSalle*

*I just wanted to let you guys know how pleased we are with cleaning at the service center. They are doing an outstanding job. I don't believe the center has ever been cleaned to the degree that it has been. We really appreciate what you do for us. - Randy Watson – KCP&L and Westar*

# SAFETY DIAMONDS

## INFECTIOUS DISEASE

Every day we are receiving updates on new outbreaks of the Coronavirus (COVID-19) and how to protect ourselves from contracting the disease. Our Safety Department regularly releases the COVID-19 Illness Prevention Action Plan updates, providing guidelines and best practices to use ourselves and in our clients' buildings.

While we may not be able to stop these viruses from spreading, we can slow down the transfer by following the guidelines described by our Safety Department and continuing to focus on disinfecting all high touch areas in our clients' buildings. We can also protect ourselves from contracting infectious diseases by following good habits of proper handwashing; use of required PPE (Personal Protective Equipment); ensuring we are using the proper chemicals and in the proper manner as directed by our supervisors. Some of our clients will have different requirements based on their own precautions so let's all make sure we know what those are and if we don't - let's ask our Supervisor.

## WHAT WILL BECOME THE NEW NORMAL?

In anticipation of the COVID-19 spread over time in the United States, federal, state and local governments have all taken measures to "flatten the curve" in hopes that we can curtail the effects of the virus. Private businesses have also taken steps to distance workers by having those that can work from home do so immediately, leaving lots of empty workspace in office buildings, schools, churches, etc.

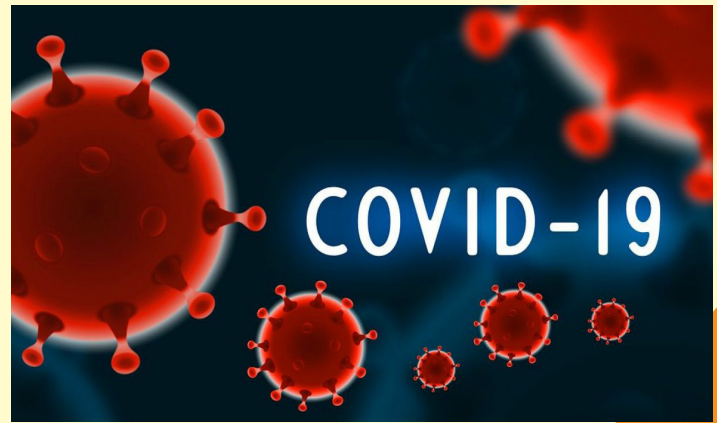
Most businesses are taking this time to deep clean and continue to disinfect their buildings. When employees and patrons return, they want the environment to be clean and disinfected and the people to feel safe.

Then what? This won't be the last virus we deal with in the United States. Throughout our history new strains of viruses occur and are spread, infecting hundreds or thousands or millions of people. We tend to react when it occurs but some reoccur every year like influenza and we don't

take steps to curtail the spread.

In the wake of COVID-19, 4M highly recommends that customers and facilities add to their BCP (Business Continuity Plan) to establish routine disinfecting of all spaces including equipment that could spread the virus through contact. This is a wise move to add standard operating procedures and protect their employees/patrons and have an ongoing plan, not a reactionary plan, to provide a safe work environment for everyone that is entering the space.

Those needing to update their BCP need to find a trusted source to guide them. Including plans for cleaning and disinfecting based on the threat level and company objectives. Not all sources of cleaning contractors are equipped to handle situations like this and businesses should be prepared.



## SAFETY CERTIFIED MANAGERS

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

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

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

### Welcome to the Exclusive SCM Club!

Maria Depina  
Maria Lima  
Maria Oliver  
Mario Herrera  
Marli Zepeda  
Marth Zuniga  
Mino Tea  
Oscar Tanhuvia  
Pedro Ramos  
Wilmer Perez  
Cassemiro Bento

Charlie Stipo  
Felix Gomes  
Jean Germain  
Jennifer Jacobs  
John Semedo  
Junior Gonzales  
Rich Lapolice  
Lisa Thomas  
Brandie Mickens  
Daren Oliver  
Ana Villa

Gabriela Mejia  
Jessica Hall  
Brandi Mahurin  
Gil J Crockran  
Kevin Fox

## WELLNESS CORNER

With the Coronavirus being on top of everyone's mind moving forward, we should also be vigilant of all viruses, colds, and bacteria.

Controlling the spread of disease by washing hands when you can and hand sanitizing when you can't is our first line of defense. One of the ways that we can also slow the spread of Coronavirus or any disease is to follow the guidelines released by the CDC.

Taking part in Social Distancing is one of the better ways to avoid catching this or any other disease.

Even past the Coronavirus, these tips can be helpful to prevent yourself from catching a cold, the flu, etc. Public places are breeding grounds for germs for infectious



diseases and limiting your exposure to these places can increase your chances of staying healthy. If you go to any of these places you could bring hand sanitizer, wash your hands, or even sanitizer wipes to wipe anything you deem necessary.

Just like washing your hands is important first line of defense to protecting yourself, there are things in your day to day life that also need to be taken care of. Your Mobile, desk phone, mouse, keyboard, desk, etc. are all things you are in physical contact with that may require being sanitized more than once a day.

### Here are 5 tips to encourage proper hand washing once everyone is back at work and help to keep us all in our best health:

- 1. Remind them.** Simple, clear signage in restrooms, break rooms and other high traffic areas can work wonders. Hang reminders to "wash your hands"
- 2. Educate them.** Proper hand washing is more involved than you think. Signage can include simple steps for a proper hand washing.
- 3. Be prepared.** Ensure you are fully stocked with quality soap, hand towels, bath tissue and hand sanitizer. Ideally, you should be utilizing all touchless dispensers.
- 4. Make sure paper towel dispensers are placed correctly.** Dispensers should be an optimum distance from the sink to the exit so people can turn off the faucet, grab the door handle with a paper towel and then dispose of the towel in the garbage can.
- 5. Make hand sanitizer available.** Although washing thoroughly with soap and water is preferred, having alcohol-based hand sanitizer available where soap and water isn't readily available, such as the entrance and placed throughout a building will help. It's important to note that hand sanitizer does not get rid of all germs and should not be thought of as a replacement for washing properly with soap and water.



# 4M TEAM MEMBER RECOGNITION

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

## SAFETY BINGO WINNERS

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

- Ada Acosta - University Mall **\$75**
- Nick Flatley - CAT **\$75**
- Victor Baucan - Florida Blue **\$75**
- Cathy Ellis - Nemours **\$300**
- Karrie Mahler - Springfield Clinic **\$300**



Safety Pays at 4M for Cathy Ellis

**TOTAL WINNINGS: \$825**

## 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!

- |                  |                     |                     |
|------------------|---------------------|---------------------|
| Clarence Moore   | Renee Dickson       | Nisha Lathrop       |
| Vincent Chrismer | Christine Jackson   | Rick Hughes         |
| Martell Barnett  | Alejandro Gutierrez | Sierra Marshall     |
| Sirilio Gonzalez | Gene Becker         | Santo Santa Ventura |
| Clarence Moore   | Liji Mendoza        | Jacob Weeks         |
| Elle Steward     | Roy Bennett         | Mackenzie Morrison  |
| Josh White       | Dovie Minella       |                     |
| Kim Knight       | Connie Hunter       |                     |

## 4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

- |   |  |  |
|---|--|--|
| Ray Figueroa<br>Assistant Account Manager   | Elizabeth Edwards<br>Account Manager       | Yesenia Cirilo<br>Lead TM                |
| Philip Fulgham<br>Field Manager             | Kenneth Robertson<br>Field Manager         | Jayce Jackson<br>Supervisor              |
| Maria Oliver<br>Account Manager             | Amber Patterson-Hullom<br>Account Manager  | Dagmishaely Ortiz<br>Day Porter / Matron |
| Nicholas Blackburn<br>Field Manager         | Carlos Sequeira<br>Account Manager         | Kimberly Cantu<br>Supervisor             |
| Maria Oliver<br>Account Manager             | Kara Shabler<br>Assistant Manager          | Dolores Cumpian<br>Supervisor            |
| Charles Hendricks<br>Account Manager        | Nikolas Maksimovic<br>Regional Coordinator | Benjamin Dominguez<br>Floor Tech         |
| Veronica Juarez<br>Administrative Assistant | Valerie Reyes<br>Lead TM                   |  |
|   | Nelson Irizarry<br>Day Porter / Matron     |  |

## 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**
- Craig DeJean
  - Gustavo Veliz
  - Cesar Osorio
  - Chrystal Montgomery
  - Alicia Rodriguez
  - Roberta Cruz

- Hernandez
- Maria Zenteno Ortiz
- Martha Bonilla
- Maria Chocnon
- Tanika Sledge
- Ibrakhim Azizov
- Elmira Azizova
- Marlen Dominguez
- Ernestina Valdes Diaz
- Gustavo Garcia
- Luis Diaz
- Alberto Lopez Mejia
- Rhoda Knight
- Gloria Estrada
- Sonia Marin
- Jose Verastigue

- Dulce Rodriguez
  - Mary Guevara
- \$200**
- Dagmishaely Ortiz
  - Esperanza Galindo
- \$1,100**
- Dagmishaely Ortiz
  - Esperanza Galindo

**TOTAL RECRUITMENT BONUSSES: \$3,800**

## 4M ANNIVERSARIES

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

### 30 years

Henry Jones

### 15 years

Miguel Marchell  
La Vera Hobbs

### 10 years

Mirna Villatoro  
Gabriel Peraza  
Maria Bedford  
Mercedes Cuello  
Dimayra Luigui

Laura Alvear  
Adrian Jones  
Vanessa Jones  
Idelmira Pina

### 5 years

Brenda Velez  
Jose Gomez  
Teresa Castillo  
Rosalinda Muzquiz  
Glenn Smith  
Steven Harris  
Miriam Collazo

Margarita Cuello De Martinez  
Maria Robledo  
Martin Robledo  
Joanne Screen  
Judith Botz  
David Brege  
Gladys Cruz  
Rosa Rivera  
Lekeyia Middlebrook  
Brady Melton  
Brenda Velez



Congrats on this milestone, Brady!



The Team showed Brenda Velez some love for her 5 year anniversary!



WOW! Congrats on 30 years to Henry!



We love celebrating anniversaries!

## NEW MANAGEMENT TEAM MEMBERS

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

- |   |                                     |  |
|---|-------------------------------------|--|
| Arif Siddiqui<br>Help Desk Technician         | Carlos Sequeira<br>Account Manager  | Higor Sampaio<br>Account Supervisor    |
| Anne Skinner<br>Business Development Director | Matthew Bruner<br>District Manager  | Giovanny Diaz<br>Field Manager         |
| Brandi Mahurin<br>Account Manager             | Brandie Mickens<br>Account Manager  | Elizabeth Gugliano<br>District Manager |
| Lisa Thomas<br>Account Manager                | Tracey Kirkland<br>Account Manager  | Laura Knauss<br>Regional Manager       |
|   | Aloha Cornell<br>Payroll Specialist |  |

# CORONAVIRUS & OUR FUTURE: 4M CLIENTS ARE ALL-IN TOO

We want to keep our 4M family safe and continue to do our part to stop the spread. 4M is continuing to keep up with the latest information on COVID-19 and determine what the next steps are, especially as it concerns our clients' facilities. As we hear about "social distancing" to flatten the curve, businesses have rushed to vacate buildings and allow their employees to work from home. For some businesses, they may view this as a short term benefit because some of the day-to-day services can be cancelled and some expenses averted during this pandemic.

As with all decisions, there are multiple outcomes to consider, and this one is no different. When routine services are discontinued (like janitorial) the people that perform these services still have needs, many of which require a steady income to sustain. In order to survive these people may look elsewhere for employment so when the time comes for buildings to repopulate, new people must be hired and trained to perform the services. That ramp up back to normalcy can take some time.

Fortunately for many of us at 4M, most of our clients are "all-in" during this time. They are committed to our Team Members, just as we are, and they continue to compensate us for our services so we can, in-turn, provide our Team Members with a form of income. Many are requesting proactive disinfection during this time to help mitigate the spread of the virus, and our Team Members take great pride in providing these services because the buildings they work in are **their** buildings.

We want to thank every one of our clients that are keeping our Team Members whole during these trying times.

Your culture is like ours, and we are "all-in" as we combat this pandemic together.



*WE WILL GET THROUGH THIS TOGETHER.*

world-class, innovative Building Solutions to world-class partners  
and excitement by Team Members who share in the success of 4M.



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