



MMMM Pathways

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MMMM Team Member Incentives

MMMM strives to provide Team Members with the absolute best working environment, that is why MMMM offers incentives, motivation and encouragement for all of our Team Members!

MMMM believes that providing incentives for our Team Members is a positive addition to their work life and hopefully their personal life too!

Incentives range anywhere from \$25.00 to possibly \$8,000.00 per year, per Team Member, with incentives such as Team Member of the Month, Recruiting Bonuses for attracting qualified, responsible new Team Members, Good Works Tickets, Safety Share, Safety Bingo and many others! Personal acknowledgement of compliments and the Mitchell M. Murch Sr 110% Award are added bonuses as well!

At MMMM, we hope that all Team Members earn one or more of these great incentives which allows us

To be the Absolute Best Facilities Services Provider!

Please see pg 5 for Team Member Incentives

From the Desk of Joseph Strout, CFO

Did you know employment taxes are going up?...

An implosion happened in the economy in October 2008, with the impacts on the economy...

Unemployment benefits have been extended up to 99 weeks.

AND

35 state unemployment trust funds are either insolvent or at risk of insolvency. All the states in which MMMM does business have insolvent unemployment trust funds.

What does this mean to MMMM and our customers?

MMMM has partnered with TALX Corporation for our workforce solutions around state unemployment and have been working closely with them to monitor any upcoming changes that will impact state unemployment rates or wage levels.

What does all of this mean?

The cost of doing business is going to increase, for everyone.

I would like to partner with all MMMM Regional Management and help them manage the unemployment process and align MMMM with our customers to be ahead of this data and prepare everyone for whatever the outcome is through good partnerships when it comes to contract renewals!

***Together we can make
Proactive Results!***



MMMM's Vision

"To be the Absolute Best Facilities Services Provider"

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."

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!

MMMM Anniversaries

20 years!

Lynn Miller
Hazel Fields

17 years!

Darryl Cross

16 years!

Sammie Rives
Angela Johnson

13 years!

Kerry Key

10 years!

Mabel Hancock
Geraldine Slaughter

9 years!

Christine Morrow
Jeffery Stewart

8 years!

Patricia Herbert
Orlando Sanchez
Phyllis McClendon

7 years!

Curtis Jones
Maria Carter
Matthew McGehee

6 years!

Pedro Perez
Carlene Bledsoe
Peggy Chestney
Lloyd Wright

Chris Scarber
Mabel Hancock
Amanda Sparks
Pamela Coursey
Aaron Forshee
Raymond Logan
Kenneth Rosser

5 years!

Rodney Dotson
Laura Edler
Christopher Rogers
John Starks
Glenn Ware
George Mallory
Alexis Centeno
Kimberly Barnes
Carla Johnson
Patrick Brandon
Felicia Grimes
Mario Waller
Mary Wade
Debra Snurley
Rose Fayne
Sandra Smith
Deloise Douglas
Elaine Hines
Kendall Harris
Ruby Small
Delphine Williams



Donald Moore started with MMMM in February 2002 as a Project Manager and currently manages 13 buildings at Sach's Properties and has done a **fantastic** job! He has developed outstanding relationships with the property management, Team Members, tenants and the community of Chesterfield! Donald has been a member of the South West MO IL Regional Board for 2 years and has influenced all with his ability to consistently score 100% every quarter on his safety audits!

Donald received a \$50.00 Voucher and a Certificate!

Congratulations Donald!



Judy Coursey started with MMMM in April 2002 and is currently a great Team Member at Logan Aluminum! Judy is always on time and can always be counted on to do a **great** job! She is a great team player, willing to help out her other Team Members and is a joy to be around!

Judy received a \$25.00 Walmart Gift Card and a Certificate!

Congratulations Judy!



Jenifer Orozco has been a great addition as a Customer Service Representative to the South Florida team! Jenifer is always willing to assist wherever needed and takes every aspect of her job very seriously, including safety and customer care! While constantly maintaining a **positive** attitude she has grown and accomplished many tasks since joining our team in January!

Jenifer received a \$50.00 Voucher and a Certificate!

Congratulations Jenifer!



Mike Rustemeyer has been with MMMM since 1988 and is currently a Team Member at I.A.A.! Mike has won and been nominated for several awards like the Perfect Attendance Award, Outstanding Team Member of the Year and BSCAI Custodian of the Year! He is always the first to offer to help out anywhere that is needed and is a **true team player!**

Mike received a \$25.00 Walmart Gift Card and a Certificate!

Congratulations Mike!

Basic Maintenance and Repair Class

We continue our efforts performing equipment basic training throughout our MMMM regions each month. These sessions have been successful in educating Team Members to perform basic repairs and preventative maintenance on electric and battery powered cleaning equipment. During the training we have had positive participation with the hands-on, interactive learning. These training classes were performed at our St. Louis, Kansas City, Jacksonville and Orlando offices!



Jacksonville, FL



St. Louis, MO



Kansas City, MO



Orlando, FL

MMMM New Management Team Members

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

Harold Sadler — Supervisor, Gateway Division

Melissa Sloan — Regional Sales Director, Sun States Division

Lacey Brown — Regional Sales Director, Corporate

MORE Outstanding MMMM Team Members



As this issue was being put together for publication a wonderful story came about that involved one of our OUTSTANDING Team Members, **Candise Murray!** Candise is a Team Member at Old National Bank in Indiana. During a recent rain storm at Old National Bank a main drain pipe from the roof ruptured leaving a considerable amount of water in the lower level. Candise was quickly on top of this problem, and together with the rest of the team, managed to get it cleaned up! Candise is known for going the extra mile any chance she can, but during this instance went above and beyond, even though she considers it part of the job. This type of leadership and 360 degree teamwork is what makes MMMM the Absolute Best Facilities Services Provider!

Thanks Candise!

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 two Team Members receive **\$100.00** each.

This amount may vary by region.

May Winners

- Ilija Resanovic
- Behija Ibric
- Amane Jermal
- Gospava Garic
- Fahrudin Agic
- Geneiva Jackson
- Ramiz Mujezinovic
- Lynn Edenfield
- Berta Penn
- Alvara Toloza
- Jonathon Reinhold
- Lynnel Huggins
- Jacob Blackman
- Dewey Short
- Erica Spencer
- Franklin Bryant
- Fred Pernell

June Winners

- Eric Vost
- Stanley Coffey
- Jaime Cruz
- Antonija Kozomara
- Mila Agic
- Senada Golic
- Tia Smith
- Hilliard Brown
- Cassandra Hall
- George Mallory
- Sharon Collins
- Fred Pernell
- Stephanie Spencer
- Jenny Canales
- Dewey Short

**Total Good Works
for May and June
\$2,600.00**

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

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

May and June Winners

- Britney Glassier
- Robert White
- Larry Turner
- Lorry Gilliam
- Camella Carrillo
- Barry Booth
- Jerry Lumley
- Gerson Henriquez
- Darryl Cross
- Vanessa Jones
- Ignacio Flores
- Carrie Richter
- Chris Clifton
- Randy Holmes
- Rosalba Herrera

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

May and June Winners

- Anthony Lawrence
- Janie Jones
- Pamela Coursey
- Theodore Baisden
- Siliva Agurs
- Alexandy Garcia
- Alberto Hera
- Charles C. Jones
- Phyllis McClendon
- Artoro Torres
- Jeremy Wise
- Michele Mitchell
- Dan Cline, Sr.
- Donna Wiggins
- Leonoris Hightower!

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.

FIS

Ginger Harris, Facility Manager, FIS stated "I can't begin to tell you how good this facility looks." It is without a doubt the best I have ever seen. Please give my appreciation and many thanks to all of the team members who rose to the occasion and made me so proud."

Springfield Clinic

Joseph Feagans, Assistant Director of Facilities Management, Springfield Clinic stated "Wanted to give your crew a big thank you for their assistance with our power outage, never once did any of them complain about having to come in late to take care of the clinic, when they arrived they were very polite and helpful."

Champion Laboratories, Inc.

Ginger Boewe, Customer Date Admin Manager, Champion Laboratories, Inc. stated "Just wanted to drop a quick line to compliment the work **Bill Doan** is doing here at Champion. Everyone has noticed the difference and commented on how clean things are. Lobby is clean, restrooms are clean and he is getting other areas cleaned up to a higher level."

Eli Lilly and Company

Debbie Hernly, Sr. Regulatory Assistant, Eli Lilly and Company stated "I just wanted to send a note of appreciation for **Eula Houston** and the work she does. She not only keeps our area spotlessly clean, but she goes above and beyond to assist me with extra cleaning matters. I so much appreciate the cooperation, flexibility and pleasant attitude she has to do what needs to be done. It makes my job go easier to have her excellent assistance."

Pierre Laclede Center

Cathie Crowley, Director CB Richard Ellis, Pierre Laclede Center stated "The two day porters, **Kevin Brown** and **John Starks** are fabulous! I have been in and out of the buildings for the past several days. They are both great representatives of MMMM. "

What differentiates MMMM from other companies?

When I joined MMMM I was looking for a company that was not like other companies, a company that was different in several ways, and MMMM has proven to be that company. MMMM cares about its Team Members and treats each of us with respect. MMMM encourages Team Members to succeed and to strive for more by how we are trained and rewarded for a job well done. Team Members are encouraged to move up in the company to higher positions. MMMM cares about our customers because of our Values. MMMM sets itself apart from other companies by listening to our customers. There are always discussions between MMMM and the customer about what works and what does not work at each individual account. MMMM's philosophy of "it is not about how we do it; it is how the client wants it done" has kept us in business for 32 years so we must be doing many things exceptionally well.

—Al Thomas, Corporate Safety Administrator, St. Louis, MO



MMMM Incentives!

From the Desk of Tom Covilli, VP Safety and Risk Management

Safety Outside the Workplace: Are You Protecting Your Kids from Poisoning?

More than 1.2 million incidents occur each year where children under the age of 5 are exposed to possible poisons.

The National Poison Control hotline (800-222-1222) receives more than 1 million calls each year about potential child poisonings and has helped save thousands of children from serious injury or death.

Are you doing enough to protect the children in your home?

-Keep all household products and medicines locked up, out of sight and out of reach.

-Use child-resistant packaging properly by closing the container securely after each use.

-When products are in use, keep children in your sight even if you must take them along when answering the phone or doorbell.

-Keep items in their original containers.

-Leave the original labels on all products and read each label before using.

-Do not put decorative lamps and candles that contain lamp oil where children can reach them. Lamp oil can be very toxic if ingested.

-Always turn on the light when giving or taking medicine. Check the dosage every time.

-Avoid taking medicine in front of children.

-Clean out the medicine cabinet periodically and safely dispose of unneeded or out-dated medication.

Continue on a SafePath!



Team Member of the Month	\$25.00
Project Manager of the Quarter	\$50.00
Project Manager/Area Manager of the Year	\$250.00 regional/\$500.00 corporate <i>(including a trip to the annual MMMM Conference)</i>
Regional Manager of the Year	\$1,500.00 Travel Voucher
Team Member of the Year	\$200.00 <i>(including a trip to the annual MMMM Conference)</i>
-Custodian of the Year Entry into BSCAI	\$1,000.00 <i>(including a trip to the annual MMMM Conference and the Annual BSCAI Convention)</i>
Recruiting Bonus	\$100.00 <i>per hourly Team Member</i>
Management Recruitment Bonus	\$1,000.00 <i>per management Team Member</i>
"Good Works" Program	\$100.00 per month drawing
Safety Bingo	<i>cash prizes up to</i> \$8,000.00 per year
Team Member Safety Share	\$25.00 Walmart Gift Card
Account Safety Share	\$50.00 Voucher

Mitchell M. Murch Sr 110% Award, Personal Acknowledgement of Compliments, MMMM Apparel and Much More!

For more information on how to receive these incentives please contact your Supervisor.

Tim Moore, Division Vice President, Corporate, St. Louis, MO
First ever Recipient of the Mitchell M. Murch Sr 110% Award!



BOMA Trade Show

"Road to Success" was the theme for this year's BOMA (Building Owners and Management Association) trade show in St. Louis, Missouri. MMMM selected Bourbon Street as their famous road and ran with it! The St. Louis team pulled together to decorate an amazing booth, complete with streamers, boas, beads and much more! We're always excited to visit with current and potential customers; getting to do it Mardi Gras style was just a bonus! We can't wait to see what next year's show will bring!



Tony King, Brian Buie (Saint Louis Place), Chris Wieman

Safety and Fraud Hotline - \$1,000.00 Fraud Reward!

Occasionally, we have Team Members who injure themselves at home but attempt to claim that the injury occurred on-the-job. This is called workers compensation fraud and is a criminal offense. It also affects the insurance premiums we pay as a company. This affects all of us, since it impacts the financial health of the company. If you are aware of fraud, please report it to your supervisor or the MMMM Safety Department. We have a "Safety and Fraud Hotline" which is **866-699-1670**; please post this number. Team Members can call this number any time of the day and leave a message. Team Members providing information leading to successful prosecution of fraud claims will receive **\$1,000.00**.

\$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 period's recruiting bonuses: **\$5,350.00!!!**

Steven Crain	\$1,000.00	Judy Johnson	\$100.00	Flora Wani	\$50.00
David Meager	\$1,000.00	Jessica Cropper	\$100.00	Marija Matic	\$50.00
Jenifer Orozco	\$200.00	Ibrahim Ganevic	\$100.00	Rakhim Iznurov	\$50.00
Mattie Owens	\$150.00	Rachel Edenfield	\$100.00	Cristobal Orbe	\$50.00
Alvaro Toloza	\$150.00	Olga Santiago	\$100.00	Senada Golic	\$50.00
Ylber Azizi	\$100.00	Michele Mitchell	\$100.00	Miroslav Lukovic	\$50.00
Marc Dimarzo	\$100.00	Fannie King	\$100.00	Ilija Resanovic	\$50.00
Shawn Depew	\$100.00	Ambrosia Freyta	\$100.00	Carolyn James	\$50.00
Phyllis Zuidervaart	\$100.00	Richard Foulkes	\$50.00	Pedro Rodriguez	\$50.00
Nadine Brown	\$100.00	Gwendolyn McGee	\$50.00	Lydia Cruz	\$50.00
Janie Jones	\$100.00	Kesha Gibbs	\$50.00	Corina Espinoza	\$50.00
Guadalupe Cuanas	\$100.00	Pervis Ratliff	\$50.00	Mayra Saucedo	\$50.00
Johnathan Irvin	\$100.00	John Porterfield	\$50.00	Vanessa Chavarria	\$50.00
Tony Bouye	\$100.00	William Pullum	\$50.00	Nadia Richmond	\$50.00
Alicia Clay	\$100.00	Dwight Williams	\$50.00	<i>Keep up the GREAT recruiting work!</i>	

MMMM

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Are You on the Right Path?



CLEANPATH®

QUALITYPATH®

HIREPATH®

SAFEPATH®

GREENPATH®

DAYPATH®