

REAL SIMPLE, REAL POWERFUL

Several weeks ago, 4M's Chairman & CEO, Tim Murch, shared the 4M culture statement. Some may have missed it or may have dismissed it as not as important. That would be a mistake. The culture statement that Tim shared is extremely important and the reason is because it provides a roadmap for all of our decisions, our focus and behaviors, and a template for future Team Members to ensure a mutual "fit."

So, in case you missed it, or dismissed it, we are going to take a deeper dive into our 4M culture statement to really understand what it means.

WE ARE AN EXCEPTIONAL FAMILY, ALL IN, AND DRIVEN TO WIN

Let's start with the first part of the statement: **"We are an exceptional family."** All of us are a part of a family so we have some understanding of what that means but being a part of a family doesn't mean we always agree with one another. What it does mean is that we can respectfully express our differences and, work them out because we have a common goal. Now lots of groups can say that but what differentiates a "family" is that no matter what, we have each other's back. We ALWAYS stand up for each other no matter what. We look out for each other. We want to protect each other. The "exceptional" part is because it is unusual to find this kind of family in a business setting. It is unexpected, extraordinary, atypical and uncommon. That is what is so great about 4M - We are all in this together.

Next is, **"all in."** All in means committed. Part of our culture means that we don't do the least

amount to get by, we use our talents to the best of our abilities because we are committed. We do whatever it takes, whenever we are needed and wherever we need to be to support each other and get the job done. We are not a little signed up to this, we are "all in."

The last part is that we are, **"driven to win."** Now that may sound like winning is everything but that's not it. We didn't say we will win at all costs. We won't. There are situations where we won't compromise just to win. But, we are competitors, and we don't like to come in second. We all want to win. We are motivated to give everything our best. Because we are driven to win, we also don't make excuses when we don't. We own it. We learn from our losses and come back stronger and even better. We won't win every time, no one does, but our drive, our motivation, is to win and be committed.

This statement of 4M's culture is important because it defines who we are and what our focus is. So, remember, when you join 4M: **"We are an exceptional family, all in, and driven to win."** Pretty simple, really powerful.



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AROUND THE 4M WORLD

THANK YOUR CLEANER DAY

All across 4M, far and wide, we celebrated BSCAI's Thank Your Cleaner Day. Cleaning is one of the toughest and most important jobs for every property to ensure guest satisfaction and prevent illnesses. We know

all too well the hard work that goes into what we do each day, and we couldn't do it without the many wonderful cleaners we are fortunate to call members of our Exceptional 4M Family. While we try to show our gratitude to them each day, on Thank Your Cleaner Day, we like to go a little above and beyond! Thanks to all our locations who participated and showed some extra love to our Team Members on this wonderful day. To use the words of one of our Field Supervisors, Julie Cohen: If each of you were not **Kind, Bold, Thoughtful, Dedicated, Independent Thinkers, and Proud Managers of your sites**, 4M would not be able to keep their level of supreme cleanliness, impeccable reputation and to grow as we have. Thank you for **Creating Excellence** in all that we do.



Joe Feagans handing out special backpacks to Team Members at Springfield Clinic along with Marilyn Ferrell's fabulous team.



We can't do it without you all!



Charlotte Romero's Broadridge team enjoying a special luncheon.



Victor Delgado showing off some sweets!



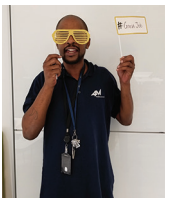
A few on the Indianapolis Team celebrating with some sweets!



Jayde Fields' and team with feasting and fun!



JoAnn Tucker's Nashville Team being silly, having fun, and showing off their pride along with the HCA Team!



Thanks for everything, Team!



Thanks Team Westport!



Dovie Minella's team looking like stars!



Yvette Ivy's team at Sach's Properties was all smiles!



Daniel Cruz's team enjoying the day!

AROUND THE 4M WORLD CONTINUED

NEVADA

4M leadership from far and wide attended the annual BSCAI Contracting Success Conference in beautiful Las Vegas, Nevada. 4M not only participated in attendance, but lead quite a few sessions to guide other Building Service Contractors in their business journey. 4M was even honored another year by earning the Safety and Image Awards. In addition to a week chock-full of seminars and educational sessions, the team also got a chance to walk the show floor if ISSA's annual trade show. The cleaning industry showed off their best, and the 4M team got to test out some never-before seen equipment! They returned with plenty of knowledge and excitement: ready to face 2020 and the 4M mission to Mars with energy, enthusiasm, and excitement.



The Division Vice Presidents presented on Team Member Retention & Recruitment while Marketing Director, Danielle Vidal-Johnson, presented on Growth Mindset



There was tons to see at the ISSA tradeshow plus some fun demonstrations by 4M's vendor Diversey.

putting together annual detailed budgets, and building on our amazing camaraderie. Who says budgeting has to be boring?!

Regina Hendricks' team in St. Louis showed a warm welcome to a beloved Team Member as she prepared to bring a new family member into the world. We love our Team Members, and Victoria Chatman has proven to be a dedicated member of our St. Louis Family. Congratulations to her!

4M leadership was invited to vendor Karcher's main headquarters in Stuttgart, Germany to participate in their Battery Release Event. This event announced new battery technology for existing and new product lines. 4M got to test these new products and tour Karcher's factory!



It's a wonderful thing when the whole team gets together for work AND play!



Team Member, Victoria Chatman, and her beautiful bundle of joy, Daniel.



Division Vice Presidents Michael Fitts, Josh Hendricks, and Dan Cline at Karcher Headquarters.



The Team gathered to accept several BSCAI Industry awards.

GEORGIA

Happy Halloween From Atlanta! District Manager, Robert Crawford and Day Matron getting festive in costume! There was a \$25 Gift card Best Costume up for grabs!



FLORIDA

Nelson Irizarry spent some time on the road helping out in other regions. With personal health being a big goal across 4M far and wide, he shared how he was helping spread the good word. As we all are health advocates; while on the road you can choose to be healthy!



Making time for health - Spinning is hard work!

KENTUCKY

The 4M day staff at Logan Aluminum supported the Pink Out for Breast Cancer Awareness. These pink out events bring people together to raise awareness and money to be donated to any of the hundreds of breast cancer charitable organizations around the world. The Logan Aluminum team joined in and showed off their pink pride for Breast Cancer Awareness month.



Looking great in Pink!

HERITAGE

Mr. Francisco Castelan treated some of our Heritage Team to a Holiday Celebration meal. Showing our team appreciation is a big part of our culture. As we always say: There is no 'us' without them! Happy Holidays to all and thank you for another wonderful year!



Happy Holidays from Heritage!

ST. LOUIS

Every year, our regional offices come together during budget season for an annual budget bonanza! This year, everyone met in St. Louis to join together for some educational sessions from some trusted vendors, help

CUSTOMER COMPLIMENTS

These are just 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.

Sandy Lopez does a wonderful job keeping everyone's rooms so well cleaned, as well as the Home's common areas and the laundry service area. She is so special! Thank you for your support and excellent service. - Joyce Lamb, Executive Director - The Fitch Home, Inc.

Martin Robledo is an asset to the 4M organization. He is respectful, kind and provides a strong work ethic that we as Texans are so proud of. Kudos to his assistance in yesterday's roof leak. He definitely went above and beyond the call of duty. - Ruben Alvarado, Assistant Vice President - SWBC

I wanted to let you know you have done a great job on the floors. With all the salt and dirt, they have been really bad and they look great when I come in. I like to give compliments when deserved because so many times we only hear complaints. Thanks for all you do!! - Ellie Darragh, CM4 Administrative Assistant - Logan Aluminum

Thank you for your hard work and diligence in satisfying your customers. Your attention to detail shows and your customers

appreciate it. - Nicole Kelley, Sr. Principal Supply Chain - Northrop Grumman

I just wanted to take a minute and let you know how impressed I am with the day cleaning crew. The ladies' room on the 2nd floor is clean, stocked and smells nice all the time! - Sandy Colombo, Supervisor: Administrative Services - Patheon

I wanted to send my sincere appreciation for all the hard work **Devon Pierce** does on a daily basis. I have noticed he has really taken the lead in housekeeping and provided leadership where there had been a void. Thank you so much for stepping in and providing the needed services for our residents. We truly appreciate your help. - David J. Maw, Executive Director - North Hill

I wanted to share with you my accolades for our day porter, **Juan Guerrero**, at SWBC - Centerview. Juan has honestly been a ray of sunlight. First and foremost, he does a fantastic job keeping up with the cleaning needs of our building and the 450 team members housed here. Since his arrival, I am no longer receiving complaints of bathrooms

out of soap, or kitchens out of hand towels, etc. Secondly, he takes great pride in his work and it shows! A specific example of this was a couple weeks ago we had a client coming in to visit and I had reached out to Juan in the morning asking him to shine the Executive Boardroom table and try to remove some scuffs from the chair handles. He not only did this to an excellent quality, but also called me in the room to show his work and confirm that it was to my liking. Lastly, is his personality. Juan is so friendly and outgoing. He is a joy to be around and lights up the room. You definitely have an asset in Juan and we are blessed to have his services. - Mindy Jacobson, Executive Administrative Assistant - SWBC

I just wanted to let you guys know how pleased we are with cleaning at the service center. They are doing an outstanding job. I don't believe the center has ever been cleaned to the degree that it has been. We really appreciate what you do for us. - Randy Watson - KCP&L and Westar

SAFETY DIAMONDS

COMPREHENSIVE FLEET SAFETY

If you've been keeping your eye on 4M's regular safety alerts, you know about the addition of GPS tracking devices to 4M vehicles. This may seem a little "big brother-ish" but it is part of a more comprehensive fleet safety program. Like all of our safety initiatives, it is designed to keep our Team Members safe and our customers safe. 4M's Fleet Safety Program does the same thing but focuses more directly on those Team Members that drive company vehicles.

The fleet safety program includes: driver identification, like our annual requirement for driver's license and insurance cards; driver training, administered in the fall of 2018; driver management, that includes our GPS tracking system, our Tool Box Talks, like the recent one on Idling; written policies and procedures; managing accidents when they occur; and a formal plan for vehicle inspection, repair and maintenance.

Team Member safety is a primary concern and when driving a company vehicle, the concerns increase. "We have no control over someone hitting our vehicles, but we really need to find better ways of keeping our drivers focused on the road to avoid preventable accidents," said Bruce Ottogalli, transportation manager for SUEZ North America. Everyone is looking for ways to keep their Team Members safe. "For the first time in three decades, the driver/passenger safety metrics are headed in the wrong direction, even as vehicle safety equipment improves," says Joe Stergios, strategy and business development manager for Enterprise Fleet Management.

The increase in accidents continues to be attributed to "distracted driving." This has surpassed drunk driving as the number one cause of accidents. Our plan and process depend upon our Team Members and their awareness of other drivers and their own behavior. Other than operating a motor vehicle, very few things we do day-in and day-out involve a greater risk of fatality. Slow down, pay attention and keep everyone safe.



SAFETY CERTIFIED MANAGERS

4M's Certification system for Safety Certified Managers (SCM) started in 2009 as an internal certification process to validate our Team Members' commitment to safety. SCM must complete in-depth safety training which follows 4M's safety values and our safety mission to execute a proactive path in the continuous pursuit of zero accidents.

Becoming a SCM is no easy task! Training consists of a live half-day session with one of 4M's Safety leaders and maintaining it means that each manager must fulfill their safety responsibilities when it comes to making sure their hourly Team Members receive safety orientation/training, toolbox talks, and monthly safety observations, to name a few.

We're proud of the culture of safety we have built our latest group that can call themselves Safety Certified Managers!

Welcome to the SCM Club!

*Benjamin Emerson
Janeth Lopez
Julie Cohen
Samuel Ramirez
Yvette Ivy
Jeff Ammon
Karl Thorpe
Nick Blackburn
Ana Zuniga
Maria Laguna
Olga Recilia Paez
Robert Crawford
Vasilios Markopoulos
Ana Santana*

*Carlos Berganza
Claudino Barbosa
Daniel Ruiz
Felipe Sena
Herlinda Cruz
Irlandina Lopes
Lizardo Mendoza Castillo
Queila DePina
Roberto C. Mejias Galeas
Rosabel Lopez
Adam Hinthorne
Bob Kalmbach
Brenda Sotelo
Christopher Harvey*

*Connie Hunter
Gaudalupe Rivera
Katia Camacho
Norton Hardin
Scott Sherwood
Amanda Gomez
Esperanza Galindo
Kimberly Cantu
Laura Cortez
Terri Chavez
Veronica Juarez
Yolanda Plata*

YELLOW BELT CERTIFIED

As 4M continues to invest in lean Six Sigma practices company-wide, several on the 4M team have earned the designation of becoming Yellow Belt Certified! Someone who is Yellow Belt Certified is a professional who is well versed in the foundational elements of the Lean Six Sigma Methodology and who leads limited improvement projects and / or serves as a team member as a part of more complex improvement projects. They participated in an intensive workshop covering coursework and then sat for the exam. Our Yellow Belts understand how to implement, perform, interpret and apply Lean Six Sigma practices. Be sure to congratulate our new Yellow Belts at 4M!

Congratulations, New Yellow Belts

*Amanda Adams
Jon Goodson
Sean Schlake
Justin Mcswain
Tom Conway
Rudi Albrecht
Sami Hinthorne
Jesse Miller*

*Steve Cox
Dan Taylor
Tim Fortner
Tony Valenti
Kyle Brown
Chris Wieman
Emily Sarvies
Danielle Vidal-Johnson*

*Larry Bush
Edgar Nieto
Cristian Perez
Mike Sweeney
Seth Wolfe*

WELLNESS CORNER

Winter is upon us and while this can be busy and exciting, there are plenty of distractions to keep your focus away from your health and wellness. Just past the holiday season is normally the time that people begin to experience a lull in their motivation to stay active. The days are shorter and colder so finding that motivation is a task all in its own. When you lose focus on your health, your habits could start to slip into comfort mode. Recognizing the patterns of illness or low energy ahead of time is the key to preventing falling into bad habits.

30 Day Easy Push Up Challenge			
Day 1	3 Pushups	Day 16	Rest Day
Day 2	4 Pushups	Day 17	12 Pushups
Day 3	5 Pushups	Day 18	14 Pushups
Day 4	Rest Day	Day 19	15 Pushups
Day 5	5 Pushups	Day 20	Rest Day
Day 6	6 Pushups	Day 21	15 Pushups
Day 7	7 Pushups	Day 22	16 Pushups
Day 8	Rest Day	Day 23	17 Pushups
Day 9	7 Pushups	Day 24	Rest Day
Day 10	8 Pushups	Day 25	17 Pushups
Day 11	9 Pushups	Day 26	18 Pushups
Day 12	Rest Day	Day 27	19 Pushups
Day 13	9 Pushups	Day 28	Rest Day
Day 14	11 Pushups	Day 29	19 Pushups
Day 15	12 Pushups	Day 30	20 Pushups

Now that the holidays are over, we can start to look past the holiday parties, the traveling, and the checklist of things we needed to accomplish. Try not to forget your routines for diet and exercise. The focus can once again be put back on your goals for staying healthy.

Try including some fruit into your breakfast if you're not already. Fruits like grapefruit, Kiwifruit, Mandarins, and Oranges are all still in season over winter. While fruits are good to add to your breakfast, think about adding more vegetables to your dinner. Broccoli, carrots and Cauliflower are great winter veggies.

Adjusting diet is only part of the solution to a healthy lifestyle. You can have an active winter lifestyle even though the cold has settled in. There are activities you can do inside and outside of the house to continue to keep you on the move. Anything from a brisk walk out in the cold to booking a workout class at the local gym will help get your heart pumping and the blood flowing. Getting out of the house might not always be possible. You do not have to participate in trendy workouts to get your heart pumping. Crank up the music in your own family room and start an impromptu dance party with your family or just by yourself. Dancing in your own house to music you love can help you break a sweat but is also fun!

Motivations tend to dip when the winter solstice is upon us because they are the shortest days of the year. Pick a goal for the next month and aim to accomplish that one goal. A great way to start your journey on any goal is to slowly build up to it. There are push up challenges out there where you start with 1 push up and build to over 100 pushups before it's over. This mentality can be applied to any incremental task like running a 5k or even learning to dance a new style of dance.

4M IN THE NEWS



Congratulations Bloomington Team

4M WINS THE 2019 BEST OF BLOOMINGTON AWARD

The Bloomington, IL, Award program selected 4M for the 2019 Best of Bloomington Awards in the category of Janitorial & Carpet Cleaning Services. Each year, in and around the Bloomington area, the Bloomington Award Program chooses only the best local businesses. They focus on companies that have demonstrated their ability to use various methods to grow their business in spite of difficult economic times. The companies chosen exemplify the best of small business; often leading through customer service and community involvement.

4M WINS 2019 BSCAI AWARDS

The 2019 BSCAI Awards were distributed in November, and 4M earned the Safety Award for the 23rd time in the past 24 years! 4M was also awarded the Image Award for the 4th year in a row in the Large Company Category. BSCAI has over 2,500-member companies whom 4M is up against in these categories, and their designation would not be earned without the support of our 4M Exceptional Family. Thank you to all who help us continue to be be All-In and recognized as the absolute best in these two categories out of all our industry peers!



The 4M Team was honored to be named and to accept these industry leading awards!

STEVE CRAIN FEATURED IN CONTRACTING PROFITS MAGAZINE

You may have seen a familiar face gracing the cover of the industry magazine, Contracting Profits. Our President, Steve Crain, was featured in the magazine and profiled for his new role at 4M as well as his leadership in the cleaning industry. Congratulations go to Steve for this well-deserved recognition!



TEAM MEMBER SPOTLIGHT

GUSTAVO (GUS) JARAMILLO

To know Gus Jaramillo is to love him. He has an infectious personality and a zest for his work that is unparalleled. His expertise begins back when he began in the industry 30 years ago bringing with him a degree in Civil Engineering.

Did you know that Gus was in OST before there even was an OST? He originally came to 4M to assist with a significant startup opportunity back in 2006. It was easy to see how excellent Gus was at this work, and 4M didn't want to let him go. So, After the startup, Karina and Steve Crain asked him to take the Regional Manager position for Florida. Gus jumped at the opportunity and began managing the region which has grown so much it is now three separate regions (Jacksonville, Miami and Tampa)! During his tenure, Gus only lost one account! As time went on, and the region grew, Gus wanted to get back to his roots a bit and move into the Safety Department. In 2016, he did just that and was promoted to Safety Director working alongside Tom Covilli. He is working towards a new distinction as a Certified Safety Professional (CSP).

Gus recognized a quality in 4M he had been looking for. He saw Mitch Murch Sr. spending time with the Team Members, and Gus remembers going to a baseball game with Mitch Sr. and feeling like a member of a close-knit exceptional family. He'd never experienced anything like it in any other company he'd worked for. Senior management never interacted with anyone on the front lines, much less have access to the CEO if you wanted. Today, 4M still operates in the same way, Gus knows if he needed to speak to Tim Murch, that Tim would take the time and speak with Gus. How many companies can say that? As a long-time member of our exceptional family, Gus has seen firsthand that if you want it and can dream it, 4M will support you.

Gus has proved himself time and again to be an invaluable member of the 4M family. Here's to many more years together building our Exceptional 4M Family!



Gus Jaramillo (3rd from the left) and some newly safety trained 4M Team Members.

DID YOU KNOW? . . . REFERRAL BONUS PROGRAM

You Can Earn \$100 and Up to \$1,000!

- All applicants must be 18 years of age or older, pass background check and drug test screening
- Apply at www.4-M.com/CAREERS
- Applicants must put your FULL name on your application when you apply
- For each of your referrals who are hired and are in good standing* for 60 days you will receive \$100 on your check!



HUMAN RESOURCES HOTLINE

Did you know 4M Building Solutions has an active Human Resources Hotline? You can call to address any needs you may have regarding HR and leave messages after hours. The HR hotline for Team Members is 314.615.2859.

TEAM MEMBER HR HOTLINE:
314.615.2859

4M TEAM MEMBER RECOGNITION

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

4M ANNIVERSARIES

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

30 years

Rosetta Edwards

20 years

John Brownlee

15 years

Dorothy Holman

10 years

David Bonilla

Ivon Celedon

Horacio Gudino

Donna Wright

5 years

Tina Atkins

Jessica Casillas

Jeffery Chapman

Jerry Coleman

John Darity

Irma Desir

Clifton Edwards

Eduardo Garcia

Xiomara Gonzalez

Maria Ines

Pamella Kelly

Robert Linder

Miguel Miloslavich

Yesith Nunez

Marilyn Radetic

Ruperto Reyero

Sergio Ruiz

Tamika Stone

Brenda Velez

Hatixhe Zymberi



Robert Linder looking happy on his 5 year anniversary!

Tim Murch and Account Manager Everet Gamez awarding Team Members Gloria Hernandez De Rios, George Valdez and Maria Zamora with 10 year anniversary certificate.

4M PROMOTIONS

Congratulations to the following Team Members on their recent promotion!

Grisel Castello Account Manager	Eric Smith Supervisor	Brittney Lewis Supervisor
Seth Wolfe VP of Operations	Gilbert Turner Day Porter / Matron	Jose Avila Supervisor
Norton Hardin Site Supervisor	Katrina Gregory Day Porter / Matron	Jose Alvarez Supervisor
Nicholas Flatley Account Manager	Clarence Barnett Jr Supervisor	Yessica Reyes Supervisor
Maria Oliver Account Manager	Alexis Scott Lead TM	Vilma Del Pozo Supervisor
LaDana Wright Account Manager	Iker Martinez Rivaz Lead TM	Suhei Ruiz Lead TM
Monica Montoya Account Manager	Timothy Wea Supervisor	Angel Camacho Supervisor
Edmee Colon Field Manager	Michael Tyler Lead TM	Ninoska Delgado Day Porter / Matron
Nayeli Perez Regional Coordinator	Tanika Sledge Lead TM	Filiberto Rivera Supervisor
Mariana Rodriguez Account Manager	Jeizer Morales Lead TM	Claudino Silva Barbosa Associate Manager
Christopher Harvey Assistant Account Manager	Roberto Colula Lead TM	Avon Dawkins Floor Tech
Mady Ojeda Account Manager	Morena Flores Day Porter / Matron	Antrone Davis Floor Tech
Charles Hendricks Supervisor	Maria Coronado Day Porter / Matron	Steven Odom Supervisor
Christopher Hall Lead TM	Becca Stroh Supervisor	Kevin Stewart Floor Tech
Cesar Osorio Supervisor	Brittney Swearngen Supervisor	James Crumpler Floor Tech
Joshua Howell Supervisor	Robert Coimbra Floor Tech	Elba Del Valle Figueroa Lead TM
Patrick Barrett Jr Floor Tech	Brandon Masar Lead TM	Gregorio Ramirez Jr Supervisor
Pamela McAllister Day Porter / Matron	Jayla Shepherd Day Porter / Matron	Roxanne Ramirez Supervisor
Sergio Alvarez Day Porter / Matron	Monique McClendon Supervisor	Graciela Perez Lead TM
Brenda Sotelo Administrative Assistant	Abubakar Khemseth Day Porter / Matron	Laura Cortez Supervisor
Tabatha Shelton Lead TM	Edgar Mata Day Porter / Matron	Karl Thorpe Account Manager

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!

\$100

Alicia Rodriguez
Rosario Ramos
Abraham Ortega
Cristopher Bolanos
Aminada Velasquez
Ana Lugo
Roberta Cruz
Hernandez
Rafael Rodriguez

Cassie Wallace
Aracely Contreras
Andres Galban
Wade Brown
Ana Villa
Lori Sutton
Tanika Sledge
Jovon Draggis
Oscar Godinez
Maritza Sora Benitez
Josefina Alvarez Suarez
Diana Grueso Galvis
Ednard Placide
Francisca Barajas
Gallegos
Abel Pimentel
Arellys Jimenez
Luis Diaz
Yoleivi Amaro
Jose Bogadi
Sadie Garrett

Cecilia Mora
Yamira Vega
Rodolfo Cordero
Maria Oropeza
Yeni Sanchez
David Kidd
Caren Fuenmayor
Maximino Vicente

\$200

Cruz Romero
Andres Garcia
Rosalba Rios Martinez
Livan Jimenez
Luis Marin

TOTAL RECRUITMENT BONUSES: \$4,700

GOOD WORKS WINNERS \$\$

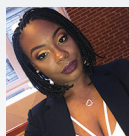
4M receives recognition from clients and supervisors hundreds of times each quarter praising our Team Members. Team Members are issued a "Good Works" ticket each time they are recognized. At the end of the month, a drawing is held and Team Members receive a cash prize!

Kim Terrell	Manuela Elias	Leandro Cantero
Karrie Mahler	Kevin Vega	Saraileanys Encarnacion
Nisha Lathop	Filiberto Rivera	Sydeny Castro
Annette Macias	Victor Lima	Jayce Jackson
Annette Macias	Iris Figueroa	Gladys Vilches

SAFETY BINGO WINNERS

Winners potentially receive anywhere from **\$50 up to \$8,000** per game!

Laverne Simmons \$50	Dana Wilkins \$300
Cheryl Wilson \$50	Gary Gernentz \$600
Carmen Portillo \$50	Norman Brooks \$600
Marcus Robinson \$75	Chatnee Patterson \$600
Janet Davis \$75	Arnaldo Sepulveda \$2,000
Anton Flax \$150	



Safety Pays at 4M for Chatnee Patterson!

TOTAL WINNINGS: \$4,550

NEW MANAGEMENT TEAM MEMBERS

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

Philip Fulgham Field Manager	Bertin Ruiz Account Manager	Christopher Harvey Assistant Acct Manager
Amanda Gomez Account Manager	Robert Crawford District Manager	Richard Lapolice Account Manager
Norton Hardin Site Supervisor	Casemiro Catalunia-Bento Director of Housekeeping	Svetlana Samardzic District Manager
Daren Oliver Account Manager	Felicia Wade Division Coordinator	Albrecht Rudolph Director of Environmental Services
Yohanny Castro Regional Coordinator	Adam Hinthorne Account Manager	Scott Day Account Manager
Ana Zuniga Account Manager	Scott Sherwood Account Manager	Elizabeth Gugliano District Manager
Nicholas Blackburn Account Manager		

WHAT'S THE BIG DEAL ABOUT A CERTIFIED SIX SIGMA YELLOW BELT?

The Certified Six Sigma Yellow Belt (CSSYB) is new to the world of Six Sigma and has an interest and need to develop foundational knowledge of Six Sigma. Yellow Belts can be entry-level Team Members who seek to improve their world all the way up to executive champions who require an overview of Six Sigma and the DMAIC model (define, measure, analyze, improve, and control) to assist in organizational adoption. This certification advances the concept and potential of using Six Sigma tools and methodologies within an organization.

Those who know Six Sigma understand several different methods to reduce costs, increase revenue, streamline business processes, and improve employee buy-in, all of which leads to a better bottom line. Having certified Six Sigma Yellow Belts on a team can assist in implementing tools, techniques, and practices to achieve cost reduction and quality improvement while also improving overall quality through consistent compliance to defined quality standards. They are Subject Matter Experts (SMEs) that can support Green Belts or Black Belts with an in-depth knowledge of how a six sigma processes function within their area of expertise. The proper application of Six Sigma methodology can affect many different aspects of a business, from improvements of goods and services to employees investing more into the final product. Yellow Belts are especially valuable because they get to the root cause of problems and inefficiencies, rather than treating only the symptoms. The payoff

of utilizing Six Sigma practices is obvious! Focusing on developing and improving your Team can never be anything other than a great thing for an organization.

Six Sigma can clearly be significant to companies of all types and sizes. Lean processes and process efficiency is on the rise. We are in the middle of a quality revolution. For example: General Electric (GE) saved \$12 billion over five years and added \$1 to its earnings per share with Six Sigma practices and Honeywell (AlliedSignal) recorded more than \$800 million in savings! Six Sigma professionals continue to be in demand, as companies worldwide seek to cut costs, improve processes, and decrease waste.

Lean Six Sigma Yellow Belt training tends to be many people's first step into the world of process improvement, but 4M prides itself on keeping up to date and ahead of the curve by implementing new technology and processes. When 4M Building Solutions implemented the CleanPath system over 10 years ago, it was inspired by a long history of industrial engineering pioneers. We continue to pave the path in implementing our own lean engineering processes in our CleanPath system, coupling that with 5S methodology and Six Sigma practices.

Take a look inside on Page 5 for 4M's most recent exceptional Team Members who have attained Yellow Belt Status in Six Sigma Training!

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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