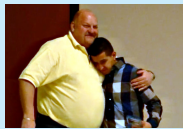


In this Issue:



Team Members rave about Annual Meetings



2013 MMMM Award Winners and Safety Award Winners



Team Members at CAT take pride in their work and it shows



"Spotlight On Safety" Be accident-free in 6 steps with ZeroPathSM

MMMM

Issue 26 | 2014 - Quarter 1

Team Member QUARTERLY

TEAM MEMBERS RATE MMMM ANNUAL MEETINGS THE BEST YET

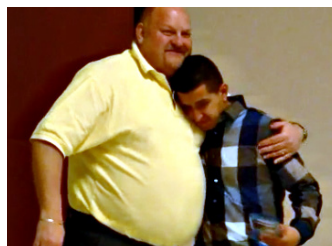
MMMM Team Members sound off about their positive experiences in Las Vegas

The second week of March was a great week for MMMM as we got together once again for our Annual Meeting in Las Vegas. We use these meetings to learn, align, and most importantly recognize the outstanding Team Members we are so fortunate to have on our Team. The culmination of a year's hard work and getting together as a Team always manages to pull some very strong and positive emotions out of everyone in attendance. We asked some of our Team Members to explain this experience and wanted to share their responses.

"My time at the company meetings was one of the best times I have ever had. To be able to spend time with great people and learn so much from them was unbelievable. I already knew that I worked for the best in the business but to be able to spend more one on one time with them was great. It shows me that we are a close family and that we care for each other no

matter how far apart we are. We can count on each other to help out and be successful. It showed me more of what I already knew-that MMMM cares about all of our Team Members."

- Jose Correa



Though there were many great presentations, Brett Ledbetter's presentation regarding "Become One" was very enlightening and motivating. Many times I have questioned myself; is this where I'm supposed to be, is this what I'm supposed to be doing? After the presentation my questions were answered... YES. My vision of MMMM is like a big umbrella; shielding the Team with constant encouragement, support and the tools necessary to help build a great Team so that

we are able to provide great service to our customers."

- Carla Holmes

"With every yearly company meeting that I have the extreme pleasure to attend, I leave on my way home in awe of where we are not just as a company but also as a family. You do not see the type of emotion for learning, getting better, and the feelings each of us have for one another out of just a company-but you do see it with a family."

- Tim Moore

"Working hard all year long to receive confirmation that I have succeeded once again in being privileged to attend with my MMMM Family and Friends in Vegas is the most exciting news one can only imagine receiving. It's exciting for me because there are so many of my leaders that I only get to hear their voice over the phone or read an email sent from them throughout the year. Being in a position to shake their hand or hug them just touches my heart.

The recognition of those Team Members who are receiving awards for themselves and their Teams for outstanding work performance and achieving safety to the highest level is a moment when the "LOVE" shines through!

It doesn't get any better than to see the excitement in your fellow Team Members' faces and the trace of a tear. Each and every one attending these meetings show each other how important and special each one is and the loyalty to one another is remarkable. It was great being with my MMMM family that I don't see as often as I would like to. This was truly, to me, one of the best meetings I have attended."

- Candise Murray



2013 ANNUAL AWARD WINNERS

Congratulations to all of the deserving Team Members below on a great 2013

Albert E. Wilson, III
Region of the Year Award

The Kansas City, Kansas and Tulsa Team

Runner-Up
The Indiana/Ohio Team

Perfect 100% Account Retention

Indiana/Ohio
Kansas City/Downtown St. Louis

Platinum Club Leaders

(Sales representatives that achieved or exceeded \$180,000.00 in annual sold G.P)

Chris Wieman

Janice Deer Sales Champion of the Year

This award is named in memory of Janice Deer

Chris Wieman

The Most Improved Region Award

Texas Team

Division of the Year Award

Omega Division

Runner-Up
Sunstates Division

**Regional Account Manager/
Area Manager of the Year**

Jose Correa (*Overall Area
Manager of the Year Winner*)

Brian Whitman

Bud Brooks

Candise Murray

Mintia Cowan

Tamara Todd

Layton Hartley

Marc DiMarzo

Internal Sales Area Manager Winner

Marc DiMarzo

Internal Sales Account Manager Winner

Tamara Todd

Team Member of the Year

Augustin Robledo (Tino)

Mitchell M. Murch, Sr.

110% Award Winner

Laura Davis

2013 SAFETY AWARD WINNERS

Safest Region of the Year Award

Tennessee/Arkansas/Kentucky

Runner-Up
Indiana/Ohio

Safest Division of the Year Award

Omega Division

Triple Diamond ELITE Awards

Logan Aluminum

FIS Littlerock

Federal Express CAC

Ameren Labadie

St. Louis Place (Cassidy Turley)

Old National Bank

Ameren Sioux

LPS Jacksonville

Triple Diamond Awards

BJC Clayton/Taylor (Cassidy Turley)

Double Diamond Awards

Highland Oaks (JLL)

Northrop Grumman

Boston Scientific

Indianapolis Power & Light

Covance West Indianapolis

Summit Technology

Diamond Awards

Millenia Office Park (Duke)

Raytheon

USDA Beacon

Westside Business Park

Pierre Laclede (CBRE)

Country Financial

Covance Madison

Union Station

Ameren Rush Island

Metropolitan Square

John Deere - Ottumwa

Proactive Safety Achievement Certificate

Northrop Grumman

HSN

Highland Oaks (JLL)

114 West 11th Building

Marietta Chair

Magellan Health

BJC (Cassidy Turley)

Country Financial

Assurant Milwaukee

Lutheran MO Synod

The Atrium at Chesterfield (Balke Brown)

Caterpillar

Wells Fargo

Logan Aluminum

Old National Bank

Chris Wieman and Tim Murch take a 'selfie' at the Annual Awards Banquet



Tino Robledo
*receives his Team
Member of the
Year Award from
Tim Murch*



Clockwise from L to R:

Marc DiMarzo receives his Internal Sales Area Manager Award from **Tim Murch**



Jose Correa receives his Overall Area Manager of the Year Award with a smile



Laura Davis receives her Mitchell M. Murch, Sr. 110% Award from **Tim Murch**



Team Member of the Year, **Tino Robledo**, poses for a picture with his wife, **Leslie**, and **Tim Murch** after **Tom Conway** (pictured far right) gave a speech in honor of Tino and his dedication to the MMMM Family as his own family.



WHAT DIFFERENTIATES MMMM?

Joann Tucker discusses the changes she sees in MMMM since she returned

"In so many words-everything! We know I came back to MMMM from another company and I can say without a doubt that MMMM is 20 steps ahead in everything. MAVRIC, all around technology, CleanPathSM, treating the Team Members like family-These are all the values I have instilled in myself and the people I work with for a very long time but wasn't able to take them to the next level until now! Thank you for bringing me back to your Team! I promise you won't regret it! I will do everything in my power to keep my Managers and tenants happy here at Pierre Laclède Center! I am very good at what I do and know that I will only get better with the support I get. In closing, Mitch Murch is a great man and I just love when he said, "Right is right, wrong is wrong." We live it. So very true!

- Joann Tucker
Account Manager



CUSTOMER TESTIMONIAL: BRIAN C. BUIE

"Since I took over the management at St. Louis Place, I have been impressed with the quality of the cleaning service by MMMM. I believe what sets them apart from other cleaning companies is the quality of their Managers. **Dulce Estrada** is the best Account Manager I have worked with in my nine years of Property Management. Her attention to detail and customer service is second to none. Whenever an issue comes up (which is very seldom) her response is always, "I'll take care of it," which she does. Whatever the issue was, it's not repeated. I have always appreciated the Team Member incentive and recognition programs that are in place with MMMM. For example, the Safety BINGO is a great program. What a great opportunity for the Team Members to take ownership of their own safety and provide them with an incentive to continue being safe. It goes without saying that MMMM makes my job easier at St. Louis Place."

- Brian C. Buie
Sr. Property Manager
Cassidy Turley

COMPLIMENTS FROM CAT

Each quarter we get numerous of compliments from our valued customers on the MMMM Team Members working in their facilities and the great job they do. Usually this section is a variety of those compliments, but out of all our accounts nationwide, we receive the most compliments from our customers at CAT. So much so that we can dedicate a whole page to them!

Congrats to all of our Team Members at CAT. Keep being world-class examples of what it means to be a MMMM Team Member!

John Guinzy said...

"I just wanted to drop a line and let you know that the crew here that I deal with on a day to day basis is exceptional and professional. **Gloria Guzman** and **April Gonzales** are extremely polite and tend to anything that is needed with professional courtesy to all. You have a great asset of your company with them."

Casey Grantham said...

"I cannot express enough how much I appreciate you and your staff. Without your knowledge and attention to details I can honestly say that our facility would be a horrible place to work due to the fact that it would be very dirty. If I have a question about any kind of cleaning issue I am having I know all I have to do is ask your staff or come to your office and speak to you. Even if it pertains to my environment outside of work you are always my go to because of your vast knowledge and willingness to help. I know that if you do not know the answer you will try your hardest to find one."

Mark Schwagle said...

"I wanted to give you some positive feedback regarding your two Team Members, **April Gonzales** and **Gloria Guzman**. They are phenomenal employees. They keep building 2 looking terrific all the time. They are focused and driven Team Members and have fantastic attitudes. It is a pleasure having them part of the building 2 Team and their effort keeps our building looking world class."

Sarah Hunt said...

"I want to thank you and your staff for all your hard work, I especially want to thank **Mary Saenz**, she is such a great supervisor and she is willing to do anything we need. She doesn't just send someone she is willing to work just as hard if not harder than the rest of her staff."

Brandon Parry said...

"As always, your Team is doing a fantastic job on the new scope of work that you took over. Having your Team help with the separation of the Styrofoam by taking it over to the building two compactor has been great."

Bill Saffeels said...

"Both **Gloria Guzman** & **April Gonzales** show up for work everyday with a great attitude and smiles on their faces, they are friendly with everyone in bldg 2 and perform their jobs in a timely matter everyday."

Alan Roque said...

"I am a Quality Tech in PDI and would like to recognized how great of a good job **Gloria Guzman** and **April Gonzales** are doing over in building two and specially in PDI area, over all MMMM is doing a great job."

Sheldon Miles said...

"Your cleaning ladies **Gloria Guzman** and **April Gonzales** do a very good job keeping up with our area. Thanks for great services!"

Diane Larson said...

"**Mary Saenz** has done an outstanding job by getting her employee's to act upon the time of need. Job well done!!"

MMMM

Your Proven Facility Services Partner

From L to R: **Gloria Guzman,**
April Gonzales, Mary Saenz and Tamara Todd



SPOTLIGHT ON SAFETY

TAKING A CLOSER LOOK AT OUR SAFETY PRACTICES

ZeroPathSM:

6 Steps to Zero Accidents

At M MMM, working safe is expected

There are a few certainties in life. One certainty is this: If you work for M MMM, you are expected to lead by example. Whether you are the newest Team Member or the most seasoned Manager, the importance of leading by example and personally demonstrating a safe work ethic is a fundamental expectation at M MMM.

ZeroPathSM is the M MMM action plan for executing a proactive path in the continuous pursuit of zero accidents. It has been said that success is a journey, not a destination. This phrase has never been more true than in the pursuit of zero accidents. A proactive path requires accident prevention by identifying and eliminating those behaviors that cause the accidents. The strategy that defines this mission at M MMM is a 6 step process. We will (1) establish and maintain standards of performance, (2) we will effectively and consistently communicate these standards, (3) we will train and educate our Team Members so that these standards can be realized, (4) we will evaluate our performance regularly, (5) we will acknowledge and celebrate success when achieved, and (6) we will make changes or improvements when necessary.

The ZeroPathSM strategic process begins by establishing standards of performance. M MMM measures safety performance through both internal and external KPIs (Key Performance Indicators) consisting of both leading and lagging indicators. Leading indicators, such as safety inspections, represent those proactive efforts that take place before accidents occur. Lagging indicators, such as TRR (Total OSHA Recordable Rate), are after the fact measures and are ultimately a product of the ZeroPathSM program. In other words, if proactive efforts are consistently being executed, the ultimate outcome will be fewer accidents, or a lower TRR.



The second step in the process involves communicating and promoting ZeroPathSM. The goal here is to ensure all Team Members know and understand our Safety Vision, Mission and Strategy so that they can be realized. The third step is to train and educate all Team Members with the purpose of ensuring that Team Members have the requisite safety knowledge to perform their jobs safely and in compliance with company policies and procedures. The fourth step is self-evaluating/inspecting to ensure operational performance complies with established safety policies and procedures. The fifth step is acknowledging and celebrating success when achieved which involves recognizing groups or individuals who successfully promote safety and achieve measurable success. Finally, the sixth step requires us to make changes or improvements when necessary. This part of the process is all about learning from past mistakes so we can reduce or eliminate them going forward.

Finally, the glue that holds the ZeroPathSM process together is accountability. Simply stated, accountability is a measure of the commitment to the process. Only by holding ourselves and each other accountable for each step can we achieve our mission.

Safety Bingo Winners

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

Mary Saenz
Leland Washington
Beth Staufenbiel
Linda Johnson
George Valdez
Khalilah Britt
Eva Gomez
Yolanda Martinez
Antonio Caballos
Yusuf Eminov
Antonio Cebellos

Congrats to the Full Card Winners for Game 23:

Linda Johnson
Antonio Cebellos

Total 4th Quarter Winnings: \$4,300.00

Safety Share Winners

Jackie Pigford
Kim Akin
Janie Reyes
Jason Stout
Joe Rush
Faye Jackson
Reginald Wells
Jackie Williams
Osman Hodzic
Jesse Hershman
Sherri Callihan
Kerah Pralle
Ambrosia Freyta
Jeannie Robinson
Yesenia Priego
Sara Scigliano
Melissa Bollhorst
Alfonzo Hernandez
Tonya O'Brien
Betty Greenwell
Tamara Todd
Melvin Bethany
Dovie Minella
Kimberly Akin
Tina Ott
Darlene Davis
Shondra Fair
Frankie Galvin
Slema Oliveira
Tha Eh

Total 4th Quarter Winnings: \$2,025.00

Congratulations to Tamara Todd on achieving her SafePathSM Manager SCM Certification!



Tamara is one of 14 M MMM managers to receive this SCM Designation.

THANKS TO OUR TEAM MEMBERS WHO GO ABOVE AND BEYOND!

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

Congrats and keep up the good work!



Sally Halilovic started with MMMM in 2009 as a restroom cleaner at KV Pharmaceutical. She was promoted to Account Manager at 101 South Hanley in 2010 and is currently the account manager at BJC CAB. She received the first Proactive Safety Award, company wide, in 2013 for turning in the most safety shares from her account. Due to her management skills, hard work, and commitment to MMMM we look forward to see continued growth. Sally is a mother of three children and a grandmother of two. Sally was a professional chef in Europe and has been married for 31 years. We are pleased to have her as part of the 360° Team.



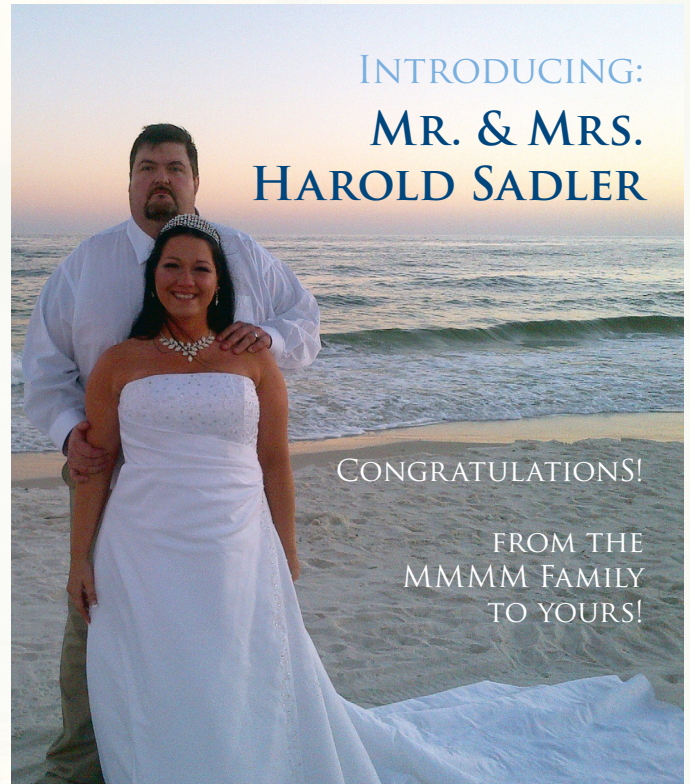
Ahmo Ibrahimovic is the Account Manager at State Farm. He is a dedicated, well spoken, a customer pleaser, whom is highly regarded amongst his peers. Ahmo has lived in the United States since June of 2000. He been with MMMM for 3 years and was a lead floor specialist prior to taking the Account Management position. He has played college soccer in South Carolina on a soccer scholarship. He is currently attending FSCJ in pursuit of acquiring an AA degree and eventually stay enrolled to get his BA. Ahmo is considered one of the young stars on our multi-talented Team!



Tonya Poindexter joined the MMMM Team at Logan in July 2009. She is what a Team Member for MMMM is all about. She lives our safety culture at work and at home and her quality of work is always outstanding. She will pitch in and help where it is needed she is definitely a 360° Team Member.



Jesus Camacho joined MMMM on October 1, 2013 and is a great asset to our Team at Cargill. He always gets the jobs done that you assign him to. He needs little supervision and instruction to get the jobs done. He takes the initiative to get the supplies for the cage. He has only missed one day and he had a doctor's note for that. He has come in on his days off to strip and wax floors in the white house and in the training rooms. He always asks the customers if there is anything we can do for them.



INTRODUCING:
**MR. & MRS.
HAROLD SADLER**

CONGRATULATIONS!

FROM THE
MMMM FAMILY
TO YOURS!

Great Team Members Recruiting Great Team Members

The following have been paid for recruiting new MMMM Team Members.

\$200.00

Jenifer Orozco

\$100.00

Donald Moore
Grissel Rodriguez
Santos Rivera
Francisco Delgado
Jeffrey Perez
Yaneth Viecco
Maria Monroy
Judith Fernandez
Nohemi Espejo
Rosa Fernandez Crespo
Gloria Gonzalez
Mayra Hidalgo
Maria Hernandez

THIS QUARTER'S RECRUITING BONUSES:

\$1,500.00

Team Members can receive \$100 for recruiting new hourly Team Members and \$1000 for new salaried Team Members.

New Management Team Members

Jason Stout
Account Manager

Jose Garcia
Account Manager

Emily Sarvies
Sales Support Specialist

Ben Ross
Account Manager

Amanda Adams
Area Manager

Jacob Hunter
Supervisor

Mike Kirchmann
Area Manager

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!

Kinesha Holt
Robbin Winbush
Phillip Fiedler
Archie Vitteto
Shenice Strawder
Jesus Camacho
Howard McDavid
Jeanine Robinson
Tommy Payne
Adrian Jones
Rose Coleman
Andrew Echols
Autry Coleman
James Jones
Rubin Abram
Arturo Montoya
Jean Francois
Irsa Garcia
Natalia Andrade
Victor Fonseca
Juan C Lopez
Mayra Hidalgo
Niurkys Garcia
Gilbert Williams
Assane Diop
Victor Delgado
James Wellenkamp
Detra Jones
James Motten
Derek Deloach
Andja Muzdeka
Micah Franklin
Dhana Kuikel
Henry Gilbert
Uwe Pitzschel
Brittney Lewis
Angela Velez
Lourdes Garcia
Raisa Molina
Gilbert Williams
Niurkys Garcia
Assane Diop

MMMM Anniversaries

20+ YEARS

Larry Nickelberry
James Leaks

15 YEARS

Zaidi Issa
Shenice Strawder

10 YEARS

Juan Zarate
Ralph Knothe
Anita James
Gregory Cook
Virginia Smith
Melvin Bradley
Jimmy Cushion

5 YEARS

Dulce Ruiz
Jeffrey Wells
Belinda Hutcherson
Jerry Tate
Maria Massaro
Joseph Pheonix
David Phelps
Rene Bara
Terence Bryant
Harold Alvord
Arthur Pickett
Ortilio Morales
Gerson Henriquez Sandoval

Gerald Turnipseed
Claude Brantley
Stephen Stegall
Robert Hodges
Leo Leneave
Terry Linville
Mark Hixenbaugh
Gary King
Frederick Smith
Vicky Sanders
Cortez Davis
Tom Pearson
Angela Davis
Jan Burlison
Tracy Monical
Mark Farthing
Manuel Berry
Jacqueline Forrest
Sherrie Bruns
James Price Jr.
Charles Law
Dorothy Shields
Claude McGee
Selvera Halilovic
Robert Blackmon
James Johnson
Fabiola Rivera
Angela Velez
Jennifer Fisher
Luz Ortiz
Santos Rivera
Wendy Herrington
Hubie Downey



PAGE 1

Read about several Team Members' experiences at the 2013 MMMM Company Meetings and Awards Banquet.



PAGE 2

2013 AWARD WINNERS: Take a look and see who left Las Vegas with some fresh hardware and bragging rights to boot.



PAGE 4

The MMMM Team at CAT garners so many customer compliments that we had no choice but to dedicate a whole page to them. Keep up the great work!



PAGE 5

SPOTLIGHT ON SAFETY: Learn about ZeroPathSM and how you and your Team can become accident-free at your account in six steps.

MMMM WEARS RED FOR WOMEN

Feb. 1, 2014, marked American Heart Association's "National Wear Red Day" which raises funds and awareness for Heart Disease in women. Each year, on the first Friday in February, millions of women and men come together to wear red, take action and commit to fighting this deadly disease. 2014 marks the second year that MMMM has battled against Heart Disease by wearing red.



Team Members at Headquarters in St. Louis, MO



Team Members at Ameren Meramec Power Plant



www.4-M.com

314.535.2218 fax

314.535.2100 ph

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