

MMMM Pathways

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Communicating the MMMM Vision, Mission, Goals, and Values

by Tim M. Murch CBSE, President & CEO

One thing that I love to do as President and CEO of MMMM is to communicate our Vision, Mission, Goals, and Values to our Team Members and make sure every single MMMM Team Member understands their role in achieving our Vision, Mission, Six Team Goals and living our corporate Values every day. Visiting with as many of our Team Members that make our great company possible is a huge part of this endeavor. I have been traveling to our Regions and Customer Accounts. It is very gratifying to me to make sure every Team Member understands how important they are and critical to our customer success along with achieving our Vision, Mission, Goals, and Values as well as listening to all of our Team Members.

I have also invited customers to attend these vision messaging meetings with our Team Members and those that have attended have shared with me that they hold MMMM in an even higher regard when personally experiencing that we all truly walk the talk and actually do everything we say we do and then some. So for that, I want to thank every Team Member for exceeding our customer's expectations in everything we do every day. It warms my heart to see all of our Team Members smiling, working safely, and making MMMM the absolute best place to work!

I have also been meeting with our customers, listening and understanding their needs and what is most important to them and what they value most about MMMM. The feedback I have gotten from customers on why they continue to do business with us and what they value about MMMM was phenomenal. They all couldn't say enough about our proactive management and systems, our immediate and urgent responsiveness whenever they have a need or request, the professionalism and caliber of our management, the unwavering consistency and quality provided every day by our service Team Members all with a can do positive and polite attitude. Our customers also recognize and value our leading edge innovative solutions, technology, systems, and programs with our unique industry leading MMMM Path Programs. I have always said "you can't value what you don't know" and we have done an excellent job in communicating the many unique differentiators that they value and appreciate that only MMMM provides. For this I am truly proud!

Our Team Goal #5 is to attract, develop, and retain world class Team Members. When I visit our accounts I know that we have done this. The amount of positive energy from all of our Team Members is incredible and I want to thank everyone for their continued 360° teamwork!

When discussing Team Goal #6, Safety Excellence, I am also very proud of our safety records and the industry awards that as a team we have earned! Safety is such a huge part of our culture, but our Team Members well-being is most important to me. I want every Team Member to focus on and support each other so they go home every day in the same or better condition than when they came to work. Do whatever you can do to continue to promote safety, a healthy lifestyle, and a positive work environment!

It has and continues to be a pleasure to be able to visit with all our great Team Members and Customers and to view the positive work environments at our accounts. Never forget our values: Customer Intimacy, Integrity, 360° Teamwork, and Innovation. Together with our Team Goals and Values we are all aligned and able to meet our vision "To be the Absolute Best Facilities Services Partner"!



Tim Murch, President and CEO, with Team Members at FIS and HSN

MMMM's Vision

"To be the Absolute Best Facilities Services Partner"

MMMM's Mission Statement

"To provide world class, innovative facilities support services to world class partners with energy, enthusiasm and excitement while exceeding expectations for safety, quality, value and integrity."

Health and Wellness at MMMM



Bill Crouch VP Compliance & Training and
DeVaughn Waldrup Regional Sales Executive

The Health and Wellness of every Team Member is a priority for MMMM. Staying fit and active with a healthy lifestyle and choices helps to maintain weight and improve our physical and mental health! Getting out and being active every day is very important for your health, as is eating right and drinking plenty of water. **DeVaughn Waldrup**, Regional Sales Executive, has done just that and has lost 62 pounds! Along with **Bill Crouch**, Vice President of Compliance and Training, they recently completed the Kentucky Derby Half Marathon! Congratulations to all Team Members who have chosen the Wellness Path. You will find that your life and your family are all worth your choice to excel on the Wellness Path. We encourage everyone to support and challenge each other to live a healthy lifestyle and make the healthiest choices as possible!

For any questions on the MMMM Wellness Path or to share your personal Wellness Path success story, contact Human Resources at 314-535-2100



leaders in developing world-class Team Members

Bonuses, Incentives, and Scholarships at MMMM

MMMM offers numerous incentives for all our Team Members. We strive to provide our Team Members with a great working environment as well the motivation and encouragement to be the absolute best facilities services partner. MMMM believes that providing incentives for our deserving Team Members is a positive addition to their work life and hopefully their personal life. We hope that you have been able to earn one or more of our great incentives!!!

MMMM Team Member Incentives

Service Worker of the Month \$25.00 ♦ Supervisor of the Quarter \$50.00 ♦ Custodian of the Year Award \$200.00 - Entry of BSCAI \$1,000.00 (plus a trip to Annual Convention) ♦ Recruiting Bonus \$100.00 per team member ♦ Management Recruiting Bonus \$1000.00 per management Team Member "Good Works" Program ♦ Mitch Murch 110% Award ♦ AM/PM of the Year Award ♦ Personal Acknowledgment of Compliments Universal Life Insurance Plan and additional benefits ♦ Company provided uniforms ♦ Full Time Team Member Paid Vacation and 6 paid holidays ♦ Education Scholarships \$1,000.00 per year ♦ MMMM Apparel ♦ Safety Bingo cash prizes up to \$8,000.00 per year Team Member Safety Share of the month \$25.00 ♦ Account Safety Share of the month \$50.00 Diamond Award for Safety Audit Performance Safe Drivers Awards \$100.00 to \$300.00 per year ♦ Safety Committee Member ♦ MMMM Safety Shirts

Recruitment Bonus Program - Would you like to receive \$1000.00?

MMMM has a program that can benefit you as well as the Company. This program asks you to be our resource for qualified, responsible management Team Members for MMMM. We will pay all current MMMM Team Members a \$1000.00 referral fee for each management person you refer to us who is hired as salaried management and remains employed with MMMM for 6 months. Wouldn't it be great to have that extra money! Join Team Members like **Glen Caul**, **Steve Crain**, **Valerie Pearson**, **Marc Dimarzo**, **Ella Halilovic**, **Dan Cline**, and **Dave Meager** who have all received this \$1000.00 bonus in the last year. Both you and the new management Team Member must be in good standing and employed for the entire term with the Company for the bonus to be paid. Absences and work performance will be reviewed before any payments are made.

Betty Lucille Cromer \$1,000.00 Scholarship Award

We are very proud to offer this annual scholarship to the most deserving MMMM Team Member or their child.

To be eligible, the MMMM Team Member must currently be employed by MMMM in any capacity and worked for no less than 12 consecutive months prior to applying for the scholarship.

How to Apply: you can submit form #HRFM 114 by email (kvillasenor@4-m.com) or you can fax it to 314-535-2934 or mail it to 2827 Clark Ave, St. Louis, MO 63103.

Chance to win a \$1,000 Scholarship! 2010 winner-Fernando Cardona, Project Manager, Sun States Division

(Disbursements made in two (2) \$500.00 increments for each Fall and Spring semesters.)

The deadline for the winner of this year's scholarship must be submitted by July 29th, 2011

MMMM Team Member Incentives are earned, they are not an entitlement. For more information on each incentive please ask your supervisor.

What makes MMMM Unique?



"There are a lot of policies, procedures, certifications, and innovations in place that give MMMM an edge over the competition, but the true differentiator is the Team Members that work here. We can have all the policies and procedures in place that we want, but if we don't have the quality Team Members utilizing them to provide value to our clients every day, they mean nothing. Our Team Members truly are the backbone of our company."

Mark Schlake, Division Analyst, Gateway Division

MMMM Anniversaries

20+ years!

Tim Moore (30)
Steve Gray (28)
Freddie Brown (27)
Jessie Davis (25)
Lynn Miller (21)
Hazel Fields (21)

18 years!

Tyrone Johnson
Darryl Cross

17 years!

Ronald Higgins
Brian Awalt

16 years!

Angela Johnson

15 years!

Angie Perkins

14 years!

Leslie Johnson
Cory Murphy
Earnestine Scott
Duane Garry
Gary Morris
Willie German
Catherine Lott
Otis White Jr
Tom Steffen
Anthony Williams
Effie Greer
Kerry Key

12 years!

Sheila Davison
Jon Goodson

11 years!

Larry Turner
Erma Jones
Alvin Dyson

10 years!

Kenneth Gully
Jacob Deleon
Lymas Compton Jr

9 years!

Frederick Cross
Patricia Herbert
Orlando Sanchez

8 years!

Steven Griffin
Leticia Munoz
Claudia Renteria
Curtis Jones
Maria Carter

7 years!

Joseph Calicutt
Darcy Landers Jr
Elia Portillo
Pedro Perez
Peggy Chestney
Lloyd Wright
Chris Scarber

6 years!

John Burke
Zehra Sejinovic
Frank Pilgrim
Gary Kelsey
Samuel Aiken
Richard Moore
Darwin Brown
James Boyd Jr
Curley Way
Janie Jones
Curtis Matthews
Eddie Hunter
Dorothy Hunter
Marshall Stittiams
Valerie Burtis
Thomas Jeffries
Edna Coady
Sally Lardge
Minir Bela
Sonya Reid
Londell Houston
Todd Wilkins
Laura Edler
John Starks
Glenn Ware
George Mallory
Delphine Williams

5 years!

Madison Hogue
Kimberly Watson
Deneshia Johnson
Lisa Bui
Lazera Jackson
Layton Hartley
James Clay
Eddie Bolton
Yaneth Reichman
Willie Curtis
Dylan Goodson
Ena Michael
Dorothy Hall
Bruce Brooks
Leon Brown
Thomas Maclin
Carol Petty
Isabel Romero
Ereachie Phillips
Connie Williams
John Drony
Andromakee Butler
Kesha Gibbs
Agustin Robledo
Gail Beck
Gregory Steed

CLEANpath

engineered workflow for efficiency and value

SafePath

reducing risk and minimizing liability

HIREpath

leaders in developing world-class Team Members

QUALITYpath

performance excellence and quantified metrics

GREENpath

environmentally sustainable programs

Daypath

sustainable solutions toDAY

Good Works

\$\$ Winners \$\$

MMMM 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!**

This amount may vary by region.

April, May, and June Winners

Cheryl Williams

Ronald Wilde

Deborah Brown

Carol Petty

Ariel Wilde

Leonard Hampton

Lenora Leonard

Yasmin Fowler

Rodney Johnson

Anna Ricks

Charles Ogo

Frank Pilgrim

Behija Dedic

Dzevad Arapovic

Ruby Riley

Ta Paw

Cedric Faust

Mildred Quinney

Arestu Bati

Griffin Carter

Bahador Imanian

Donna Wiggins

Laul Laul

Ngoeun Sum

Jose Cheeseborough

Beverly Stevens

Patrick Bolte

Jasoda Dhimai

Ricky Murray

Carrie McLaughlin

Shonna Sanders

Zufa Seferi

Tracy Taylor

Dennis Norelia

Luke Qleon

Jimmy Cushion

Aaron Dennis

Miriam Morales

Carlos Hera

Miriam Morales

Mike Bailey

Halida Hasanovic

Iris Ruiz

Gloria Camacho

Rosa Morales

Daisy Ortega

Jason Maldonado

Mercedes Cuello

Wilfredo Dominguez

Tonya Wieger

Victor Navarrete

Ricardo Silverio

Marilyn Muniz

Gloria Mejia

Dionisio Bove

Willys Petit Frere

Pablo Mulet

Mary Moises

Victor Arias

Dunia Perez

Maria Cardenas

Nelcy Jimenez

Francisco Fabre

Marisol Cortez

Maria Medina

Rangel Robert

Cruz Rivera Santos

Dunia Perez

Randy Williams

Jorge Hernandez

Guillermo Barrera

Jon-Thomas Smith

Stan Walden

Jonathon McClure

Sasha Purifoy

Wendy Herrington

Anibal Funez

Guadalupe Robles

Hermelinda Barillas

Irene Santacruz

Ada Guerra

\$\$\$ SAFETY PAYS AT MMMM! \$\$\$

Safety Share Winners
receive a **\$25.00 Walmart
Gift Card** and the account
wins a **\$50.00 Voucher!**

March, April, and May Winners

Kenny Voyles, Jr
Darren Harris
Eric Vost
Lamont Stanley
Phyllis Simmons
Elvira Rodriguez
Shane Rosser
Chelisa Smith
Reche Williams
Bill Doan
Hubie Downey
Stephanie Clodfelter
Charles Shaw
Tia Davis
Ana Ramos
Gale Quinton
Todd Jackson
Naydu Morales
Reginald Smith
Shawn Depew
Terry Gray
Kennel Barksdale
Mike Pieper
Beth Murry
Pamela Diane
Selma Oliveira
Rosalia Gonzalez

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

April, May, and June Winners

April Ball
Lavonia Masterson
Jeff Wells
Sharlotta McKinney
Darko Piperac
Sadur Iznuvov
Pamela Tipton
Matt Clark
Anthony Marshal
Frank Smith
Edwin Battle
Angela Ross
Clifford McQuillen
Peggy Carroll
Yolanda Boone
Yadil Perez
Adoria Rivers

**Congratulations to all
of the winners!**

There is Nothing More Gratifying than a Satisfied MMMM Customer!

MMMM's objective is to make the best effort to insure complete satisfaction at all times. The following are just a few of the many compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.

Wells Fargo

Susan Wallace, Wells Fargo stated "Our day matron, **Helen Graham**, is a consummate professional and does a great job keeping up with a very challenging work environment. She has patience, always a smile, and a kind word. She is greatly appreciated and should be recognized as a star!"

HSN

Ann Daukas, HSN stated "It is a pleasure to work with **Alfred Perez** and **Tonya Wieger**. They are professional, kind, caring, and diligent in their work. Whenever I have a request, they correct it in a timely manner and always with a smile. They are both excellent employees and their work ethic shows through."

CSX

James Thomas, CSX stated "I have noticed an improvement in the men's bathroom since **Malcolm Ricks** started working here. I just wanted to thank him for a good job."

Northrop Grumman

Edgar Brown and Dave Welch, Northrop Grumman stated "**John DeFalco** and his cleaning crew that are on nights do a great job at keeping our office clean. The trash is always emptied, floors swept, floor mats clean, and floor mopped on a regular basis. With the amount of traffic running in and out between day and night shift, they do a great job. Keep up the good work."

IAA

Ivan Dunlap, Growmark stated "**Elaine Alexander** is one of the most efficient and dedicated MMMM workers we've ever had the pleasure to work with. Elaine is always cheerful and goes out of her way to help."

IAA

Phil Patton, Growmark stated "I would like to thank **John Richardson** for the great job he did in removing the water stain from a cubicle, the stain was a couple of months old and completely across both sides, my attempts to clean it didn't work. After John cleaned the panel it looked like new and I was able to use it on a new furniture build, saving having to buy a new panel."

Valero

Sue Ouimette, Valero stated "Thank you to the MMMM team for a great job on the floor! It looks great!!! I appreciate them taking the extra time and effort, well done."

Blue Cross and Blue Shield

Martha Harper, BCBS stated "Your team, supervised by **David Juitt** supporting the Legal Affairs Department, has been extremely helpful in our process of doing a major clean out of files, binders, and other material. Please let them know that we are extremely grateful."

Pierre Laclede Center

Chris Gatermann, PLC stated "**Deborah Brown** does a very nice job on the bathrooms. They are always very clean and fresh smelling."

Covance

Jessica Falls, Covance-Greenfield stated "**Kimberly Stevenson** and her team are a wonderful group of employees. They have gone above and beyond to accommodate anything we ask for. Thanks for all the hard work that you guys do."

Springfield Clinic

Joseph Feagans, Springfield Clinic stated "Wanted to tell you what a great job **Brian Whitman, Dennis Aherin**, and the crew continue to do. The floors are at their best, the facility looks fantastic, stairwells are shining, in my opinion conditions have never looked so good."

Outstanding MMMM Team Members

MMMM Management nominates Team Members who have performed above and beyond for clients and who exemplify our commitment to "Team World Class Quality Service". Thanks to everyone for their hard work and dedication!



Marc Dimarzo is the an Area Manager in the North Florida Region. Marc has been with MMMM since 2006. Marc provides great customer service and attention for detail! He is always there to help, is well respected by his Team Members, and always has a pleasant smile on his face. Marc is a single dad raising 3 amazing girls: Malissa, Gina, and Mia. Marc was born and raised on Long Island, New York and attended the University of South Florida.

Marc received a \$50.00 voucher and a certificate!

Congratulations Marc!



Shane Rosser is a Team Member at Logan Aluminum. Shane has been with MMMM since 2007 and has done so well he was promoted within one year! He is a great leader and demonstrates good judgment. He plays a big part in Safety and Quality at MMMM and is a strong leader!

Shane received a \$25.00 Walmart Gift Card and a certificate!

Congratulations Shane!



James Price is the Project Manager at Magellan. James has done an excellent job in a very demanding environment at Magellan. James always has all of his paperwork done on time, is a Diamond safety award winner, and contributes some very good safety shares each month. James and his team are always willing to go the extra mile to make sure MMMM is the very best services partner!

James received a \$50.00 voucher and a certificate!

Congratulations James!



Barbara Torres is a Team Member at LRL. Barbara is an exemplary Team Member. She has a great attitude and keeps her areas in pristine condition at all times, which has been noticed by the customer's management as the cleanest area they had walked through! She is always willing to help out in cases of absenteeism or vacation.

Barbara received a \$25.00 Walmart Gift Card and a certificate!

Congratulations Barbara!



Kennel Barksdale is the Project Manager at Sigma Aldrich and has been with MMMM since 2001. Kennel has great communication skills and he handles situations effectively and efficiently. Kennel enjoys darts, watching football and basketball while traveling and taking care of his disabled cousin. He has developed a great team and MMMM is blessed to have him on our team!

Kennel received a \$50.00 voucher and a certificate!

Congratulations Kennel!



Donnie Dutton is a Team Member at ATK and has maintained Team Member morale with his great attitude along with his Team Members! He sells MMMM wherever he can, while always promoting safety and has earned his team 100% on their last 2 safety audits! Donald has shown that he can step up to any role and has proven himself to be a vital part of the success at MMMM!

Donnie received a \$25.00 Walmart Gift Card and a certificate!

Congratulations Donnie!

MMMM's getting great ink!

If you haven't noticed lately, MMMM has been getting a lot of articles published in different ways, from trade magazines to newsletter articles. We are all over the press. This is excellent exposure for us and continues to recognize us as an industry leader as the absolute best! Such articles have been printed in Cleaning and Maintenance Magazine, Field Technologies Magazine, IFMA Publications, and more! For any of the articles that you may have missed, go to our website (www.4-m.com) and click on the "In The News" section and enjoy them there!

HHPC Day Cleaning Certification

Dan Cline, Division Vice President and **Bill Crouch**, Vice President of Compliance and Training recently attended the Diversey Healthy High Performance Day Cleaning seminar. MMMM is only one of fifteen companies worldwide invited to take part in this certification process. This is an exciting certification for MMMM and continues to demonstrate our commitment to being the absolute best facilities services partner!



Bill Crouch, VP of Compliance and Training and Dan Cline, Division VP

\$50.00 to \$1,000.00 —Team Member Recruitments — \$50.00 to \$1,000.00

“World Class MMMM Team Members recruiting World Class New MMMM Team Members”

The following have been paid for recruiting MMMM Team Members. Ask how you can get paid a bonus for your referrals!

This quarter's recruiting bonuses: **\$4,800.00!!!**

\$200.00

Christopher Blaylock

\$200.00

Stephanie Guerrero

\$200.00

Raymon Zayas

\$200.00

Dezrae Gerton

\$200.00

Magdalena Torres

\$100.00 Bonuses

Cory Murphy
Hilda Alexander
Cody Johnson
Toccara Burns
Brenda Winters
Barbara Allman
Thomas Wyatt
Curtis Matthews
Autry Coleman
Levie Jenes

Martha Bethany
Victor Lucas
Eddie Bolton
Shirley Daniels
Santos Rivera
Abelardo Lomana
David Perez
Shaquesta Butler
Fidel Remon

Manuel Perez
Wilfredo Dominguez
Michael Walker
Luis Alvarez
Alma Rodriguez
Jayson Maldonado
Didier Gonzalez
Nidal Moumani
Scharlotta McKinney

Donald Lang
Lenora Feeney
Roberto Zavala
Maria Perez
Amy Runion
Donnie Walton
Ann McGraw
Lorry Gilliam
Chanel Loving
Montrell Coleman

MMMM New Management Team Members

At MMMM, we believe in hiring World Class Team Members. Please welcome them!

Randy McLean, Project Manager-Omega Division, **Greg Russell**, Regional Manager-Omega Division,
Wanda Sue Perry, Glassware Prep Manager-Omega Division, **Lisa Raymond**, Controller-Corporate,
Javier Rumbo, Project Manager-Sun States Division, **Christy Robins**, Asst Project Manager-Omega Division

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