

MARY SAENZ IS SELECTED AS BSCAI BUILDING SERVICES EMPLOYEE OF THE YEAR 2015

RECORD SIXTH TIME A 4M TEAM MEMBER HAS BEEN SELECTED

Building Service Contractors Association International (BSCAI) Building Service Employee of the Year Award honors only the one building service contracting employee globally whose job performance, work ethic, civic involvement, and family role best exemplify qualities found in superior custodial employees. 4M's own Mary Saenz has been selected as the recipient of this honor for the year of 2015, making her the sixth 4M Team Member to be selected by BSCAI. The award goes beyond the day-to-day service that a Team Member provides to their client(s), it looks at the total person and how they give back to their family and the community. Mary was selected as the only Team Member from more than 2,500 BSCAI member companies worldwide. We congratulate Mary on this well-deserved recognition. Mary was born and raised in Marlin, TX, eventually moving to Sequin, TX where she lives today. She married José Saenz and they had 5 children, 3 girls and 2 boys. After José passed away, Mary married David Campos. With his 7 children and her 5, they raised 12 children together. Mary now has 14 grandchildren, 2 of which work for 4M.

For most of her life, Mary owned and operated a restaurant and when they decided to close the restaurant, Mary came to work for 4M Building Solutions. Being the hard worker that she is, Mary was then promoted to Assistant Account Manager. She is a model for her team and her sense of duty, compassion, and love for others, make her the best version of herself.

AT 4M WE STRIVE TO CREATE AN ENVIRONMENT WHERE TEAM MEMBERS CAN THRIVE. 4M'S DEDICATION TO OUR TEAM MEMBERS IS EVIDENCED BY THE BSCAI RECOGNIZING MARY SAENZ AS THE SIXTH 4M TEAM MEMBER TO RECEIVE THIS PRESTIGIOUS HONOR.

GIVING BACK

Mary is not only dedicated to providing service excellence but also took on the task of caring for 2 sisters, her mother, and a son rather than place them in hospice. She also has a band that plays for funerals and fundraisers and the proceeds go to families that cannot afford a proper funeral.

We couldn't be more proud of Mary as she sets an example for all of us: hard work, dedication, and giving back to her community.



WHAT'S INSIDE



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Around The 4M World



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4M Wins Trifecta



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What Differentiates 4M?

AROUND THE 4M WORLD

FLORIDA

The 4M Florida team is delighted to recognize Yolanda Dishmeyer, Account Manager at Highland Oaks, for her exceptional career achievements. Yolanda always ensures her client and tenants are extremely happy with 4M services. In her 11 years with 4M, Yolanda has been a recipient of 5 Diamond Safety awards and a Triple Diamond Safety Award in 2015. Her Team Members are loyal to her, and many have worked with her for over 8 years. Yolanda's Team Members constantly remark that they "wouldn't work for anyone else." When asked why, their response is simple, "Yolanda cares about us!"

Yolanda's most recent accomplishment was an account renewal. Yolanda discussed with our client contact their properties' evolution, and what additions to the contract were necessary to maintain and build upon success. The client was very pleased with her efforts and was blown away, leading them to immediately approve the contract extension. The customer even offered extra to give a raise to all Team Members.

Year after year, Yolanda continues to prove herself while striving for excellence. She is a true leader at 4M and her efforts are truly valued by the entire team in Region 60. We are all very proud to have her on our team!

TEXAS

On October 14th the 4M Texas team wowed the IFMA San Antonio Golf Tournament players with a crawfish boil. The menu featured shrimp, crawfish, potatoes, sausage, onions, corn, and a few secret seafood spices. "Everyone had a great time and really enjoyed all the food and drinks", said Shelby Hill.

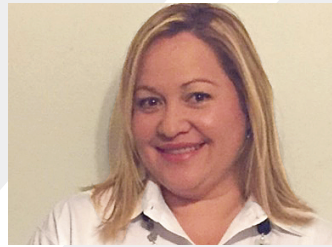
2016 marked 4M's third consecutive year sponsoring the event, and the IFMA crowd will surely be disappointed if 4M isn't back again. Special Thanks to Shelby Hill, Eva Casillas, Susan Ward, John Oswald, and Chris Wieman for organizing the event.

CORPORATE HEADQUARTERS (ST. LOUIS)

The 4M Team Member Engagement Committee hosted a cookout at Corporate Headquarters in St. Louis, Missouri. Team Members played washers and corn hole while enjoying some delicious barbecue. It was the perfect atmosphere for the support Team Members to interact with our operators and get to know each other a little better.

IOWA

Friendly competition and Chicago Cubs fandom helped fuel the 4M Iowa team's great quality and safety scores. This past July, Regional Manager, Tom Conway poked fun at the team for their love of the Chicago Cubs. Chief Operating Officer Steve Crain then promised the team a pizza party and Tom in Cubs gear if they finished with impressive quality and safety scores!



Yolanda Dishmeyer, Account Manager at Highland Oaks.



(from left to right) **Eva Casillas**, **Susan Ward**, and **Shelby Hill** serve up some fun during the golf tournament.



Susan Ward showing off her cooking skills.



Vice President of Business Development, **Chris Wieman**.



Shrimp, crawfish, potatoes, sausage, onions, corn, and a few secret seafood spices.



Tom Conway in Cubs gear and the Iowa Team.

4M PROMOTIONS:

Congratulations to the following Team Members on their recent promotion!

Jose Luis Garcia

Promoted to Account Manager

Alyssa Bradley

Promoted to Division Analyst

Keith Schroeder

Promoted to IT Manager

Brenda Gomez

Promoted to Account Manager at Citrix Systems

4M WINS THE TRIFECTA AS THE INDUSTRY'S BEST

Last month at the annual BSCAI Convention in Chicago, 4M was recognized as the industry's best in three categories: Building Service Employee of the Year Award - Mary Saenz; Image Awards - Large Company; and Safety Award - Large Company. The BSCAI Clean Awards acknowledges excellence in business service contractors from more than 2,500 member companies globally.

For the 21st time in 22 years, 4M Building Solutions was awarded the BSCAI Safety Award. The award recognizes companies that have demonstrated and promote safety with industry leading results. BSCAI recognizes the importance of employee and vehicle safety in everyday work environments and awards just 12 companies worldwide (3 in each category) of the 2,500 member organizations with the BSCAI Safety Award.

The BSCAI Image Award recognizes companies that have excelled in enhancing the image of their businesses to the industry and to the general public. The award has several categories including: social media presence, newsletter, website, company uniform, and promotional marketing. 4M earned this award based on submissions in ALL of the categories!

Winning the awards is great, but none of this happens without the Team Members that make it possible. From great teams and Team Members to recommend for the Building Service Employee of the

Year, to making our work places a safe place for all of us and our customers every day, 4M is proud to be home to such high caliber Team Members. A big congratulations to everyone on being recognized by our industry in these three areas, a real best in class TRIFECTA!



BSCAI Employee of the Year Award winner Mary Saenz, BSCAI President, and the 4M leadership team.



4M Building Solutions was awarded the BSCAI Safety Award.



4M Building Solutions was awarded the BSCAI Image Award.

WHAT DIFFERENTIATES 4M BUILDING SOLUTIONS?



Bexar County Account Manager, Paul Guerra

4M Building Solutions is always committed to providing world-class, innovative building solutions to every 4M partner. In order to always successfully fulfill the mission, teamwork is a constant 4M value. Every Team Member at 4M Building Solutions is a part of one family with one mission. It's called 360° teamwork, and it's exemplified in every member of the 4M family. From entry roles to regional account managers, all efforts to complete the 4M mission are appreciated and respected. Bexar County Account Manager, Paul Guerra shared his 4M experience with CEO, Tim Murch.

"I have been in janitorial business for over 16 years, and this is the first time I have met a CEO. Like I said, I'm still fairly new here and still looking from the outside in, and I'm genuinely grateful that we truly take the safety of our team members so seriously. Everywhere I have worked, the companies always talked about safety but the only time we saw any action was if there was an accident. To live and breathe safety daily is awesome, it really lets everyone know that we care about their health and well-being. 4M doesn't just talk the talk, we do things to make everyone's job safer. 4M's 360° teamwork, value and culture is something I've never seen. I love the attention to every team member, it shows genuine appreciation. I've had other managers tell me that I cared too much for my co-workers, but I learned a long time ago you take care of them, and they'll take care of our customer. I know that I will enjoy working here for as long as Lacey [Brown] will have me. Thank you for everything you do to make this a great company to work for." - Account Manager, Paul Guerra

CUSTOMER COMPLIMENTS

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

Edyne Motley, Bexar County "David Valdez is doing such a great job here in keeping everything clean and spotless. He comes in early and vacuums so as not to disturb anyone on the phones and keeps our restrooms and break room spotless all the time. He is friendly and never gets mad at anyone for leaving a mess. He is GREAT. Just wanted to take this opportunity to say thank you for hiring him. He is the best cleaning person that I have had in my 20 years of working here."

Michael Mannen, Raytheon "The 4M team does an outstanding job, I appreciate their professionalism and work ethic. Great job to all!"

Keith Chisholm, Valero "Just want to give BIG praise to **Corina Espinoza**, she goes above and beyond the call when it comes to her job and she has such a bright and positive smile that is contagious. I do not have enough words for the work woman's attitude she exudes. Great worker and person."

Kathy Crossen, MC Realty Group "I appreciate **Joran Pineda's** hard work and expertise. He puts so much time and effort into his buildings and it does not go unnoticed. You can tell that he truly cares for his customers and the buildings. He not only makes sure the cleaning is taken care of but when he sees other issues with the building, he always sends me an email or calls me to let me know. Joran is one in a million!"

Sarah Hedges, Simon "**Patricia Freeman** and **Will Williams** have been a great asset to the team from day 1! They are reliable, hardworking, always willing to help out, great attitude and over-all great job performance."

Tanya Shepherd, Cushman & Wakefield "Our management team appreciates the 4M team for their commitment to this building. I have worked on several office buildings throughout my career in Property Management and there are always janitorial complaints to deal with but that is not the case with 4M at St. Louis Place. The tenants are happy, **Dulce Estrada** is constantly checking in, and the cleaning inspections always go well. Hats off to the crew! I wanted to give a special shout out to **Raymond Wade**, he is awesome!!! **Ray** is always in a good mood, eager to help in any way that he can, maintains a great relationship with tenants, and is a strong part of the management team!! Thank you 4M for all that you do!"

Kelly Griffey, Covance "**Tia Davis** and her team are great!!! They are awesome. **Tia** is always great to work with and willing to do what is needed. We really appreciate her and her team."

Goerge Foshee, Caterpillar "Thank you to your crew of great employee's. They do an incredible job of cleaning and keeping a great attitude in a job that is necessary. We appreciate their pride and attitude in the work they provide throughout the day."

Hannah Sherman, IL Farm Bureau "**Jerome McNeese** is an outstanding performer and takes pride in his work. He does an amazing job every day and goes above and beyond. Not only to do his daily tasks, but to be friendly and engaging to the employees of the IAA Building. I appreciate everything that he does for this building, from his friendly personality to his extraordinary work ethic. Thank you for keeping IAA clean and full of smiles!"

SAFETY BINGO WINNERS

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

Chessica O'Dell
Vincent Chrimer
Grant March
Marlene Hoerauf
Junek Garrido
Tarik Kavazovik
George Quinones
Grant March
Amy Bell
Jackie Pigford
Reva Kennedy
Ben White
Janice Mason
Henry Guarnizo
Jeanine Robinson
Christie Bridges
Thomas Celaya
Shanna Devoe
Jason Agnes

**TOTAL WINNINGS:
\$6,250**



\$2000.00 Safety Bingo Game #35 Full Card
Winner Chessica O'Dell (Springfield Clinic Team Member) with Managers, Dennis Aherin and Thomas Conway



\$1,000.00 Safety Bingo Game #34 Full Card
Winner Vincent Chrimer

4M WELCOMES OUR NEW CUSTOMER PARTNERS

Thank you for recognizing the value, solutions and peace of mind that 4M provides.

NARA
Bexar Metro
State Farm
Caleres
Old Town Executive

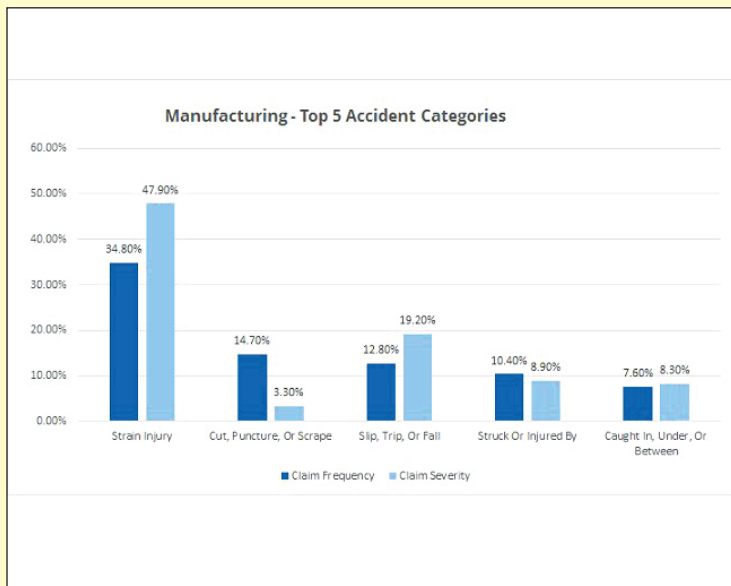
Immaculate Conception
Dardenne
Cupples 9
Novus
9100 Keystone Crossing
State Auto
Vystar Credit Union
Progressive
Raymond James
Pan Oston
CST
Bennett (John Deere)
Montebello Pharmaceutical
Cardinal Health
McCarthy Brothers
Cyprex

4M'S SAFETY WILDLY IMPORTANT GOAL (WIG): PREVENTING SPRAINS AND STRAINS

Janitorial work is demanding and labor intensive. Team Members risk potential injuries affecting the back, neck, shoulders and upper limbs. The repetitive nature of the tasks can increase chances of strains and sprains. This can be especially damaging when combined with exertion and awkward posture like overreaching. Injuries more often are the result of operating or lifting heavy equipment such as floor cleaning equipment.

It is important that all team members are educated on the types of injuries their work may cause. Everyone should be encouraged and coached to communicate health concerns at an early stage. Team Members may be reluctant to report health concerns for a variety of reasons. So team leaders should watch for signs of potential injuries, such as bandages, back supports, or staff adapting their own equipment.

SPRAIN OR STRAIN?



Soft tissue sprain and strain injuries are more frequent than all other types of injuries, making prevention of this type of injury a Wildly Important Goal (WIG) and a significant part of 4M's safety strategy. These injuries can also be debilitating depending on the severity of strain. There are two main types of soft tissue injuries: (1) Sprains; and, (2) Strains. A sprain is a stretching or tearing of **ligaments** — the tough bands of fibrous tissue that connect two bones together in your joints. The most common location for a sprain is in the ankle or knee. A strain is a stretching or tearing of **muscle or tendon**. A tendon is a fibrous cord of tissue that connects muscles to bones. Strains can be acute or chronic. An acute strain is caused by trauma or an injury such as a blow to the body; it can also be caused by improperly lifting heavy objects or over-stressing the muscles. Chronic strains are usually the result of overuse--prolonged, repetitive movement of the muscles and tendons. Some of the more routine janitorial tasks lend themselves to these types of injuries including mopping floors, lifting trash, and moving or carrying heavy equipment. The Graph pictured shows the ratio of strain injuries to other leading injury causes in the manufacturing industry, which mirrors the cleaning industry with regards to intensity and duration of labor.

- When selecting Team Members to operate heavy equipment, be sure that they are fit for the task. It is important to ensure all Team Members are properly trained. Good techniques when using any equipment can dramatically reduce instances of strain.
- When moving heavy equipment or office furniture, ensure assistance is available if needed.
- Consider the purchase of lighter equipment, for example, backpack vacuums are available at almost half the weight of their predecessors making them far less strenuous.
- Use work scheduling and job rotation to reduce the risk of injury from repetitive tasks. Spread the more vigorous tasks across shifts, and break them up with lighter duties.
- Conduct safety meetings for task and safety planning
- Incorporate Stretch & Flex Exercise programs



Basic Stretch Guide for Strain and Sprain Prevention

Many companies in a variety of industries have implemented programs intended to reduce the risk of work-related musculoskeletal disorders (WMSDs). Companies reporting a reduction in WMSDs agreed that other benefits included increased worker camaraderie, communication, and collaboration. Portions of the information provided in the above article was obtained from the **Health and Safety Executive** article Caring for Cleaners published in 2003.

THANKS TO OUR TEAM MEMBERS WHO GO ABOVE AND BEYOND!

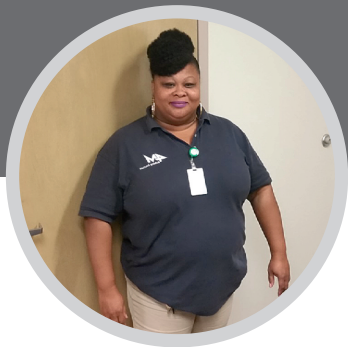
4M Management nominates Team Members who have performed above and beyond for clients and who exemplify a commitment to "World Class Building Solutions" as well as reward Team Members with various bonus incentives of \$25 and \$50!



Dennis Aherin, Account Manager at Springfield Clinic, has worked with 4M Building solutions for the past 9 years. Dennis continues to step up, providing World Class Service with his team, especially during the tremendous growth of their account. He started managing 12 buildings which has doubled to 24 buildings in 9 years. Before coming to 4M Building Solutions, Dennis managed the housekeeping department at St. John's Hospital for 28 years. He received a BA in Health Services Administration from the University of Illinois and is currently working on his RBSM certification. Dennis and his wife Susan spend as much time as they can with their two daughters; Cierra (12) and Kendra (14). Aside from family time, Dennis also enjoys recording music, and watching motor sports. Fantastic Dennis!



Jerome McNeese, of the Illinois Agricultural Association, has been chosen as outstanding Team Member because he consistently performs his duties above and beyond all expectations. 4M continuously receives compliments from our facility management customer and the tenants of Illinois Agricultural Association (IAA) on almost a daily basis. You can't catch him without a huge smile on his face, and is extremely professional and courteous. Thanks Jerome for all you do!



Deneshia Johnson, of Fidelity Information Systems, has nearly perfect attendance and never complains when she fills in for other Team Members when they are absent. She is very detail-oriented about her work and the customers that work in her building absolutely love her because they know she will take care of any issues that they have, most of the time anticipating their requests! Outstanding Deneshia!



JB Hunter, Area Manager - Region 40, continues to go above and beyond by helping other Account Managers, Supervisors, and Team Members anytime he is asked. Since he started a little over a year ago, his knowledge and dedication has been a huge part of making the region so successful. Great job JB!

HERE WE GROW!



Audrey Helen Tofari



Everett Andrew Johnson

Two of our Team Members added to their families **Audrey Helen Tofari** the new daughter of Mike and Andrea Tofari and little sister to Jack, and **Everett Andrew Johnson**, son of Danielle and Jeramey Johnson.

Mike is our Director of Business Development in Kansas City and started with 4M this past May (he's featured in another article in this newsletter).

Danielle is our Sales Support Specialist and also began with 4M earlier this year.

Congratulations to both Danielle and Mike on the new additions.

4M TEAM MEMBER RECOGNITION

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

WORLD CLASS TEAM MEMBERS RECRUITING WORLD CLASS TEAM MEMBERS

The following have been paid for recruiting new 4M Team Members. Ask how you can get in on this and receive a bonus for your referrals!

\$200.00

Jose Argumedo
Clarence Barnett Jr
Maria Mont
Teofila Uribe

\$100.00

Cindy Cardiel Acosta
Maurice Day
Shelia Farley
Andrew Goetsch
William Hamm
Christopher Harvey
Alberto Hera
Kim Knight
Michael Lee
Joseph Lian
Belinda Marrero
Montez Mattison
Marcus Milbrooks
Michelle Moore
Jeremy Moses
Duston Rainey
Thomas Ryan
Natrece Shelton
Rachell Tarver
Tresa Wilson

**TOTAL
RECRUITMENT
BONUSES:
\$2,800**

GOOD WORKS WINNERS \$\$

4M receives recognition from clients and supervisors hundreds of times each quarter praising our Team Members. Team Members are issued a "Good Works" ticket each time they are recognized. At the end of the month, a drawing is held and Team Members receive a cash prize!

Clarissa Salaiz
Lourdes Garcia
Wilma Del Pozo
Christine Aleman
Celerina Reyes
Aletha Cottle
Sylvia Tanguna
Francisco Gutierrez
Alan Reyes
Iva Ford
Rosa Lopez
Wanda Arias
Mike Hayes
Dolmos Rogas
Willie Barnett
Lucy McDuffie
Shirlee Hall
Eric Nueber
Rhonda Sharp
Glynnis Jackson
Treviel Sanders
Brittany Bryant
Marty Aiter
Zack Brandon
Aaron Baker
David Thurman
Perry Williams
Gwen Morrison
Audrey Williams
James Bass
Andre Sherman
Jackie Pigford
Kerry Fulton
Troy Hudson
Tony Frazier
Shannon Barrett
LeDena Nelson
Zack Brandon
Philicia Burrage
Jacques Jones
Melanie Hampton
Bessie Henry

Sandy Smith
Martino Evans
Tonia Malone
Brittany May
Carlton Jones
Shameka Magee
Tamesha Smith
Grant March
Jillian Gernentz
Marc Cline
Mike Rustermyer
Jacques Jones
Taneisha Moore
Shenice Strawder
Norma Canales
Ruth Hernandez
Virginia Smith
Tiara Blackmon
Silvester Wilkes
Anissa Shelton
Gwen Robinson
Joseph Hodel

NEW MANAGEMENT TEAM MEMBERS

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

John Oswald
Director of Business
Development, San Antonio

Antonio Munozcan Reyes
Account Manager, State Farm,
Illinois OPS Center

Merima Palalija
Assistant Controller,
4M Corporate

Michael Hansen
Account Manager, Raymond
James World Headquarters

Johnny Tate
Account Manager,
Simon Properties

Jose Luis Garcia
Account Manager,
State Farm OAB

Victor Delgado
Account Manager, State Farm,
Downtown Building -
Warehouse and Hangar

Juan Miramontes
Support Administrator,
Bloomington Office

4M ANNIVERSARIES

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

30 Years

Charles Jones

20 Years

Roynald Tucker
Betty Rounds

10 Years

John Richardson
Erechie Phillips
Agustin Robledo
Gregory Steed
William Pullum
Silvia Quiroz
Lillie Greer
Marlen Vergara
Leticia Duron
Sandra Colombo
Zorayda Correa
Annie Campbell

5 Years

Michael Hayes
Merlin Taylor
Carlos Chao Diaz
Maria Ramirez
David Bonilla
Shuquile Henderson
Trenita Pulliam
Lamar George
Godfrey Kamau
Theon Shearer
Timothy Hamel
Armitta Penny-Dickens
Katrina Gregory
Courtney Perkins
Oliver Ramirez
Robin Foster
Maria Hernandez
Jose Pizarro

MIKE TOFARI TO COMPETE FOR \$50,000 IN AMERICAN MARKSMAN NATIONAL CHAMPIONSHIP



Mike Tofari, Director of Business Development in Kansas City, poses with his 1st place award in the American Marksman Regional Championship.

On August 28th, Director of Business Development, Mike Tofari finished atop all competitors in the American Marksman Midwest Regional in Alda, Nebraska. During the Midwestern regional, Tofari faced competitors from seven different states. After winning the regional competition, Mike will compete in the national competition this January in Talladega, Alabama. The competition will air on the Outdoor Channel, and other affiliate stations.

American Marksman is only open to amateur shooters. In the finals the winner takes all, regardless of their division. **"There are some solid shooters in this competition so I will need to train hard over the next couple months if I want to have a shot at winning"** Tofari said.

4M Mission: To provide world-class, innovative Building Solutions to world-class partners with energy, enthusiasm and excitement by Team Members who share in the success of 4M.



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