

MMMM Pathways

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Alignment, Leadership and Excellence at MMMM in 2011

by Tim M. Murch CBSE, President & CEO

I want to talk about a couple of words that I want everyone to remember and focus on, which you will be hearing a lot more about moving forward. They are **Alignment, Leadership and Excellence**. Give your absolute best everyday in everything you do personally and professionally. I ask what your real commitment is in your position to give your absolute best every day to make MMMM the absolute best? Ask your teams this regularly.

Let's talk about **Alignment** first. We can't be aligned enough in everything we do throughout the company with every one of our 3,000 Team Members understanding their role and purpose in what our customers expect and their role and purpose in owning and being an active part of achieving of our vision goals. Is that tough? Heck yes, but we can achieve anything we want, right? With our “can do” and “will do” attitude we can achieve and accomplish everything we set out to do, right?

Another priority that we will be focusing on much more in 2011 is our long range strategic vision growth and profit goals of increasing sales a minimum of 12% net per year and increasing our profit ½% each year. As of late, we have been too focused on just the annual budget and not the bigger, long term strategic vision achievement.

It will take all of us doing a better job of messaging the status of our monthly MMMM Vision Scorecard, 6 Corporate Goals throughout the company so everyone understands where we are and their role in being a part of achieving “all green” for each of the 6 Corporate goals will help drive alignment company wide.

Moving on to **Leadership**. Everyone at MMMM is in a leadership role, regardless of your position. The more effective each of us can lead, the greater our results will be both personally and professionally. I personally am a steward of leadership and can't grow as a leader enough both personally and professionally and I encourage you and your teams to do the same. Such as: Treating every Team Member like they want to be treated; “the Platinum Rule”. Effectively communicating expectations. Giving Team Members feedback so they know the score that they desire. Giving regular deserved recognition. Knowing your Team Members on a personal level. Taking a sincere interest in them and why their work matters. Raising the bar for constant and continuous improvement.

These are a few key traits we all need to lead every day.

The third word is **Excellence**. This is what we need to strive for to be the absolute best in everything we do. It is the common thread in World Class. What comes into play with excellence at MMMM? Wellness. Achieving our 6 Corporate Goals each year. Running the 8 operational plays to perfection. Exceeding our retention goals. Improving the success of our management recruiting, hiring, development and retention. Continuing to differentiate ourselves from everyone else by constantly creating more value for our customers and prospects. Continuing to make MMMM the absolute best place to work in every level and position throughout the company. Being recognized by the industry and our competitors as the absolute best place to work. Developing new leading edge unique processes, systems and innovative solutions that continue to separate us from all others. Perfecting the Sandler process and committing to utilizing it with world class results.

How committed are you to this? To pay the price and work every day to be World Class?

***As Herb Brooks said about his Miracle on Ice gold medal hockey team,
“This isn't a team of common men. Common men go nowhere.” How committed are you?***



Tim Murch CBSE, President & CEO

MMMM's Vision

“To be the Absolute Best Facilities Services Partner”

MMMM's Mission Statement

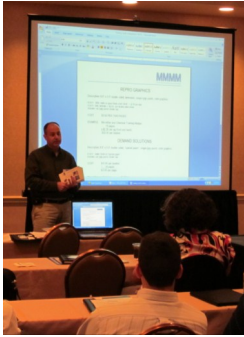
“To provide world class, innovative facilities support services to world class partners with energy, enthusiasm and excitement while exceeding expectations for safety, quality, value and integrity.”

“Together Everyone Achieves More”

MMMM Annual Meetings in Las Vegas 2011

Our 2011 Annual meetings were once again very successful with our focus being alignment and leadership as well as continually improving upon our TEAM culture. We kicked off our meetings with a quick video that can be viewed on You Tube entitled “Give Me Your Absolute Best!”

Joe Strout, CFO, then presented both our 2010 and 2011 MMMM Vision and Vision Scorecard to our Regional Management Teams, Corporate Sales Team and other Support Team Members in attendance.



Bill Crouch

Following Joe Strout, our Corporate Sales Team presented their respective 2011 Sales Plans with a focus on each of their Top 5 Prospective Clients.

Bill Crouch, VP of Compliance & Training, introduced our new innovation tracking process to continually improve our Corporate Goal #4-Delivering Service Innovation.

Tom Covilli, VP of Safety & Risk Management, introduced our new “ZeroPath” plan which will play an instrumental role in the continued success of our Corporate Goal #6-Safety Excellence.

We finished our opening day session with a Team Building Event directed by Karina Villasenor, VP of Human Resources. The Team Members present were divided up into teams and sent out on a massive scavenger hunt. This was a huge success with the Omega Division team led by Tim Moore, Gateway Division Vice President, edging the Sales Team led by Tim Murch, President & CEO.



Heather St. Clair, DeVaughn Waldrup, Lacey Brown, Kevin Reardon, Tim Murch and Chris Wieman



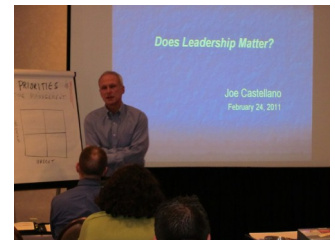
Eric Bixby, Tim Moore, Laura Edler and Jeff Wells

Day two opened with a session presented by Mark McIntosh, Professional Motivational Speaker and Life Coach. Mark gave an inspirational Pep Talk encouraging all, despite all obstacles and challenges, to play like a champion in the game of life: at home, work and elsewhere.

Joe Castellano, MMMM Board Member, followed the morning session presenting a topic that began with a simple question, “Does Leadership Matter?” Joe’s session focused on the importance of true Team Member engagement and in order to be a true leader you must have Team Members that are willing to follow.



Mark McIntosh



Joe Castellano

Day three opened with a session presented by MMMM Customer, Jim Morgan, “It’s all about Team.” Jim utilized clips from the “Miracle on Ice” film for his presentation. He focused on the importance of true team work including a few simulations which actually had MMMM Team Members working individually and finally as a team which was absolutely astonishing what they were able to accomplish as a team. Jim’s session touched many hearts and brought back some great memories as we viewed clips of team building strategies utilized by Coach Herb Brooks of the 1980 USA Gold Medal Olympic Hockey Team!



MMMM Customer Panel and Tim Murch

We finished days two and three with MMMM Customer Panel Sessions moderated by Joe Castellano who focused on Sales and Operations topics that will allow our teams to continually improve. We would like to thank the following MMMM Customers for their continued support: Jim Morgan, Bob Conrad, Corey Schwarz and Randy Birchfield. These annual sessions allow MMMM to learn from the insights of customers, allowing MMMM to improve our service delivery. This is an example of true partnership and we appreciate all of our customers for taking the time to provide us with their honest feedback so that we can become better partners and achieve our Vision “to be the Absolute Best Facilities Services Partner.”

We close our annual meetings each year with Tim Murch, President & CEO, presenting his outlook for MMMM Future Vision and presenting our 2010 MMMM awards recipients. Many awards were presented and all play instrumental roles in the success of MMMM. As always, the final two awards presented are the Mitch Murch Sr. 110% Award and the MMMM Hourly Team Member of the Year Award which were presented respectively to Candise Murray, Project Manager at Old National Bank, and Mehn Tun, MMMM Team Member at Eli Lilly Account. MMMM appreciates everything that these Team Members do everyday, along with every other Team Member throughout the company.



2010 Award Winners

2010 Team Member of the Year and the Mitchell Murch Sr 110% Award Winners: Mehn Tun and Candise Murray!

To have earned these awards out of 3,000 Team Members is no small feat, Candise (Project Manager at Old National Bank) and Mehn (Team Member at Eli Lilly) are valued examples of how MMMM's Team Members go above and beyond, striving to be the absolute best facilities services partner in the industry. These awards honor the MMMM Team Members whose job performance, civic involvement and family role best exemplify qualities found in "world class" custodial Team Members. We are incredibly proud of Candise and Mehn and hope that every Team Member gives 110% and strives to be the Team Member of the year!

Congratulations Candise and Mehn!



MMMM Anniversaries

20+ years!

Steve Crain (24)
Dorothy Arnold (23)
James Leaks (22)

18 years!

Herbert Edwards
Adolphe Lang
Archie Vittetoe

17 years!

Carrie Warford

15 years!

Ray Allen

14 years!

Renee Porter
Antonio Williams
Rick Peterson

13 years!

Wildeth Page
Marethia Walker
Alma Pettis
David Hair
Ray Matthew

12 years!

Shenice Strawder
Carl Williams
Zaidi Issa

11 years!

Teresa Grebe
Frederick White
Meredith Whalen
Paul Lee

10 years!

Pamela Smith
Derrick Johnson
Dulce Estrada
Joyce Brooks
Carolyn Hill

9 years!

Sammie Cobb
Carl Walters
Charles Harris
Herbert Gillespie
Chris Wieman
Herman Martinez
Charles Jones
Darren Gaither
Michael Stovall
Doris Gigers
Donald Moore
Evelia Perez
David Goforth
Brian Wilson
Martha Galindo
Maria Singleton
Tony King
Tim Chrismer

8 years!

Terry Miller
Carol Brookins
Raquel Cabrera
Kenneth Vogt
Frank Smith
Ronald Masek
Beth Staufenbiel
Eddie Lewis
Eston Danielsz
Michael Sisson
Ivan Rosser
Cleotha Daniels

7 years!

Anita James
Gregory Cook
Virginia Smith
Melvin Bradley
Loda Marr
Earline Willis
Jimmy Cushion
Martha Cabrera
Rocio Castillo
Rob Karaitis
Juan Zarate
Ronald Blackwell
Ralph Knothe
Nathaniel Burkes
Ana Ramos
Reche Williams
William Word
Jonathan Mejias

6 years!

Rickey Boyd
Deborah Johnson
April Lauderdale
Vernon French
James Adams
Marilyn Muniz

5 years!

Esed Ibrahimovic
Martin Soto
Alicia Leakes
Melvin Bethany
Boydlette Moore
Jose Garcia
Susana Pere



leaders in developing world-class Team Members

Good Works \$\$ Winners \$\$

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

This amount may vary by region.

January, February and March Winners

Yolanda Cook	Gloriam Perez	Joe Snipes
Roosevelt Jenkins	Liliana Duque	Joel Snipes II
Frank Barnard	Ines Giraldo	Lacey Pearson
Norman Sherphard	Philly Cuttie	Irene Garcia
Latisha Brown	Mary Moises	Glenda Lemen
Jose Reyes	Gloria Correa	Tia Davis
Darvell Wharton	Alexander Ortiz	Aye Mu
Michelle Willis McGee	Nancy Delgado	Way Ro
Mary Dixon	Yoel Brito	Maria Sanchez
Lamar Baldwin	Eduardo Alvalle	Htoo Wah
Maite Arevalo	Graciela Giraldo	Eduardo Santos
Marshonne Demons	David Perez	Bernadean Myers
Amra Misic	Zorayda Correa	Mehn Tun
David Wilkerson	Estella Melendez	Mi Khaing
Neth Ou	Ricardo Iglesias	Tha Eh
Tommy Brown	Betsy Garcia	Amu Runion
Frewoini Tesfanichael	Marinolli Gonzalez	Curtis Matthews
Jimmy Cushion	Gabriel Franco	Peggy Carroll
Leonoris Lora	Francisco Delgado	Ivan Rosser
Anthony Marshall	Michele Mitchell	Jacquelyn Smart
Nidal Moumani	Edwinia Goe	Theodore Baisden
James Orozco	Donald Lang	Derek Wilkening
Alberto Hera	Tyland Walls	Carlos Terry
Dularie Sukraj	Viktar Zvelton	Gulistan Iznurova
Paul Gomez	John Banegas	Willis Hines
Yanior Vega	Jose Diaz	Say Htoo
Jose Rodriguez	Charles Cunningham	Behija Dedic
Edgar Trujillo	Virginia Quiroz	Debra Killian
Henrietta Ealum	Jeff Smith	Rashante Shank
Paulina Oleksinski	Mike Pieper	Patricia McCormick
Miguel Gonzalez	Irma Palacios	Iznurov Server
Graciela Cruz	Cassandra Torrence	Victor Baucan
Yunian Alvarez	Maria Rodriguez	Rickey Morris
Miriam Morales	Deanna Crespo	Carrie McLaughlin
Juan Cubero	Janice Bobbit	Ismeta Sehovic
Lavonia Masterson	Charmelle Everhart	Tony Bouye
Megan Close	Tommy Ferby	Sierra Hinton
Chris Sals	Richard Roberts	Brian Koons
	Leila Phillips	

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

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

December, January and February Winners

- Meagan Goodwin**
Rene Bara
Rick Foulkes
Trina Carr
Htoo Wah
Ana Ramos
Judy Coursey
Donna Wiggins
Nicole Rodriguez
Katie Knapp
Terence Bryant
Patricia Adams
Vanessa Jones
Jose Diaz
Ray Avilia
Aaron Forshee
Astrit Durmishaj
Jorge Castro
Janice Mitchel
Tracy Monical
James Price
Dominic Passoni
Estela Esparaza
Tyleesha Wilson
Margaret Garrett
Elydia Fedd
Hilda Castillo

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

January, February and March Winners

- Janet Knowles**
Rachael Netznik
Barry Jarrett
Kawanna Wilson
Janet Campbell
Luis Orozco
Anthony Sherrill
Neth Ou
Ardell Cooper
Kenneth Gully
Aye Mu
Miriam Morales
Siliva Agurs

Congratulations to all of the winners!

There is Nothing More Gratifying than a Satisfied MMMM Customer!

MMMM's objective is to make the best effort to insure complete satisfaction at all times. The following are just a few of the many compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.

IAA

*Sharon Newton, IAA stated "On several occasions, the night cleaning crew has gone above and beyond for our department. They are a group of great people, I just want to think all of them, especially **Gary Gernentz, Rick Foulkes** and **Dusty Cantrell**. They seem like they genuinely enjoy themselves and they definitely go above and beyond!"*

Springfield Clinic

In their recent newsletter the patients commented that the cleanliness of the facility was a 5 out of 5—excellent!

Valero

*Wendy Grier, Valero stated "**Emilio Magana** did a fantastic job on our floors. He is always available when we call and very helpful in making sure our area stays clean. **Sandra Gonzalez** also does an excellent job, she is hard working, efficient and has a positive attitude. We appreciate their hard work and commitment to keeping our area looking great."*

Mitsubishi

*Sandy Smith, Mitsubishi stated "Please give our biggest "thank you" to **Maria Espinoza** and her staff. Thanks also to **Richard McIntyre** and **Darcel Johnson** who always come through for us. Knowing there is someone who can be counted on to do good work with little notice is greatly appreciated."*

BJC

Jennifer Thompson, Cassidy Turley stated "BJC says that MMMM is doing a FANTASTIC job, everything is dusted each morning and is an improvement from the previous cleaning company."

Sachs Properties

Robey Taylor, Sachs Properties stated "A recent loss of cash was found by a MMMM Team Member, they professionally handled the situation and got the money back to its rightful owner. I am pleased with the honesty."

Northrup Grumman

*Mark Phillips, Northrup Grumman stated "**Marc DiMarzo** and **John DeFalco** go over and above daily tasks and the efforts are appreciated. I also want to say thanks for a job well done to your entire staff. I think the job you do is thorough, professional and timely. Thanks again for keeping the facility clean and healthy."*

Wells Fargo

*Jennie Alt, Wells Fargo stated "When **Helen Baker** cleans she is courteous, stocks the items and cleans up after Wells Fargo Team Members all day. This is all done with a smile and "How are you today" or "Have a Great Day!". I want to compliment Helen on being courteous, professional and being very good at her job."*

MMMM Perfect 10 Customer Partnering Review (CPR)

Congratulations to the following accounts and Teams for their Perfect Scores!

IAA received a **better than 10 score of 10.2!** Congratulations to all the account Team Members, Rick Foulkes (Project Manager), Peggy Chestney (Area Manager), Steve Gray (Regional Manager) and Tim Moore (Division Vice President).

KV Pharmaceutical received a perfect 10 score! Congratulations to all the account Team Members, Ella Halilovic (Project Manager), Carrie Warford (Area Manager), Steve Gray (Regional Manager) and Tim Moore (Division Vice President).

Logan Aluminum received a perfect 10 score! Congratulations to all the account Team Members, Tresa Wilson (Project Manager), Scott Hadley (Area Manager), Laura Edler (Regional Manager) and Dan Cline (Division Vice President).

A CPR consists of MMMM management meeting with our customer contacts and their management group to review and discuss performance over the last quarter.

Outstanding MMMM Team Members

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



Barry Booth is the Project Manager at FedEx and knows how to get the job done. He has a great relationship with customers and is always helpful wherever needed and always with a smile on his face! Barry has 3 children and 7 grandchildren who affectionately call him Gramps, plus another one on the way! We are lucky to have Barry on our team!

Barry received a \$50.00 voucher and a certificate!

Congratulations Barry!



John Starks is a Team Member at Pierre Laclede Center. John is very much appreciated by the tenants, as many compliments have been passed on by them to the Project Manager. The building property management company has also paid compliments of his efforts. John is quick to respond to tenant needs and works diligently to perform the daily tasks of a day porter. John's hobbies include drag racing, fishing, and sports. Thank you John for your commitment to the MMMM vision!

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

Congratulations John!



Bud Brooks is the Project Manager at ATK and is a great leader for his Team Members! Bud is always there with a helping hand while promoting Safety, not only at ATK but other accounts as well. He takes great pride in making sure that ATK is run smoothly and keeping customers happy!

Bud received a \$50.00 voucher and a certificate!

Congratulations Bud!



Roosevelt Jenkins is a Team Member at One Financial Plaza. Roosevelt has been a true asset to MMMM, he is always willing to go an extra step by staying late, filling in when needed and cross training with other positions so that he is ready if an extra hand is needed! Roosevelt sets a good example for his fellow Team Members every day.

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

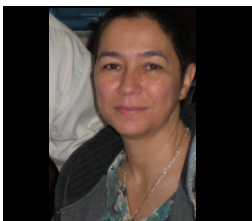
Congratulations Roosevelt!



John Banegas is the Project Manager at Eli Lilly, he was promoted in January and has grown in leaps and bounds in these last few months! He is developing working relationships with his facility contacts and has gained a great deal of respect from them. John seeks advice when needed from his fellow managers and has absorbed a tremendous amount of knowledge all while presenting a professional image and gaining respect from his Team Members.

John received a \$50.00 voucher and a certificate!

Congratulations John!



Damaris Cardona is a Team Member at Citrix. She is hard working and always goes above and beyond her job to properly train other Team Members. She has grown as a person with MMMM and stays on top of everything, including taking care of her 14 year old daughter. She is a great Mom and a great Team Member!

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

Congratulations Damaris!

1000 Days Accident Free

Congratulations to our Indiana Region Team for achieving **1,000 consecutive days without an accident!**

These Team Members have worked tirelessly in a safe and professional manner to help make this happen. Our goal is zero accidents and the Indiana Regions efforts, especially over the past 1000 days, clearly indicate that they are living the example. The Indiana Team is an excellent example of how accidents can be prevented if you work proactively as a team. Teaching and educating each other about safety and conscientiously working in a safe manner promotes a safe work environment. The Indiana Region was awarded a special pin and a \$25 Walmart gift card at a special ceremony given by Tom Covilli, VP of Safety and Risk Management, Karina Villasenor, VP of Human Resources and Dan Cline, Division Vice President.

We can make this year and the years ahead just as accident free with everyone's continued safety diligence.

This is yet another example of **360° teamwork.**

Congratulations to the Indiana Region!



Rest In Peace

It is with deep sadness that we share the loss of a fellow Team Member. Ronald Brown, who was a Team Member at the Florida State College Cecil Field Campus, passed away in March. Ronald was a very dependable and dedicated Team Member. He recently joined MMMM in October 2010, had never missed a day of work and was a model Team Member. He will surely be missed as a member of the MMMM family.



\$50.00 to \$1,000.00 —Team Member Recruitments — \$50.00 to \$1,000.00

“Great MMMM Team Members recruiting Great New MMMM Team Members”

The following have been paid for recruiting MMMM Team Members. Ask how you can get paid a bonus for your referrals!

This quarter’s recruiting bonuses: **\$6,600.00!!!**

Marc DiMarzo	Roberta Earl	Steven Smith	Jayson Maldonado	Edwinia Goe	Erin Cothron	Jason Bowen
<u>\$1000.00</u>	<u>\$200.00</u>	<u>\$200.00</u>	<u>\$200.00</u>	<u>\$200.00</u>	<u>\$200.00</u>	<u>\$200.00</u>

\$100.00 Bonuses

Elydia Fedd	Cheryl Burkitt	Roger Melton Sr	David Perez
Dulce Estrada	Mike Moore	Cortez Davis	Ciro Alvarez-Andrade
Marcus Stewart	Vanessa Barr	Isaac Odom	Victor Navarrete
Ricardo Iglesias	Curtis Matthews	Adoria Rivers	Yunian Alvarez
Kerry Key	Joe Snipes	Robert Hardmon	Caridad Moya
De Andre Scott	Mattie Owens	Willie Collier	Fannie King
Shelia Farley	Rodney Robinson	Indra Dhimal	Donald Lang
Karmen Beathea	Levie Jenes	Juanita Miguel	Jose Espinosa
Frederick Hamm	Minnie Frazier	Santos Rivera	Shyanna Pettis
Braquel Christenberry	Agustin Robledo	Jose Espinoza	Alma Molina-Garcia
Luis Velazquez-Reyes	Shanika Johnson	Chasity Otterstrom	

MMMM New Management Team Members

At MMMM, we believe in hiring world class Team Members. Please welcome them!

William Torres, Supervisor, Sun States Division / Regina Guzman, Project Manager, Gateway Division

Richard Fauth, Project Manager, Gateway Division

Lindsey Guempel, Marketing Assistant, Marketing Team / Domenic Palumbo, Marketing Assistant, Marketing Team



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