

# MMMM Pathways

## Highlights In This Issue

CIMS-GB Award	Pg 1	Customer Compliments	Pg 4
MMMM Celebrates 32 Years in Business!	Pg 2	Outstanding Team Members	Pg 5
Betty Lucille Cromer Scholarship Winner	Pg 3	Team Member Recruitments	Pg 6

## MMMM IS AWARDED CIMS-GREEN BUILDING CERTIFICATION WITH HONORS!

In June 2009, we were honored with earning the designation of CIMS (Cleaning Industry Management Standards) Certification with Honors and in August 2010, we were awarded the CIMS-Green Building Certification with Honors! This is a huge accomplishment as it means that we have undergone a comprehensive assessment by an independent, accredited CIMS-GB assessor and have successfully demonstrated a commitment to the delivery of environmentally preferable services that are designed to meet and exceed customer needs and expectations. CIMS is the first comprehensive management and operations standard targeting the essential elements of a well-run, client-centered cleaning organization. It aims to advance the professionalism and enhance the reputation of the industry. Administered by ISSA (International Sanitary Supply Association, a Worldwide Cleaning Industry Association), CIMS and CIMS-GB were developed through a true consensus process involving input from technical committees representing all sections of the industry.

Any company can claim to be high-quality, client focused and capable of delivering a comprehensive green cleaning program, but CIMS and CIMS-GB certifications offer independent third-party validation of such claims. As the shift from cleaning for appearance to cleaning for health accelerates, CIMS and CIMS-GB allow organizations to prove the key role they play in protecting public health. CIMS applies to an organization's management, operations and performance systems. The five core sections of the standard are: quality systems; service delivery; human resources; health, safety and environmental stewardship and management commitment. CIMS-GB is an optional sixth dimension that focuses on the delivery of environmentally preferable cleaning services.

Certification with Honors is the highest designation available to those who comply with CIMS and CIMS-GB, indicating that an organization meets 100 percent of the mandatory management requirements and at least 85 percent per section of the recommended elements.

Tim Murch, CBSE, President and CEO of MMMM said "This reinforces our commitment to our customers and prospects that we continue to be on the leading edge of our industry, as we are one of the few contractors in the world with both of these certifications with Honors!"



### 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."**

## MMMM Celebrates 32 Years in Business!

### MMMM Anniversaries

#### 20+ years!

Mabel Collins (32)  
Sally Banks (32)  
Tim Murch (30)  
Willie Curry (30)  
D Creer (26)  
John Pearson (24)  
Thelma Lampley-  
Murrell (24)  
Charles Jones (24)  
Theresa Davis (22)  
Celia Lewis (22)  
Jewel Willis (21)  
Gwendolyn  
McGee (21)  
Henry Jones (21)  
Martha Dunn (21)  
Mattie Collins (21)

#### 18 years!

Tim Grebe  
Stanley Coffey Jr  
Shun Berry  
Chalanda Davis

#### 17 years!

Michael Young

#### 15 years!

Shirley Jordan  
Evette Davis  
Nina Ricks  
Margie Moore

#### 14 years!

Gladys French  
Roynald Tucker  
Betty Rounds

#### 13 years!

Lorraine Koenig  
Kelvin Singleton

#### 12 years!

Ballad Cook

It is with great pride that I thank each and every MMMM Team Member for your special part in contributing to the incredible success we have enjoyed over our first 32 years in business.

When my father started the company on October 1<sup>st</sup>, 1978 I couldn't have had a better mentor or business partner to establish the foundation, culture, work ethic and values to build MMMM to the great, unique company we all have been fortunate to be a part of to date.

MMMM is truly unique in many ways. To still be cleaning our first account today, the Pierre Laclede Center, a 575,000 square foot high rise complex, 32 years later after numerous ownerships, management company's and property manager changes is not only unique, but phenomenal. There is a reason for this which is tied directly to our vision, mission, goals and values that every MMMM Team Member carries and lives every day.

With our unique vision "to be the absolute best facilities services provider in our industry", we all diligently walk the talk with our commitment for continuous constant improvement in everything we do to move toward the achievement of our vision everyday.

Our progressive, innovative commitment to be "world class" in everything we do has lead to the creation and perfection of our unique proprietary Path™ Programs: CleanPath, QualityPath, HirePath, SafePath, GreenPath and DayPath, all which lead us to be the absolute best facility services provider.

Our culture in everything we do is unique. From our 360° Team work of doing whatever it takes, whenever it is needed to get the job done, is unequalled.

Our sense of family is unique. Yes, we are a large company with 3,500 Team Members throughout twelve states but WE are all a MMMM family....everyone of us!



Tim Murch, Elaine Murch and Mitch Murch

Our passion for our industry is unique. Never have I seen Team Members in any company or industry as passionate about what we do and how proud we are of the numerous differentiating factors that separate us from everyone else that our customers all greatly benefit from.

Our industry leading safety record and program is unique. To be recognized as one of the safest companies in the world in our industry is uniquely world class!

Earning the CIMS and CIMS GB certifications both with Honors is beyond unique as one of the few contractors in the world to earn both certifications with Honors.

I could go on and on with many more examples of how MMMM is so very unique. I, along with our Executive Leadership Team, are all truly blessed and thankful for everything you do for MMMM and our customers every day. Everyone should be very proud of your role in being part of our first 32 years and I look forward to your contributions to the exciting, extremely successful future that we continue to create to achieve our vision.

Lastly, I want to thank my father, Mitchell M. Murch Sr., one of the pioneers and leaders in our industry, along with Greg Nooney Jr., our first customer who made it possible for all of us.

-Tim Murch, CBSE, President and CEO

### MMMM Anniversaries

#### 10 years!

Edward Berry  
Leroy Preston  
Barry Santens  
Jesse Dove Sr  
Terrence Polk

#### 9 years!

Eddie Marshall  
Hernan Segura

#### 8 years!

Willie Lathan

#### 7 years!

Clarence Barnett  
Tomas Raygoza  
Curtis Smith  
Darrell Conway  
Lloyd Barnes  
Juliene Jacquet

#### 6 years!

William Moses  
Pedro Rodriguez  
Christie Bridges  
Peter Saypoh  
Darlene Williams  
Larry Ivy  
George Thompson  
Alfonso Hernandez  
Larry Euell  
Eva Maksimovic  
Gloria Rucker

#### 5 years!

Phenel Belizaire  
Carrie Purdy  
Erik Zeller  
Elliot Bujosa  
Pedro Rodriguez  
Kelvin Hulsey  
John McCondichie  
Joseph Martinez  
Demetrious Taylor  
Jabari Madison  
Davey Hentz  
Elide Ramos  
Ben Fowler  
Rosa Quiroga



## MMMM Leads Our Industry in Safety!

MMMM is once again the recipient of the prestigious 2010 Building Service Contractors Association International (BSCAI) Safety Award in category D! (category D consists of large janitorial companies). MMMM has earned the BSCAI Safety Award 15 out of the last 16 years and is the only recipient in the world to earn this category D safety award in 2010!

We also received official notification from the National Council on Compensation Insurance (NCCI) that our interstate Experience Modification Rate (EMR) has been reduced to 0.74! The EMR measures how MMMM is doing in preventing workplace injuries as compared to other janitorial companies in the U.S., the lower the number the better the performance. A 1.0 EMR would be considered the average for all companies and anything below 1.0 indicates that we are performing better! *We have fewer workplace injuries and 26% better overall experience than most other janitorial companies!*

Today, more than ever, Fortune 500 companies and Corporate America in general, strive to partner with companies that have outstanding safety records. The EMR is one of the most significant measures of this performance! Congratulations to all MMMM Team Members who are collectively responsible for achieving this! This is what 360° teamwork is all about; it is a validation of everyone's conscientious

safety efforts. I would like to offer a very sincere Thank You to our Team Members that make safety a top priority EVERY DAY! Great Job! -Tom Covilli VP Safety and Risk Management.



Tom Covilli, VP Safety and Risk Management

*Jaclyn Kelly from BSCAI stated, "BSCAI is proud to recognize member companies like MMMM whose safety record furthers the reputation of the building service contractor industry as a whole."*

### MMMM New Management Team Members

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

**John Defalco, Project Manager, Sun States Division; Frank Perez, Project Manager, Sun States Division;**

**Brian Whitman, Area Manager, Gateway Division and**

**Marc DiMarzo, promoted to Area Manager, Sun States Division**

### MMMM Announces a Winner of the Betty Lucille Cromer Scholarship

MMMM's Scholarship Program is available to all MMMM Team Members and their immediate family members who are currently enrolled or entering into a degree program at a college, university, technical, community college or trade school. The 2010 winner is **Fernando Cardona!** Fernando came to this country with a dream of success through hard work. His first priority was to become gainfully employed at the cost of putting his education dreams on hold. During that time, Fernando accomplished advancement through the ranks by providing world class service to our customers. Fernando gives his all to whatever he does and sacrifices personal wants for the benefit of the company. With the Betty Lucille Cromer Scholarship we hope Fernando gets the support and encouragement he deserves! Fernando will receive two disbursements in the amount of \$500.00 increments for each fall and spring semesters. Fernando is attending Valencia Community College and is majoring in Engineering.



Fernando Cardona, Team Member, Sun States Division

**CONGRATULATIONS  
FERNANDO!!!**

### 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.*

#### July, August and September Winners

- Sharon Grant
- Frank Pilgrim
- Dwayne Collier
- Anna Ricks
- Bhami Adhikari
- Charles Murray
- Lolita Santos
- John Elmore
- Jandell Jones
- Clara Munoz
- Shylia Bender
- LaDonna Williams
- Jenny Canales
- Franklin Bryant
- Erica Spencer
- Dewey Short
- Kathy Currington
- Martha Kinnie
- Jenny Canales
- Danielle Isbell
- John Powers
- John Richardson
- Allen Mallory
- Freddie Johnson
- H Peyman-Zavareh
- Adem Agovi
- Henry Smith
- Eddie Bolton
- Darko Piperac
- Flora Wani
- Otis Jenkins
- Ramone Rias
- Brenda Hampton
- Lamar Baldwin
- Rachel Edenfield
- Khalima Iznurova
- Maria Alba
- Moses Daniels
- Gregory Jarrell
- Sanija Kaltak
- Ferdinant Melo
- Martha Kinnie
- Dewey Short
- Melissa Betz
- De'Onte Brewer

**Total Q3 Good Work Winners**

**\$4,500.00**

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

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

- Christine Morrow
- Michael Young
- Rick Foulkes
- Dave Burge
- Anita Shaw
- Juan Ramirez
- Darryl Clark
- Chauncey Gordon
- Lorraine Moore
- David Howard
- Cyrus Austin
- Jamie Cruz
- Paul Harter
- Michael Pulliam
- Munday Smith
- Romana Covington
- David Juitt
- Jeff Clyburn

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

**July, August and September Winners**

- Hattie Stanley
- Cory Murphy
- Maria Sanchez
- Matt McGehee
- Otis Tompkins
- Alexandry Garcia
- Cynthia Gleason
- Wanda Mattingly
- Damien Dillon
- Paula Handler
- Shanika Johnson
- Brett Burkitt
- Macario Contreas
- Durga Phuyal
- Anna Ricks

**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.*

## Eli Lilly and Company

**Charlie Haddad, Senior Director, Eli Lilly and Company** stated "I wanted to take the time to share with you what a pleasure it is to see **Anna McGraw** everyday around the office. She is always bringing a positive view to work and in doing so, helped make our floor more positive in general. In addition, she is meticulous about her work and takes the extra step to ensure the environment is clean and secure when she leaves. She is very committed to her work and performs her job responsibilities with pride."

## Springfield Clinic

**Tina Walke, Laboratory Director, Springfield Clinic** stated "**Otis Jenkins** did an excellent job waxing the laboratory floor this past weekend. I was especially impressed because I saw that he handwrote out a little map for himself so he could be sure to put all our tables, mats, stools and chairs back exactly where they were supposed to go and I thought that showed a lot of pride and effort in his work."

## Lewis, Longman & Walker, P.A.

**Michelle O'Rourke, Office Coordinator, Lewis, Longman & Walker, P.A.** stated "The new crew does a very good job for us and we really appreciate it. The kitchen gets cleaned very well every night and I notice that they are vacuuming well and dusting too."

## Illinois Farm Bureau

**Mark Wilson, Director, Illinois Farm Bureau** stated "I was walking with our carpet supplier on our main traffic floor and he inquired in regards to who maintains our carpeting because it always looks great. Once again, thank you to the Bloomington crew as they are truly professionals!"

---

# MMMM Perfect 10 Customer Partnering Review (CPR)

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

**IAA** in Bloomington, Illinois 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).

**Coca Cola** in Brandon, Florida received a perfect 10 score! Congratulations to all the account Team Members, Roosevelt Holloway (Project Manager), Gustavo Jaramillo (Regional Manager) and Chip Wilkening (Division Vice President).

**Logan Aluminum** in Russellville, Kentucky 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).

**Northrup Grumman** in St. Augustine, Florida received a perfect 10 score! Congratulations to all the account Team Members, Marc Dimarzo (Project Manager), Rob Karaitis (Area Manager) and Chip Wilkening (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.*

## 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**.



# 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!



**Candise Murray** is the Project Manager at Old National Bank and has been with MMMM since November 2005. She is extremely dedicated and a great person to work with. Candise will work Saturdays if necessary and can handle emergency situations without any problems. She is a very positive Team Member who can handle what is thrown her way and does not complain about tough situations.

Candise received a \$50.00 voucher and a certificate!

**Congratulations Candise!**



**Betty Dutton** is a Team Member at ATK and has been with MMMM since January 2010. Betty comes to work every day with a smile on her face and willing to do whatever is asked of her. Betty has taken it upon herself to learn each of the buildings at ATK and trains all new Team Members in the buildings that they will be assigned to. This is in addition to her regularly assigned duties. Be it training or her regularly assigned duties, Betty always does an outstanding job! She is a true asset to MMMM and greatly deserves this award.

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

**Congratulations Betty!**



**John DeFalco** is the Project Manager at Northrop Grumman Systems and has been with MMMM since August 2010. John's great attitude and people skills have already won the respect and admiration of the customer and his MMMM team. John brings almost 30 years of practical experience as a business owner where he managed many successful teams. John and his wife, Desiree, live in St. Augustine and have 5 children. John is looking forward to a long and prosperous tenure at MMMM.

John received a \$50.00 voucher and a certificate!

**Congratulations John!**



**Karen Dickerson** is a Team Member at several UMB Banks and has been with MMMM since April 2008. Karen is always willing to come in at a moments notice and lend a hand. Karen's great attitude and willingness to help are an asset to the MMMM team. Karen likes Bingo and gardening. Karen and her boyfriend, Chris, are raising two daughters and enjoy doing family activities with them.

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

**Congratulations Karen!**



**Dennis Aherin** is the Project Manager at Springfield Clinic and has been with MMMM since November 2007. Dennis is very diligent, hard working and always puts the customer first! Prior to his career at MMMM Dennis managed the housekeeping department at St. John's hospital for 28 years. He received his BA in Health Services Administration from the University of Illinois and is currently working on his RBSM certification. Dennis shares his off time with his family, music and motor sports.

Dennis received a \$50.00 voucher and a certificate!

**Congratulations Dennis!**



**Brenda Hampton** is a Team Member at 575 Maryville Center and has been with MMMM since December 2002. Brenda is always willing to give the extra effort MMMM and our customers are looking for! You can always count on a glowing smile and a can-do attitude with Brenda!

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

**Congratulations Brenda!**

## MMMM Training Corner

At MMMM we never stop learning! Recently, two of our Regional Managers, Laura Edler and Jeff Wells attended the Building Service Contractor Training Workshop at Diversey in Racine, Wisconsin. Classes take place at the Diversey Floor Care Institute, a complete and dedicated training center that focuses on the best products, procedures and performance in the industry. Jeff and Laura would like to share the following tips:

- 1 drop of floor finish on a floor equals 20 coatings.
- Never use floor stripper on rubber floors.
- The cost to clean a whole school equals the cost to coat one wood basketball floor.
- Bravo works top down as other strippers filter and swell the wax.
- Use cool to cold water with all strippers except Bravo. The chemicals react better in the cool water.
- Shiny does not stick to shiny.
- Make sure to always note flaws in the floors before you begin your work.
- Concrete is porous and will soak up product.
- Make sure that you plan before you execute.



Laura Edler, Regional Manager, Omega Division

# \$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: **\$9,550.00!!!**

Dan Cline II **\$2,000.00**  
Valerie Pearson **\$1,000.00**  
Minela Halilovic **\$1,000.00**  
Jamie Coleman **\$200.00**  
Francisco Barrera **\$200.00**  
Teofilo Magana **\$200.00**  
Darko Piperac **\$200.00**

## \$100.00 Bonuses

Michael Clark  
Kennel Barksdale  
Sheila Dawson  
Earnestine Scott  
Donald Dutton  
Keshia Gibbs  
Guadalupe Cuanas

James Jones  
Felix Chambi  
Charles Davie  
Rachel Edenfield  
Alvaro Toloza  
Christie Bridges  
Patricia Sanchez  
Ivan Gomez  
Roberto Gomez  
William Suttles  
Stephanie Guerrero  
Darryl Clark  
Levie Jenes  
Earven Conrod Sr  
Ruby Sanders  
Kimberly Cheeseborough  
Frewoini Tesfanichael

Maritza Robles  
Jenifer Orozco  
Fernando Londono  
Elkin Garcia  
Angel Castillo  
Victor Navarrete

## \$50.00 Bonuses

Larinzo Lardge  
Brandon Mead  
Wesley Reed  
Lakeshia Steed  
David Hair  
Linda Greene  
Jacob Geiser  
Nancy Geiser  
Manuel Berry

Charles Fitzpatrick  
James Davis Jr  
Jenifer Orozco  
Lydia Cruz  
Corina Espinoza  
Mayra Saucedo  
Vanessa Chavarria  
Tina South  
Latanya Byars  
Tony King  
Martha Dunn  
Claude Brantley  
James Davis Jr  
Latanya Byars

# MMMM

*Mitch Murch's Maintenance Management*

2827 Clark Avenue  
St. Louis, MO 63103  
314.535.2100 ph  
314.535.2218 fax

***Are You on the Best Path?***



CLEANPATH®

QUALITYPATH®

HIREPATH®

SAFEPATH®

GREENPATH®

DAYPATH®