



Highlights In This Issue

MMMM Recertifies with Honors	Pg 1	Customer Compliments	Pg 4
Enhancing the Sales Department	Pg 2	Outstanding Team Members	Pg 5
Westport Plaza Job Start	Pg 3	New Team Members	Pg 6

MMMM RECERTIFIES CIMS & CIMS-GB WITH HONORS

Once again we were awarded the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB)! This is a huge accomplishment as it means that we have undergone a comprehensive assessment by an independent, accredited CIMS and CIMS-GB assessor and have successfully demonstrated a commitment to the delivery of environmentally preferable services that are designed to meet and exceed customer needs and expectations. CIMS is the first comprehensive management, operations, and performance systems standard targeting the essential elements of a well-run, client-centered cleaning organization. It aims to advance the professionalism and enhance the reputation of the industry.



Administered by ISSA (International Sanitary Supply Association, a Worldwide Cleaning Industry Association), CIMS and CIMS-GB were developed through a true consensus process involving input from technical committees representing all sections of the industry. Any company can claim to be high-quality, client focused and capable of delivering a comprehensive green cleaning program, but CIMS and CIMS-GB certifications offer independent third-party validation of such claims. As the shift from cleaning for appearance to cleaning for health accelerates, CIMS and CIMS-GB allow organizations to prove the key role they play in protecting public health. CIMS applies to an organization's management, operations and performance systems. The five core sections of the standard are: quality systems; service delivery; human resources; health, safety and environmental stewardship and management commitment. CIMS-GB is an optional sixth dimension that focuses on the delivery of environmentally preferable cleaning services.



Certification with Honors is the highest designation available to those who comply with CIMS and CIMS-GB, indicating that an organization meets 100 percent of the mandatory management requirements and at least 85 percent per section of the recommended elements. Tim Murch, CBSE, President and CEO of MMMM said, "This reinforces our commitment to our customers and prospects that we continue to be on the leading edge of our industry, as we are one of the few contractors in the world with both of these certifications with Honors!"

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."

MMMM Anniversaries

20+ years!

Mabel Collins
(33)
Tim Murch
(31)
D Creer
(27)

Thelma Lampley-Murrell
(25)

Charles Jones
(25)

Theresa Davis
(23)

Jewel Willis
(22)

Henry Jones
(22)

19 years!

Shun Berry
Tim Grebe
Chalanda Davis

16 years!

Shirley Jordan
Nina Ricks

15 years!

Roynald Tucker
Betty Rounds

14 years!

Kelvin Singleton

11 years!

Edward Berry
Leroy Preston
Barry Santens
Jess Dove Sr
Terrence Polk
Francisco Fabre
Ana Fabre
Roosevelt Holloway
Annie Campbell

10 years!

Eddie Marshall

9 years!

Herman Segura
Willie Lathan

8 years!

Thomas Raygoza
Lloyd Barnes
Clarence Barnett
Juliene Jacquet

7 years!

Darlene Williams
George Thompson
Larry Ivy
William Moses
Pedro Rodriguez
Christie Bridges
Alfonso Hernandez
Larry Euell
Eva Maksimovic

6 years!

Demetrious Taylor
Jabari Madison
Davey Hentz
Carrie Purdy
Elliot Bujosa
Kelvin Hulsey
John McCondichie
Ben Fowler
Rosa Quiroga

5 years!

Derique Washington
William Pullum
Gary Bowling
Jacob Blackman
Adoria Rivers
Cynthia Cox
Natalie Nichols
Cindy Murray
Cheryl Burkitt
Brandon Mead
Sammie Gray
Lillie Greer
Marlen Vergara
Jose Munoz
Maurice Mcfarland
Guadalupe Cuanas
Leticia Duron
Sandra Colombo
Christopher De Vera
Sharon Collins
Zorayda Correa
Michael Quinn
Milton Lopez
Baron Harrell
Francisco Fabre
Ana Fabre
Roosevelt Holloway
Annie Campbell

Enhancing the Sales and Marketing Department

We are very excited to announce the promotion of **Bill Crouch, CBSE** (former Vice President of Compliance and Training) to Executive Vice President of Sales and Marketing! Bill has been working very closely with our Sales Executives and Marketing Team since the announcement of his promotion and we are eager to see the results that he will be generating for the remainder of 2011 and on. Bill has led our Operational Support Team to great heights with hard work and an undefined amount of knowledge and we are sure that he is going to do the same with our Sales and Marketing Teams. When asked how he felt about his new promotion Bill had this to say, *"I want to thank Tim Murch, Steve Crain, and the rest of the Executive Leadership Team for their show of confidence in me. The current economic climate and challenges our customers continue to face have brought out many changes in our industry. I am extremely excited to be leading such a dynamic and enthusiastic Team of sales professionals. Through innovative ideas and 360° teamwork we intend to grow the MMMM partner family while providing the exceptional quality and customer-centric thinking that has made MMMM a success over the first 33 years".* Congratulations to Bill and his Teams! We look forward to seeing the awesome opportunities and partnerships that arise from this promotion!



MMMM Celebrates 33 Years

It is with great pride that I thank each and every MMMM Team Member for your special part in contributing to the incredible success we have enjoyed over our first 33 years in business.

When my father started the company on October 1st, 1978, I couldn't have had a better mentor or business partner to establish the foundation, culture, work ethic and values to build MMMM to the great, unique company we all have been fortunate to be a part of to date.

MMMM is truly unique in many ways. Pierre Laclede Center, a 575,000 sq ft high rise complex, was MMMM's first account in 1978. In spite of numerous changes in ownership, management companies, and property managers we are still cleaning it today. There is a reason for this which is tied directly to our vision, mission, goals and values that every MMMM Team Member carries and lives every day.

With our unique vision "to be the absolute best facilities services partner in our industry", we all diligently walk the talk with our commitment for continuous constant improvement in everything we do to move toward the achievement of our vision everyday.

Our progressive, innovative commitment to be "world class" in everything we do has lead to the creation and perfection of our unique proprietary Path™ Programs: CleanPath™, QualityPath™, HirePath™, SafePath™, GreenPath™ and DayPath™, all which lead us to be the absolute best facility services partner.

Our culture in everything we do is unique. From our 360° Teamwork of doing whatever it takes, whenever it is needed to get the job done, is unequalled.

Our sense of family is unique. Yes, we are a large company with 3,000 Team Members throughout thirteen states but WE are all MMMM family....every one of us!

Our passion for our industry is unique. Never have I seen Team Members in any company or industry as passionate about what they do and as proud as they are of the numerous differentiating factors that separate them from everyone else. Our customers all greatly appreciate and benefit from our Team Members passion.

Our industry-leading safety record and program is unique. To be recognized as one of the safest companies in the world in our industry is uniquely world class!

I, along with our Executive Leadership Team, are all truly blessed and thankful for everything you do for MMMM and our customers every day. Everyone should be very proud of your role in being part of our first 33 years and I look forward to your contributions to the exciting, extremely successful future that we continue to create to achieve our vision.

Lastly, I want to thank my father Mitchell M. Murch Sr., one of the pioneers and leaders in our industry, along with our valued customers Jamie Koritz and Michelle LeBeau with CBRE who manage the Pierre Laclede Center. We are all extremely appreciative of your loyalty and partnership with MMMM.

-Tim Murch, President and CEO

What makes MMMM Unique?

"It starts with the care and compassion that has been carried over through the years. When I was in Las Vegas for the awards ceremony Tim Murch was speaking of a Team Member who had passed away and was no longer with us. I saw in his face true care, and heard in his voice the sadness he felt within. I already knew I was a part of a great family team, but when I witnessed the CEO (Tim Murch) showing such care for another Team Member I thanked God for allowing me to have the honor to be apart of such a great company. I have managed many businesses in my life, but never any with such care for their Team Members. MMMM cares from the very minute a new Team Member begins. I believe with all that MMMM stands for and represents that it is truly the most unique company a person could ever ask to work for."



-Candise Murray, Project Manager, Gateway Division

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.

- | | |
|--------------------|--------------------|
| Stephanie Newton | Jose Martinez |
| Kadijatu Koroma | Willys Petit Frere |
| Rachael Netznik | Beisy Garcia |
| Dorothy Robinson | Dulce Ruiz |
| Tyler Hatton | Belinda Marrero |
| Rhonda Sharp | Kimberly Watson |
| Brenda Winters | Elvira Sanchez |
| April Berry | Juan Torres |
| April Gillespie | Marcia Tibbs |
| Leon Collins | Valerie Burtis |
| Brittany Williams | Rosie Singleton |
| Khamdi Radznabov | Cedric Donahue |
| Midnat Alijagic | Shavonna Jones |
| Charles Murry | Stan Walden |
| Calvin Jenkins | Tyrone Beckton |
| Aaron Denmark | Terry Wyatt |
| Sabiha Ganevic | Jon Thomas-Smith |
| Miriam Collazo | Tyrone Beckton |
| Alberto Hera | Cedric Donahue |
| Caridad Moya | Gina Perez |
| Manuel Perez | Yolanda Jones |
| Astrid Guerrero | Patrick Bolte |
| Anthony Marshall | Arnela Silahic |
| Rose Gonzalez | Arsim Halili |
| Yacelis Bello | Sabiha Ganevic |
| Cleveland Lee | Nigel Stewart |
| Carmen Hernandez | Ibrahim Ganevic |
| Maria Garden | Cedric Farr |
| Carlos Britto | Ruby Sanders |
| Divinia de la Cruz | Victor Lucas |
| Carmen Villafuerte | Sharon Collins |
| Oscar de Jesus | Hilliard Brown |
| Xavier Mercedes | Mattie Baker |
| Raymond Ortiz | Rasida Brkic |
| Juan Cubero | Lydia Battiste |
| Aarons Dennis | Kenny Loveless |
| Victor Navarrette | Emma Jordan |
| Estella Melendez | |

Westport Plaza Job Start with Two Days Notice

In August MMMM began servicing Westport Plaza in St. Louis, Missouri. This project consists of five office buildings and an indoor mall, totaling over 500,000 square feet. After MMMM was awarded the contract, MMMM faced a tremendous challenge because the incumbent contractor pulled out of the account with two days notice. Therefore, MMMM had to rise to the occasion to ensure that Westport Plaza would receive the consistent quality service they expected and deserved from MMMM. **Glenn Flavin**, Operations Manager at Westport Plaza had this to say, "I cannot say enough about MMMM's quick response to our urgent situation and needs. MMMM responded quickly and did everything in their power to ensure the transition was smooth which resulted in minimal complaints from our tenants. The size and complexity of this asset is a challenge even when you have 30 days to start up, but MMMM did it in less than a week. Their ability to put "all hands on deck" made our jobs much easier in a very tough and less than desirable situation. The procedures they have put in place and team first attitude was everything that was advertised. I have to say that I was astonished how well the transition went". Living up to one of MMMM's core values, 360° Teamwork, over 15 managers volunteered to assist with the transition, including 6 from out of state! This level of commitment to our client partners and to delivering world-class service is what sets MMMM apart from all other contractors.

MMMM Voluntarily Cleans Up Roosevelt High School

Before the school year started at Roosevelt High, **Tim Grebe** and his MMMM team donated a lot of their time and helped a group of students perform a pre clean of the school. Each MMMM Team Member was given a group of students to work with cleaning everything from the floors to the ceiling. It was quite the task, but working together, they were able to make the school a cleaner place for the students in the upcoming school year. The faculty and staff were very appreciative. Tim Grebe is an Area Manager overseeing Special Services. Tim and his Team go to great lengths to always get the job done and his quality of work is one that is unequalled in this business! Great Job Tim!



MMMM Team Members, **Mark Schlake, Jesse Davis, Larry Moody, and Roynald Tucker** with Roosevelt High School students

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

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

June/July/Aug Winners

Thelma Lampley-Murrell
Gary King
Rosemary Henard
Lamont Stanley
Alma Molina
Evelia Perez
Shane Rosser
Silvia Agurs
Victor Arias Zapata
Jeannie Vogelsang
Peggy Chestney
Mehn Tun
Sharlotta McKinney
Judy Coursey
Marc DiMarzo
David Bonilla
Meagan Goodwin
Gay Burns
John Poppenga
Phyllis Simmons
Ivon Celedon
Deneshia Johnson
Sydney Smith
Ester Gonzalez
Cortez Davis

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

July/Aug/Sept Winners

Lesli Holifield
Vera Husted
Betty Rounds
Joyce Adams-Wise
Cory Murphy
Kimberly Phillips
Sean Myles
Ana Mildred Freeman
Tommy Payne
Joseph Reed
Laura Edler
Jamie Coleman
Barry Santens
Tommy Ferby
Carlos Delgado
Todd Jackson
Viola Smith
Raphael Collazo

**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 ensure 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.

Pierre Laclede Center

Joan Smith stated "**Kevin Brown** is one of the best employees that you have. His work ethic and attitude are wonderful. He is also a very nice person and always has a positive "hello" for everyone."

Springfield Clinic

Tammy Lewis stated "**Sara Lindholm** is doing an excellent job. I get feedback on a regular basis about how impressed staff are with the fact that she does so much deep cleaning. She follows the checklist that we provide and doesn't miss anything. She is professional and courteous. We are so glad to have her".

Cassidy Turley

Bryan Casteel stated "Your staff is very courteous and gives a great deal to detail cleaning".

FedEx

Darlene Gewin stated "I want to thank **LaVera Hobbs**, she always gets us anything we need, not only does she keep our supplies stocked and clean, but she does it with a smile on her face and a good attitude. This reflects well on her managers, **Barry Booth** and **Laura Edler**."

Lilly

Timothy Hudson stated "I recently misplaced my cell phone, a MMMM Team Member found my phone and turned it into Security, another MMMM Team Member informed me of this after he found out I lost my phone. The Team Members involved, **Vetchel Hudgins** and **Ana Mejia** showed honesty and integrity and I appreciate their efforts".

St. Louis Place

Nancy Voges stated "**Dulce Estrada** recently took ownership of a project that hadn't occurred to management ahead of time. She scheduled extra help and took on this responsibility herself. That is the exemplary service that we appreciate very much!"

Covance

Mary Newkirk stated "I appreciate the job that **Karmen Dishman** does. She keeps the upstairs nice and clean. She takes her time and makes sure that the bathrooms are mopped and each time cleans the toilets and wipes down the sinks".

CSX

Norma Brown stated "**Cedric Faust** is a very pleasant and hardworking young man. He is constantly cleaning and takes a great deal of pride in his work. Cedric is an asset to your company".

Northrup Grumman

Rhonda Martin stated "**John DeFalco** recently went above and beyond and helped us clean out a storage room for a new employee. He is very much appreciated and it was recognized by every one of us that he did these things even though it was not his responsibility or his job".

Valero

Sabrina Vasquez stated "**Yarelis Lopez** does an excellent job in my area. We spend so much time at our desks that it is such a pleasant feeling to come in to a nicely cleaned and tidy area. Yarelis is very thorough and I can actually see and feel the difference when I arrive in the mornings. She really is great!!!."

IAA

Dale Hussemann stated "**John Richardson** was asked to make a special effort to do more than usual on a large amount of dust covering my office from exterior work on the building being done. I came in the next morning and my entire office area had been cleaned well beyond my expectations".

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!



Arthur Armour is a Team Member at FIS and has been working with MMMM since 2006. Arthur performs all of his duties exceptionally well and always has a smile on his face along with a great attitude!

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

Congratulations Arthur!



Dulce Estrada is the Project Manager at St. Louis Place. Dulce provides world class service to our customer and they say she is an asset to their building! She takes pride in her work not only by managing her Team well, but also by keeping Safety in mind at all times and getting great scores on her Safety Audits!

Dulce received a \$50.00 voucher and a certificate!

Congratulations Dulce!



Sanija Kaltak is a Team Member at CSX and has been working for MMMM since 2008. Sanija always has customers speaking her praise on her work performance! Sanija is a native Bosnian and when she is not making CSX shine with her great work ethic she loves to cook and spend time with her husband and two wonderful children.

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

Congratulations Sanija!



Charlotte Romero is the Project Manager at West Side Business Park. Charlotte has taken her Region to new levels of quality by making sure work is done right and meeting monthly budgets! She also assists the Regional Safety Advocate and completes Safety Audits on her own time. Charlotte is a great example of a 360° Team Member and leads her Team to be the absolute best!

Charlotte received a \$50.00 voucher and a certificate!

Congratulations Charlotte!



John Richardson is a Team Member at IAA and has been with MMMM since 2006. John receives numerous compliments from our customer on the outstanding job that he does! When John is not generating compliments from our customer he enjoys building, being an avid KC Chiefs and Chicago Cubs fan, and spending time with his wife and 2 dogs.

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

Congratulations John!



Jeff Miller is the Project Manager at IPL. Jeff is proactive and has a strong commitment to our customer by going above and beyond to make things right. His dedication to the company and the customer proves his desire to be a quality Team Member and doing whatever it takes to get the job done the right way!

Jeff received a \$50.00 voucher and a certificate!

Congratulations Jeff!

True Heroes at MMMM

Arthur Rogers, a MMMM Team Member at Lexmark, is a true American hero. Arthur served in the military from 1959-1979. That is a great service to our country; moreover, Arthur has never quit serving. He volunteers at the VA, runs the kitchen at the VFW post, and is part of the Honor Guard that serves at veteran's funerals. Recently Arthur received an award where he has volunteered over 11,000 hours to the VA. This attitude carries through into his job with MMMM. Whenever we need someone to fill in or have an extra task, Arthur is always willing. We thank Arthur for everything that he has done for his country and all that he stands for.



Segs4Vets

Segs4Vets is a grassroots program whose aim is to give Segway mobility devices to U.S. Servicemen and women injured in the Iraq and Afghanistan wars. Candidates for the program have sustained injuries that resulted in amputation of one or both legs, extensive soft tissue and muscle injuries, traumatic burn injuries, spinal cord injuries, traumatic brain injury and other neurological injuries and disorders. Recently, MMMM was able to donate a Segway to this awesome program.

Laura Edler, Regional Manager, was able to help collaborate with this program and get the Segway to them. For more information on this program visit www.Segs4Vets.org

\$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: **\$6,300.00!!!**

\$400.00

Ma Del Rosario

\$300.00

Luis Orozco

\$200.00

Jason Agnes
Melissa Moore
Jeffrey Perez
Ondina Villanueva
Peggy Carroll
Say Htoo
Maria Serrano

\$100.00

Dzemila Mujkanovic
Marilyn Jones
Alma Pettis
Andrell Mosley
Cindy Murray
Pamala Parrish
Shirley Hester
Robert Little
Marcus Sanders
Martha Bethany
Latisha Brown
Diana Parker
Nancy Geiser
Adam Geiser

\$100.00

Victor Lucas
Ronnie Williams
Janice Gordon
Ena Michael
Graciela Giraldo
Juan Robles
Victor Arias Zapata
Eddie Cabrera
Rosa Morales
Sandra Gomez
Christine Aleman
Darius Keefer
Dinorah Cancel
Aime Gutierrez

\$100.00

Mirta Delgado
Sharlotta McKinney
Mang Suanpau
Ramon Zayas
Teofilo Magana
Ivan Gomez
Alicia Salgado
Waldemar Cruz
Oralia Villegas
Donnie Walton
Marcos Rivera
Kenneth Rosser
Elvin Rodriguez Rosa
Elizabeth Williams

MMMM New Management Team Members

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

Ray Robin, Regional Sales Executive-Omega Division, **Carlos Brito**, Floor Tech Supervisor-Sunstates Division,

Todd Willkins, Division Analyst-Sunstates Division, **Kimberly Ratliff**, Regional Manager-Sunstates Division,

Allie Godsey, HR Admin Assist-Gateway Division, **Ryan Netter**, Corporate Safety Manager-Omega Division,

Chad Evans, Asst Project Manager-Omega Division,

Donald Dutton, promoted to Project Manager-Omega Division, **April Berry**, promoted to Project Manager-Gateway Division,

Ryan Hatfield, promoted to Project Manager-Omega Division, **Christy Robins**, promoted to Project Manager-Omega Division

MMMM

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