

Highlights In This Issue

How You Benefit from MMMM	Pg 1	What Makes MMMM Unique?	Pg 4
MMMM Image Certification	Pg 2	Customer Compliments	Pg 5
MMMM Gives Back Through the Buddy Fund	Pg 2	Outstanding MMMM Team Members	Pg 6
Team Member Completes Gran Fondo Giro d'Italia	Pg 3	Team Member Anniversaries	Pg 7
Celebrating the Holidays with MMMM	Pg 3	Good Works & Safety Share Winners	Pg 7
MMMM at IFMA World Workplace 2012	Pg 4	New MMMM Team Members	Pg 8

How You Benefit from MMMM

In conversations with our many customers and prospects, MMMM learned a long time ago that a number of significant issues stem from contractors overpromising and underperforming. MMMM not only does what we say we will, but we've been able to back it up with world-class results since 1978.

MMMM has learned many lessons over our 34 years in the janitorial business, through both trials and successes, as well as through examining our competition, both successes and failures. As a result, MMMM has built our success through the value of our people, our Team Members. We are able to deliver what we promise because our world-class Team Members are our foundation. Our 360° management approach continues to minimize the complaints from your employees.

Every Team Member of MMMM, from the newest restroom cleaner to our Executive Leadership Team, is strategically aligned to fulfill our Vision, Mission, Goals and Values every day for the benefit of our customers. This standardization has allowed MMMM to deliver the most consistent, sustainable, high

quality cleaning program which is noticeable to all of your employees and visitors.

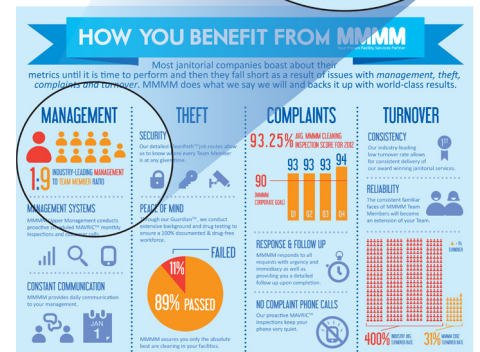
Another benefit to you is our CleanPath™ program, which allows MMMM to develop a proprietary cleaning program, customized specifically to meet all of the needs and requirements of your individual facilities. This flexibility is crucial to our success. We listen and adapt our cleaning approach to meet your changing needs and expectations. We know that each and every facility is unique and cannot fit inside a “cookie cutter” cleaning program. It just doesn't work that way.

As our customers have already experienced, when you decide to change to our services, we provide our seamless PIVOT™ transition process that completely eliminates the risk of making a change. One of our Operations Support Specialists will spend 30 days evaluating your facility, developing a specific strategy and implementing our customized cleaning program. During this time, the Transition Team also evaluates the safety and security of the facility. As attested by our customers, you will feel the security of our industry-leading Damage, Breakage and

Loss (DBL) ratios and the protection of your employees' safety through our world-class SafePath™ processes.

MMMM will continually examine our processes and procedures for efficiencies and improvements for your benefit; however, our core philosophy will always center on the fact that we deliver what we say we will and MORE.

MMMM Value Proposition Infographic



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 “IMAGE” Certification

In an effort to constantly and continuously improve, MMMM is on the Path to IMAGE (ICE Mutual Agreement between Government and Employers) Certification in 2013. We are already making every effort possible to ensure that all Team Members that are hired are legal to work in the United States through our proprietary Guardian™ screening process, but IMAGE Certification takes this process a step further and is an absolute guarantee for our customers and is becoming an industry standard.

IMAGE Certification is a formal membership certification program that focuses on exceptional employers

that have the ability to affect change within their industry or region. These

ICE Mutual Agreement between
Government and Employers

IMAGE



employers also serve as an example and role model in the business community while highlighting the importance and viability of immigration compliance.

IMAGE Membership requires several steps, most of which MMMM is already doing! By voluntarily participating in this program we are reducing unauthorized employment and the use of fraudulent identity documents, resulting in a better, safer, and worry-free environment for our customers and their employees.

Look for more information on this exciting new Certification that MMMM will be receiving, knowing that MMMM is constantly striving to do what is best for our customers, and America!

MMMM Continues to Give Back to Local Youth Through the Buddy Fund

Since 1962 the Buddy Fund has helped more than 450,000 kids; all in the St. Louis area and all in desperate need of sporting equipment. Buddy Blattner, a homegrown professional baseball player turned sportscaster in St. Louis, founded the Buddy Fund in 1962, and original members included Mitch Murch Sr., founder of MMMM. Today, the Buddy Fund is run by an operations board headed by Chairman, Tim Murch. Tim took over the position of Chairman in January 2013 and will be sure to bring new thoughts and ideas to the table.

The Buddy Fund supplies new, high quality and safe sports equipment to over 40 St. Louis organizations that help at-risk children while encouraging proper storage and control and maintenance of equipment to make sure the organizations get the most out of the equipment.

The Buddy Fund is a unique organization, being the only organization in the St. Louis area that supplies actual sports

equipment to places like the Police Athletic Leagues, After School Programs and Boys and Girls Clubs, just to name a few. There are events that are held to help raise money for the Buddy Fund and always ways to help.

For more information go to www.buddyfund.org and click on Ways To Help.



A St. Louis Charity Helping St. Louis Kids

Team Member Completes the Gran Fondo Giro d'Italia 100 Mile Bike Race



On November 11, 2012 MMMM's very own **Gustavo Jaramillo** participated in the *Gran Fondo Giro d'Italia* in Miami, Florida. The organizers of the *Giro d'Italia*, the biggest bicycle

race in the world after *Le Tour de France*, assumed sponsorship of the Miami-Coral Gables *Gran Fondo* ride in 2012 in efforts to gain more interest for the *Giro d'Italia* in the US.

The *Gran Fondo Giro d'Italia* is a timed, multi-stage bicycle race with distances up to 100 miles long. Gustavo said the ride took him approximately seven hours to complete and was a great experience. He plans on participating in the *Gran Fondo Giro d'Italia* again in the future.

Congratulations Gustavo on your amazing accomplishment!



Gustavo Jaramillo, Regional Manager, Sun States Division with the Giro d'Italia Trophy

Team Member Tips: The Pains of Drinking Cold Water & Recognizing Lesser Known Heart Attack Symptoms

It is nice to enjoy a cold drink after eating, but it may be best to drink hot soup or warm water following each meal. Drinking cold water after a meal solidifies the oily substances that you have just consumed and will slow down digestion. Once this "sludge" reacts with the acid, it will break down and be absorbed by the intestine faster than the solid food. It will line the intestine and eventually turn into fat which can possibly lead to cancer.

A serious note about heart attacks - You should know that not every heart attack symptom is going to be the left arm hurting. Be aware of intense pain in the jaw line.

You may never have the first chest pain during the course of a heart attack. Nausea and intense sweating are also common symptoms of a heart attack. Sixty percent (60%) of people who have a heart attack

while they are asleep do not wake up. Pain in the jaw can wake you from a sound sleep. Let's all try to be more careful and be aware.

- Lynn Miller,
Project Manager,
Gateway Division

MMMM at IFMA World Workplace 2012

To promote and create a buzz about MMMM during the IFMA WWP 2012 conference in San Antonio, Texas, MMMM gave out buttons with the MMMM logo on them for attendees to wear as they perused the convention floor. The catch being that several of our Team Members would be walking around the convention acting as spotters rewarding some of those sporting their button with a fifty dollar bill. Sue Bunker, a conference attendee, was spotted wearing a MMMM button and **Chris Wieman** surprised her with the fifty dollar prize!



Chris Wieman, VP of Business Development and Sue Bunker, one of our prize winners, receiving her prize on the convention floor



MMMM's Booth setup at IFMA WWP 2012

Celebrating the Holidays with MMMM

At MMMM, the fourth quarter is the busiest yet most eventful quarter of the year. In addition to wrapping up all the year-end business and preparing for the New Year, a holiday falls in every month in the quarter. Despite everyone's busy schedules at work and at home, we still make the time to celebrate the holidays and each other.

This year, the MMMM family celebrated Halloween with a luncheon and a Halloween Costume contest. Our Regional Offices were able to join in on the contest too by submitting pictures of Team Members in costume to the Corporate Office. Team Members were sent an email and cast a secret ballot with the name of the person who they thought had the best costume. First, second, and third place winners received prizes. Both the Thanksgiving

and Christmas holidays were celebrated with luncheons which are a special time for all to sit down as a MMMM family and exchange stories and laughter.

The Holidays are also a time to be thinking of others and giving back to those in need. For the Christmas Holiday party, Team Members were encouraged to bring in wrapped toys to be donated to the boys and girls of St. Louis Children's Hospital Child Life Services. The toys were delivered to the hospital later that day where our Team Members were welcomed with gratitude and thanks from St. Louis Children's Hospital.

A special "Thank You" to all those who donated toys! Your donation made a world of difference for the kids at St. Louis Children's Hospital.



On behalf of the MMMM family, we hope you had a very safe and joyous Holiday Season!

Congratulations to *Greg Russell & John Banegas* on Becoming RBSM Certified!

BSCAI's Registered Building Service Manager (RBSM) designation is the most prestigious symbol of excellence for building service contracting personnel. Only building service professionals who demonstrate the desire to excel, the dedication to serve, and proven industry competence will be awarded this designation of achievement.



What Makes MMMM Unique?

- U** • *Understanding our customer's needs and our Team Members responding accordingly*
- N** • *No is not an answer for MMMM; we are always exceeding expectations in proactive, healthy, and safe cleaning*
- I** • *Improving continuously*
- Q** • *Quality of our service, value, integrity, and relationship with the customer*
- U** • *Unique philosophy and methodology in cleaning industries utilizing our Pathways on an everyday basis*
- E** • *Effort of all Team Members and Management to deliver our world-class service to all customers*



Igor Maksimovic,
*Project Manager,
Sun States 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.

FedEx

Mitchell Gray stated, "I would like to thank you for having a wonderful employee, **Courtney White**. I asked Courtney to vacuum in my manager's office and he did a great job. Courtney recently found money in an area he was vacuuming and called me over so I could return it to its rightful owner. Courtney is an asset to MMMM."

Sigma Aldrich

Derrick Johnson stated, "**Roosevelt Jenkins** found a credit card while he was vacuuming and he notified me and we turned it in to security. It's a delight to know we have honest Team Members!"

Solae

Michele Stallmann stated, "**Lionel Huggins** is just awesome. He does such a fabulous job of keeping our premises clean. He is always friendly, always smiling and takes a lot of pride in his work. He is just a pleasure to have here. I wanted to take time to say thanks for sending us such an awesome guy."

FedEx

Barbara Wallis stated, "I just wanted to tell you what a great employee **Jachel Richardson** is. Jachel came by and I asked him if he could vacuum not only my area, but my boss's office and two others that are usually kept locked. He took his time and did a wonderful job! These people came in today and were very surprised. We were all very thankful. He also had a great attitude and was very pleasant. I just wanted you to know how appreciative I was to get this done."

Covance

John Murray stated, "WOW! Everything looks really, really great. The carpet cleaning is miraculous. **Shawn Schultz** made the hard floor look brand new!"

Florida Department of Health

Kathleen Dunkley Stephens stated, "I just wanted to let you know that **Judy Ross** does a wonderful job on cleaning. She goes above and beyond by cleaning the glass in the lobby every morning, wiping down the counters, wiping the water cooler and the restrooms and never looked and smelled better. I personally try and thank her whenever I get the opportunity."

Assurant Health

Kamma Kondrad stated, "**Regina Guzman** can always be relied upon to complete requests efficiently and quickly! Thanks again!"

Bryan Cave

Nick Ramey stated, "My team has told me that the MMMM Night Crew has been wonderful. They are very courteous and take the time to make sure that we are not on the phone before they start doing any major cleaning with noise. I want to give credit where it's due."

Wells Fargo

Cain Kremitzki stated, "I would just like to tell you what a fantastic job **Bill Crouse** is doing! Bill has saved our bacon by just simply checking the boxes we discard for additional items. On more than one occasion he has found a personal or loan check when checking the boxes saving our group from catastrophe."

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.



Lori Okreglicki started her career with MMMM as a restroom cleaner at Mitsubishi in January 2012. Just 30 days later she was promoted to lead person and has not looked back. At the most recent Customer Partner Review, facility management complimented Lori on her excellent work, follow through, and rapport with plant personnel and gave high ratings for performance. There is no task too great or difficult for Lori.

Lori received a \$25.00 bonus and certificate.

Congratulations Lori!



Clifford Barborek is a Project Manager at Ameren and has done an exceptional job of managing the day to day cleaning and maintenance at the multiple Ameren sites. Clifford is responsible for a large geographical area and always goes above and beyond to make sure that all of the sites are cleaned and staffed. Clifford is a resourceful Team Member and is a great asset to MMMM!

Clifford received a \$50.00 bonus and a certificate.

Congratulations Clifford!



Charlie Harmison has been with MMMM since August of 2010. He is the Warehouse Supervisor in the Jacksonville, Florida office. He does an outstanding job of repairing equipment and getting it back to our accounts quickly so that our teams can continue doing great work. He also performs maintenance on the Jacksonville office and has been extremely valuable during its relocation. Keep up the great work Charlie!

Charlie received a \$25.00 bonus and certificate.

Congratulations Charlie!



Yolanda Dishmey is our Project Manager at Jones Lang LaSalle and our Pepin Distributing Company account. Yolanda has been in the industry since 2005 and started with MMMM in 2008 when MMMM took over the contract for the buildings. Yolanda's willingness to go the extra mile has earned her and her team high compliments from the customer and tenants. Yolanda exemplifies dedication to the job and it shows by way of her great scores from the customer during partnering reviews.

Yolanda received a \$50.00 bonus and a certificate.

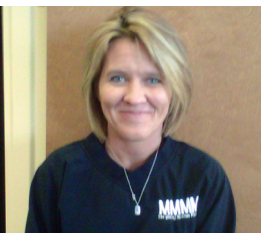
Congratulations Yolanda!



Kevin Richardson is a Team Member at Eli Lilly. Kevin has shown great initiative in helping take care of the team and our customers. He is friendly with the customers and is always ready to assist management with special requests. We recently had a large change in our scope of work with the customer and Kevin was a huge help. He took charge and managed the situation well and with a positive attitude.

Kevin received a \$25.00 bonus and certificate.

Congratulations Kevin!



Kim Stevenson is our Project Manager at Covance. Kim has been working extremely long hours over the last few weeks to help accommodate the needs of our customer at this account and she has been extremely professional and patient with her attitude in attempting to meet those needs. Kim has gone well beyond the call of duty to insure that the customer is made happy, and her efforts have also spilled over with her team, as they have mirrored her hard work and commitment to help insure a happy customer.

Kim received a \$50.00 bonus and a certificate.

Congratulations Kim!

MMMM Anniversaries

20+ Years!
Raymond Creer (20)
Willie Pearson (23)

16 Years!
Bettye McNeal
Patricia Wings

15 Years!
Thomas Conway

13 Years!
John Brownlee
Melvin Bethany
Flora Simmons

12 Years!
Charles Sallis

11 Years!
Drumell Cameron
Jim Sands
Regina Steward
Dan Cline II
Charlotte Romero
Garland Turner
Brenda Hampton
Patricia Adams

10 Years!
Wesley Boxley
Laura Davis
Gwendolyn Morrison
Ralph Betts

9 Years!
Joyce Adams-Wise
Chip Wilkening
Anna Ricks
Ernest Ellison
Bertha Mathis
Silvia Agurs
Glenda Williams
Victor Lucas
David Juitt
Herman Lauderdale
Anthony Sherrill
Eugene Griffin
Beverly Stevens
Eddie Brown
Otis Tompkins
Catherine Hughes
Leticia Barbosa Diaz
Anthony Marshall
Maria McDonald
Henry Smith
Elydia Fedd
Mark Mckale
Arturo Cruz
Sharon Grant
Sarah Allen
Igor Maksimovic
Loda Marr

8 Years!
Marie Feldmann
Dorothy Holman
David Dickson

7 Years!
Beatrice Davis
Zufa Seferi
Mary Norfleet
Bridget Wilson
Cutie Phillips
Roselain Louis
Willie Mae Johnson
Carolyn James
Jessie Johnson
Gloria Echeverria
Mary Moses
Sharon White
Billy Sykes
Donald Horton
Jose Mera
James Batson
Ada Guerra
Yolanda Cook
Delando Gordon
Kennel Barksdale
Vincent Chrismer

6 Years!
Cevinnal Wade
Brandon Taylor
Todd Jackson
Duncan Davis
Mildred Quinney
Marija Matic
James Jones
Rose Coleman
Columbus Wright
Rickey Davis
Autry Coleman
Jane Burnette
Hattie Thomas
Tommy Ferby
Barbara Britten
L B Robertson
Joshua Fleming
Bessie Henry
Richard Morgado
Clarence Bolden
Verbeana Edwards
Greg Parker
Inez Edwards
Pamela Curry
Elizabeth Crain
Ramon Cepeda
James Davis Jr
Marc Dimarzo
Jacquelyn Smart
Marcus Stewart
Fernando Cardona

5 Years!
Sandy Boone
Doris Hayden
Dionisio Bove
Dana Riviezzo
Britney Gassier
Levi Sawyer Jr.
Ibrahim Ganevic
Eric King

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!

Shane Rosser
Oliver Ramirez
Anna McGraw
Robert Rexroat
Deborah Rexroat
Deborah Brown
Miguel Magadan
Tim Gardner
Victoria Seawood
Janice Bobbitt
Victor Offutt
Florin Zugrav
Teresa Manning
Glenda Lemen
Maria Ramirez
Irene Garcia
Elizah Groves
Angela Stalcup
Jenny Couch
Charles Harris
Telesa Smith
Armitta Penny-Dickens
Carmen Franklin
James Glass
Robert Lee
Rashante Shanks
Delethia Danner
Mustafa Selmie
Herman Lauderdale
Ann Osborne
Brittney Stanley
Sabiha Ganevic
Chelisa Smith
Alvaro Mendez
Graciela Giraldo
Jose F Londono
Ana L Cruz
Ryan Wilson
Dylan Michael
Jeffrey Perez
Eduardo Alvalle
Odalis Garcia
Carlos Hera
Mirabal
Cecilia Roque Viciado
Jimmy Cushions
Melisa Padilla
Vilmaris Perez

Lourdes Garcia
Mary Saenz
Sandra Parks
Besima Palislamovic
Judy Ross
Connie Williams
Selma Oliveira
Asmeret Asmeron
Sum Ngoeun
Charlie Harmison
Ana Paulet
Rosalia Gonzalez
Alberto Hera
Tina Brown
Jose Emerald
Juan Soriano
Corina Espinoza
Burt Ward
Heather Hastings
Jackie Barton
Dusanka Bakula
Mongar Parbati
Linda Lince
Ann Osborne
Essie Hollis
Narguzal Azizova
Ramiro Hernandez
Wilfredo Ramos
Chanel Slydell
Ines Giraldo
Willys Petit Frere
Carlos Franco
Rodolfo Bentiez
Jose Quinonez
Carmen Villafuerte
Victor Navarrete
Mayra Hildalgo
Alberto Morales
Anna McGraw
Robert Rexroat
Deborah Rexroat
Deborah Brown
Florin Zugrav
Miguel Magadan
Victoria Seawood
Janice Bobbitt
Tim Gardner
Victor Offutt

Guadalupe Robles
Michael Mueller
Dennis Aherin
Thomas Covilli
Dearius Marshall
Gloria Correa
Cynthia Woodson
Leslie Rodriguez

Hilda Melendez
Percy Taylor
Milagros Aparicio
Johnathan Irvin
Melody Gage
Akena Bland
Wilmer Funez

Safety Share Winners

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

Harold Sadler	Ambrosia Freyta
Gary J. King	Ricky Davis
Rachael Netznik	Marvin Sartain
Dominic Passoni	Annette Sanchez
Ashley Moore	Kathy Thomas
Beth Murry	Eve Morris
Tonya Poindexter	Rick Helpingstine
Matthew McGehee	Robert Harper
Julio Pineda	Ian Koster
Frances Benavides	Milagros Acosta
Eric Smith	Mark Herrera
Karen Lemay	Jack Stepter
Stephanie Clodfelter	Aaron Dennis
Tiffany Garcia	Maricela Lemus
Barb Runion	

Safety Bingo Winners

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

Kenneth Gully	Tha Eh
Willie Pullum	Gay Paw
Rodney Walley	Tamara Todd
Lynnel Huggins	Mayra Hidalgo
Jenny Pool	Chiquita Knight
Elward Scales	Charles Harmison
Lamar George	Husien Brkic
Samantha Kidwell	Cleveland Lee
Cynthia Halliburton	
Sandra Luevano	
Lashawonna Lavelly	

Total Safety Bingo Winnings for All Divisions in the 4th Quarter:

\$6,500.00!!!



Your Proven Facility Services Partner

2827 Clark Avenue
St. Louis, MO 63103
314.535.2100 ph
314.535.2218 fax
www.4-M.com



printed on 100%
recycled paper

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:

\$5,000.00!!!

\$1,000.00

Mark Schlake

\$400.00

Mehn Tun

\$200.00

Lamarr Burgess
Mintia Cowan
Janie Jones
Victor Lugo
Janeth Vidales

\$100.00

Yolanda Boone
Henry Cary
Sandra Cundiff
Laura Davis
William Davis
Thomas Davis
Roberta Dendy
Yohanda Dominguez
Rafael Escalona Izaguirre
Dante Escobar
Margaret Holtcamp
Teresa Huizar
Ian Koster

\$100.00

Cing Lun
Ester Melendez Martinez
Luz Ortiz
Pamala Parish
Armitta Penny-Dickens
Wesley Pettigrew
Kenneth Rollins
Mason Shelton
Siniki Siniki
Virginia Smith
Gelson Tornes
Cevinna Wade
Eddie Williams

MMMM New Management Team Members

Stephanie Clodfelter promoted to Project Manager – Gateway Division
Amy Runion promoted to Project Manager – Omega Division
Dana Wilkins – Division Administrator – Sun States Division