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MMMM's Elaine Alexander Earns BSCAI's Building Service Employee of the Year Award: MMMM's Unprecedented 5th Win

To earn such an award is not a minor task, a well deserving, qualified, and loyal Team Member must be chosen, a letter written, submitted, and put in front of the Building Service Contractors Association International (BSCAI) independent selection committee for a decision. Every year MMMM submits such a Team Member. MMMM has won this award four other times and this year Elaine Alexander, Team Member at Illinois Farm Bureau in the Gateway Division, makes this a milestone for MMMM by winning this prestigious award for the fifth time! No other company in the industry has won it more than twice!

The Building Service Employee of the Year Award honors one building service contracting Team Member selected from over 1,200 companies all over the world whose job performance, civic involvement and family role best exemplify qualities found in superior custodial employees. Elaine clearly exemplified all of these qualities and it was seen across the board that she deserved the recognition.

The BSCAI Employee of the year is chosen based on a panel of two groups of judges – the BSCAI Awards Committee reviews the submissions as well as a group of non-industry panel of judges. Both groups believed that Elaine Alexander deserves the recognition as Building Service Employee of the Year.

“Elaine has been a loyal Team Member for over 10 years at the MMMM account, The Illinois Agricultural Association Facility. Elaine is currently raising two daughters and a grandson on her own. She goes out of her way to volunteer her personal help to her local church as well as helping out local senior citizens by assisting with their everyday tasks. Elaine goes the extra mile, every day, and will do whatever she can to help someone in need, whether at work, church, in her community and in life! She is one of the brightest assets at the Illinois Agricultural Association account and she exceeds expectations every day. Her cheerful, upbeat attitude is contagious! Elaine is an inspiration for those needing a positive influence and smiles in their lives.”

To honor Elaine, BSCAI will be recognizing her at the opening general session of the 2012 BSCAI Annual Convention in Chicago. Elaine will also receive round-trip travel to the convention and \$1,000, a handsome plaque, and a medallion.

MMMM would like to congratulate Elaine on this outstanding achievement! Having world-class Team Members like Elaine is what

makes MMMM the Absolute Best Facilities Services Partner! Congratulations Elaine!



Elaine Alexander,
BSCAI
Employee of
the Year

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 Awarded the Largest Building Contract in St. Louis

At 1.2 Million square feet and 593 feet tall, Metropolitan Square (pictured below) in Downtown St. Louis is the largest building in the area. Who else should clean the largest office building but the Absolute Best Facilities Services Partner! Not only were we awarded this prestigious contract, but we did the job start with only two days' notice! MMMM is known for getting things done, no matter what it takes, with outstanding Team Members and amazing Management in place. When you are organized, willing to be part of a Team, and dedicated like we are, start-ups like this one are easy. With our detailed and systemized PIVOT™ transition plan, MMMM is able to continually guarantee smooth start-ups and transitions like our recent immediate start-up at the enormous WestPort Plaza complex which was also started with only two days' notice!

We are honored to have been awarded this contract, proving our dedication and willingness to be the Absolute Best, no matter what it takes. According to **Larry Hunkins**, Vice President/General Manager of Jones Lang LaSalle Americas, Inc. (the company that manages Metropolitan Square), "The short notice and immediate start-up could have been disastrous for most contractors, but MMMM was extremely organized and had an abundance of management support on-site." Hunkins also said in a letter to Tim Murch, President and CEO, "Your Operations Support Team had a detailed plan to account for any variables or obstacles and executed their plan to perfection. MMMM delivered exactly what you said they would and more in the form of cost savings, innovative solutions and world-class attention to detail and service."



MMMM also cleans several other Jones Lang LaSalle properties, giving them the trust and knowledge that MMMM is a proven, dedicated, and qualified Facilities Services Partner allowing them to trust us with this large and prestigious account.

Tim Moore, Gateway Division Vice President, could not be more proud of not only earning this contract but proving that we are, and will continue to be, the Absolute Best. Tim had very heartfelt things to say when this start-up began "Our Management Team has been incredible. I am so very blessed to have each and every one of them as team mates; I am truly humbled. It has been a total team effort with sales, marketing, accounting, payroll, safety, and operations and I wanted to give a shout out to the Team Members who are working at the accounts and doing great work so that the Area Manager's and Project Manager's that helped out at Met Square could do so."



On these incredible start-ups **Brandon Taylor**, Operations Support Specialist, also shines as a visible leader, making sure that every aspect is detailed and perfect. Words from **Tim Murch** sum it all up in how prideful, and humbled we are to have earned this account "We take an incredible amount of pride with our Team in doing whatever it takes, whenever it takes and we are so fortunate to have the dedicated Team to achieve this!"

Congratulations everyone and thank you to the management at Jones Lang LaSalle who continue to value, everyday, in this account and others, MMMM commitment, dedication, and attention to detail allowing us to be awarded contracts such as this and makes us remember, everyday, that we are the Absolute Best!



MMMM Wins Coveted BSCAI Safety Award in 2011 for 17th Time

MMMM was formally notified by the Building Service Contractors Association International (BSCAI) of having won the 2011 Safety Award for large companies. BSCAI is an industry trade association representing a worldwide membership of more than 1,200 member companies from across the United States and 15 other countries. Each year, member companies submit applications for a variety of different awards, including the Safety Award.

The BSCAI evaluates safety programs for these companies and selects the safest company in each of four different categories based on the lost time accident rate, number of general liability bodily injury claims, number of property damage claims, and number of accidents to company-owned vehicles. As part of this award, MMMM was featured in BSCAI's magazine Services, in the BSCAI weekly newsletter SmartBrief, and on the BSCAI website. MMMM also received an award plaque that is proudly displayed in our corporate office in St. Louis.

MMMM has won this prestigious award for 17 out of the past 18 years. This award validates the safe work ethic demonstrated every day by our Team Members and distinguishes MMMM as the safest company in our industry which is truly world-class.



Tom Covilli, Vice President of Safety and Risk Management with the 2011 BSCAI Safety Award



**WATCH AND LISTEN TO WHAT
OUR CUSTOMERS ARE SAYING
ABOUT MMMM ONLINE!**

WWW.4-M.COM/CLIENTTESTIMONIALS.HTML

Dedicated Team Member Retires After 20 Years

After 20 years of being a dedicated Team Member at Whitfield School, **Willie Lathan** has retired. Willie has been an essential staple at Whitfield School, impressing the children, staff, and other Team Members with his humor, safety awareness, and health conscious attitude! Willie is every essence of a dedicated Team Member, taking pride in his work and making sure that the students of Whitfield School are safe to learn in the cleanest and healthiest environment possible. Willie said that "being a MMMM Team Member means being respectful, and working well with other Team Members, faculty, and the students." Willie's great personality will definitely be missed at Whitfield School and we wish you all the best in the world Willie! Congratulations and thank you for your long term, dedicated commitment!



Willie Lathan and his Team celebrating his retirement. *Congrats Willie!*

MMMM'S Dedication to The United Way

MMMM believes in giving back to our communities. Tim Murch, President and CEO, is very involved in several different boards, one of them is the United Way of Greater St. Louis. Recently he was awarded a seat on this board of directors, which is both an honor and a privilege. The United Way unites people of different backgrounds and interests who work together to strengthen health and human services by efficiently raising and allocating funds, providing information, management, and technical resources and identifying

critical issues and offering assistance where and when needed. Our Team is also committed to the United Way of San Antonio, spreading help to other regions of our company. Also, at our Logan Aluminum account in Kentucky MMMM helped launch the 2012-2013 United Way Campaign by offering Team Member's services washing cars to raise money for the United Way. If you are interested in learning more about the United Way or seeing how you can help please visit www.unitedway.org.



United Way of Greater St. Louis

Proud Partners



Congratulations to the following Accounts and Teams for their Perfect Scores on their Customer Partnering Review (CPR) Surveys!

Congratulations to the following MMMM Team Members on passing their RBSM Examination!

BSCAI's Registered Building Service Manager (RBSM) designation is the most prestigious symbol of excellence for building service contracting personnel.



Mintia Cowan

RBSM, Project Manager, Omega Division

Ryan Hatfield

RBSM, Project Manager, Omega Division

Brian Whitman

RBSM, Area Manager, Gateway Division

There is Nothing More Gratifying than a Satisfied MMMM Customer!

MMMM's objective is to make the best effort to ensure complete satisfaction of all our customers 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.

Ameren

Steve Sehart stated, "MMMM did an outstanding job of being extremely flexible to accommodate the cleaning needs of all of our workgroups in a short amount of time, and did it all efficiently and safely during two major back-to-back unit outages. I would like to personally thank **Lynn Miller** and his entire crew for a job well done."

Springfield Clinic

Joseph Feagans stated, "I wanted to express how impressed we have been with the service we receive from **Tim Moore, Tom Conway, Brian Whitman,** and **Dennis Aherin**. It seems no matter what we ask or what the concern, I never hear a complaint, just, 'we will take care of it.' I wanted to thank them for their great attitude, service, and assistance. I wanted to let them know how much I appreciate their help."

IPL

Anne Masehmeyer and **Tamara Zahn** from Indianapolis Downtown Inc. presented **Mintia Cowan** and **Anita Shaw**, both Team Members at IPL, Certificates of Appreciation for making Downtown Indianapolis beautiful, clean and vibrant. Indianapolis Downtown, Inc. is grateful for their hard work and outstanding community commitment.

Covance

Matthew Snow stated, "I want to thank MMMM's night staff for doing a great job in assisting in the cleanup of all the water in the lab. They did a great job of utilizing the tools they had and quickly cleaned up the area. Everyone was very positive and professional during a stressful event. Thank you again."

Coca-Cola

Norma Martinez stated, "I wanted to thank you and compliment MMMM's service. Additionally, it was a great joy to see **Nicole Rodriguez** and **William Hayes** in their job and I wanted to compliment them and the evening crew for such a fine job."

Logan Aluminum

Lisa Gilliam stated, "I would like to thank **Tresa Wilson** and her team for all their hard work - you guys are doing a great job!"

Northrop Grumman

Kenneth Mortimer stated, "Just wanted to thank you guys for your help in getting the breezeway cleaned up. You did quite an outstanding job and a tremendous improvement in the hanger."

Eli Lilly

Regina Griggs stated, "I want to comment on **Bob Rexroat** and his job responsibilities that he manages for us. When I see him taking care of our social area and floor I see the same ownership that he has in his own home. I want to let you know what a great job he is doing and that I appreciate the work that Bob does for us."

World-Class MMMM Team Members

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



Ronald Davis is a Team Member currently working at Eli Lilly and is someone that stands out to us. Ronald always has a smile on his face and greets everyone with a friendly "Hello, how are you?" Ronald is very safety-oriented and always wears his PPE and follows MMMM safety guidelines. On a daily basis, when Ronald is asked to go out of his line of work, he does it with a good attitude and without hesitation. Ronald continues to help out in any way he can and is always willing to go the extra mile. He takes pride in his work and he is known on a first name basis by the customer. He gets along with everyone and is a great Team Member to have on site and is an asset to our company.

Ronald received a \$25.00 bonus and certificate.

Congratulations Ronald!



Tresa Wilson is our Project Manager at Logan Aluminum. Tresa is a leader in all aspects of her profession. She consistently finishes in the top percentile for safety, MAVRIC™, billed extras, and recently went over one year without any Team Member turnover. Her client awards her a perfect score of 5 each quarter at our Customer Partnering Review! She is a hard and smart worker who has the respect and admiration from her Team Members and customers. Thank you for all that you do Tresa!

Tresa received a \$50.00 bonus and a certificate.

Congratulations Tresa!



Joe Pirtle is a Team Member currently working at Sigma Aldrich and has been with MMMM since September 2011. He is the ideal Team Member and has rewarded us with his excellence in representing our goal to be the absolute best. He has received many compliments for his work and personality. Joe sets examples for his fellow Team Members to help them become the absolute best as well. Joe has left a great impression upon our customer and their employees. Joe has been married 15 years, has 3 children, enjoys camping, bowling and is a season ticket holder for the Cardinals and loves his job.

Joe received a \$25.00 bonus and certificate.

Congratulations Joe!



Jose Correa joined the MMMM team as Project Manager at the Country Financial facility in December of 2011. He has been working in the janitorial industry for the past ten years. Since becoming part of our MMMM family, Jose has become a valued asset to our team. Jose's pleasant attitude and his willingness to always go the extra mile truly shows in his work. Jose has built a great relationship with the customer along with all of his Team Members. When Jose is not busy at work he enjoys playing basketball and spending time with his family. He has two kids and just recently became engaged to his longtime girlfriend. We all look forward to the bright future Jose has here at MMMM.

Jose received a \$50.00 bonus and a certificate.

Congratulations Jose!



Tatiana Navarro is a Team Member at Caterpillar. She has stepped up as Night Supervisor multiple times, taking the initiative of coming to work throughout the day and nights, and making sure that all the Team Members are ready for work. Tatiana is a dedicated Team Leader and has proven time and time again that she is a great asset to our MMMM Family. Thank you Tatiana for all your hard work!

Tatiana received a \$25.00 bonus and certificate.

Congratulations Tatiana!



Allan Suarez is a Project Manager at Royal Caribbean Cruises. Prior to joining the MMMM team, Allan had been working for the client for two years. He demonstrates the dedication and character needed to succeed in serving the customer with the highest expectations. He currently manages seven buildings and on a daily basis wants to learn more and more.

Allan received a \$50.00 bonus and a certificate.

Congratulations Allan!

MMMM Anniversaries

20+ Years!

Tim Grebe (20)
Chalanda Davis (20)
Jewel Willis (23)
Gwendolyn Mc Gee (23)
Henry Jones (23)
Theresa Davis (24)
Charles Jones (26)
Thelma Lampley-Murrell (26)
D Creer (28)
Tim Murch (32)
Mabel Collins (39)

17 Years!

Nina Ricks

16 Years!

Roynald Tucker
Betty Rounds

15 Years!

Larry Turner
William Moses

12 Years!

Edward Berry
Jesse Dove Sr.
Terrence Polk

10 Years!

Hernan Segura
Willie Lathan

9 Years!

Tomas Raygoza
Lloyd Barnes
Clarence Barnett
Juliene Jacquet

8 Years!

Darlene Williams
George Thompson
Larry Ivy
William Moses
Christie Bridges
Alfonso Hernandez
Larry Euell

7 Years!

Demetrious Taylor
Jabari Madison
Carrie Purdy
Elliot Bujosa
John Mc Condichie
Kelvin Hulsey

6 Years!

William Pullum
Jacob Blackman
Gary Bowling
Adoria Rivers
Cindy Murray
Natalie Nichols
Cheryl Burkitt
Brandon Mead
Sammie Gray
Lillie Greer
Marlen Vergara
Jose Munoz
Leticia Duron
Sandra Colombo
Christopher De Vera
Zorayda Correa
Sharon Collins
Milton Lopez
Ruby Taylor
Baron Harrell
Francisco Fabre
Roosevelt Holloway
Annie Campbell

5 Years!

Carla King-Bell
James Glass
Edwin Battle
Yemisi Owojori
Jamie Coleman
Melba Haynes
Gregory Hadley
Antione Randle
Jason Agnes
Kenny Voyles Sr
Carmen Silva
Santrail Fulton-Burns
Dexter Lizzmore
Dusanka Bakula
Ruben Rolo
Keith Schroeder

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!

Loda Marr
Roy Brown
Michael Powell
Mildred Quinney
Ramiz Mujezinovic
George Lane
Citra Ghalay
Charmaine McClure
Marvin Sartain
San Moo
Simara Williams
Eneroliza Fermin
Leticia Barbosa
Jean Francois
Beisy Garcia
Norma Garcia
Jessie Mae Johnson
Noel Velasquez
Carlos Chao
Rosa N Ramirez
Mayra Hidalgo
Mariano Nieves
Olga Carvajal
Cleveland Lee
Ricardo Silverio
Alvaro Toloza
Stephanie Newton
Rachel Powell
Robert Howard Sr.
Caleb Koster
Leland Washington
Dornal Nixon
Gary Bowling
Maite Arevalo
Renwick Taylor
Marcus Vereen
Khamdi Radzhabov
Lorraine Watson
Grumman
Essie Hollis
Almer Sabanovic

Angie Rose
Milagros Aparicio
Dionisio A Bove
Mirta Pagliari
Yoel Brito
Beatriz De los Reyes
Mary Moses
Sharon White
Max Pirelas
Alain Jimenez
Yolanda Ramirez
Macely Bello
Jose Castro
David Bonilla
Cleveland Lee
Jose Emerald
Alvaro Toloza
Ramon Espinoza
Otis Tompkins
Andja Muzdeka
Mustafa Selmic
Robin Koirala
Linda Lince
Zukhra Mursalova
Harold Bullock
John Patterson
Naydu Morales
Lidia Otero
Willys Petit-Frere
Darien Suarez
Yolanda Boone
Harrickson Torres
Juan Artiles
Melissa Quagliatta
Yacellys Bello
Luz Villagrana
Benito Alvarez
Darius Keefer
Oscar De Jesus
Aury Calle
George Valdez

Safety Share Winners

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

Claude Brantley	Katrina Moody
Chris Pope	Josh Swank
Michelle Colvin	Mike Moore
Kinesha Holt	Shane Rosser
Eduardo Santos	Sabiha Ganevic
Stephanie Johnson	Telesa Smith
Margaret Garrett	Kimbra Host
Deya N. Gutierrez	John Brownlee
Maria Zamora	Brandy Poppino
Jackie Pigford	Zack Craddock
Gary J. King	Aaron Forshee
Sonja Bakken	Ana Paulet

Safety Bingo Winners

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

Greg Fahey	Charlotte Romero
Carol Satterlee	Justin Houser
Donald Moore	Elsa Santos
Larnell Person, Jr.	Estrella Ramos
Clarice Korte	Jairo Parado
Kinesha Holt	Angelia Rose
Harriett Mohr	Ibrahim Ganevic
Yasmin Fowler	George Murphy
Anita Greer	Juan C. Artiles-Perez
Denise Henderson	Teofilo Magana
Hta Mue	Reche William

Total Safety Bingo Winnings for All Divisions in the 2nd Quarter:

\$7,900.00!!!

**Congratulations
Everyone!**



Your Proven Facility Services Partner

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Are you on the best **PATH™**?



“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:

\$8,100.00!!!

\$600.00

Nin Mang

\$500.00

Lamarr Burgess

\$200.00

Jorge Hernandez
Justo Paniagua
Trenita Pulliam
Kevin Brown
Reginald Wells
Simara Williams
Kap Langh
Dim Cing
Mehn Tun

\$100.00

Derrick Johnson
Rosetta Edwards
Otis Jenkins
Michael Mehaffey
Norma Jones
Elvira Sanchez
Wesley Pettigrew
Aaron Washington
Roberta Dendy
John McCondichie
Darlene Williams
Larry Moody
Thomas Currie
Betty Ralph
Laveedra Brooks
Joseph Phoenix
Reginald Johnson

Henry Cary
Derwood Jennings
Sharon Collins
Delores Elliot
Merlin Taylor
Gerson Hernandez Sandoval
Ester Melendez Martinez
Shaquesta Butler
Jeffrey Perez
Jessica Shavez
Eneroliza Fermin
Roberto Chavez Salavarría
Rafael Escalona Izaguirre
Adela Perez
Chanel Slydell
Adriana Orrego Valencia
Arturo Montoya
Carlos Hera

Caridad Moya
Aime Gutierrez
Ana Paulet
Michele Mitchell
Janeth Vidales
Christian Reyes
Cing Lung
Jonathan Edwards
Lenora Feeney
Bernable Ramirez
Veronica Vega
Velma Martinez
Akemee Bryant
Kenneth Rosser
Rhonda Sharp
Cruz Guzman
Yonathan Carillo

MMMM New Management Team Members

Jan Fox, Project Manager – Omega Division

Horacio Gudino, promoted to Project Manager – Sun States Division

Jason Agnes, promoted to Project Manager – Gateway Division

Tamara Todd, Project Manager – Sun States Division

James McKay, Project Manager – Omega Division