

# MMMM Pathways

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## Creating Value for Our MMMM Team Members and Customers through Safety

by Tim M. Murch CBSE, President

As the only company to earn the Building Services Contractors Association International (BSCAI) overall safety award for large companies with over 2,600,000 hours worked annually in 2009, MMMM has earned this prestigious award fifteen out of the last sixteen years. MMMM is focused every day on constantly and continuously improving safety throughout the hundreds of facilities being maintained by our 3,500 Team Members in 14 states. There is a reason for this industry leading accomplishment.

In addition to our vision to be the absolute best facilities services provider, one of our MMMM core values is “continuously improving and innovating to deliver leading edge, safe and environmentally friendly service solutions.”

Safety is led from the top with my passionate involvement, my commitment, my ownership and walking the talk every day.

Yes, safety contributes to our bottom line and is extremely important to our customers, but more important, is making sure every one of our Team Members goes home every day and night in the same or better physical condition than when they went to work without any injuries or accidents.

Our customers appreciate and value everything we do to ensure we are working safely, preventing incidents and accidents at all times in their facilities. It all happens through our many SafePath programs, systems incentives and recognition which are managed by our Vice President of Safety and Risk Management, Tom Covilli, CIH.

Driving continuous improvement of our Experience Modification Rate (EMR) down each year to our current .73 rate is also a priority. This allows us to be much more competitive through lower insurance premiums with our outstanding safety experience record. Many customers are now requiring a certain experience mod rate of less than 1.0 as part of their bid qualification process. These are customers where we speak a common safety language and culture. We are able to develop an excellent working partnership with customers who place a strong emphasis on proactive programs driving safety performance with measurable results. We want to be as proactive as possible in how we manage. A detailed, unannounced safety audit is performed in every one of our large accounts every quarter.

One of our newest programs is our SafePath Certified Managers Program. It took us almost two years to develop and implement. We just graduated our first class of over 30 SafePath Certified Managers. The certification involves a full examination as well as completion of a CPR and first aid course. To become certified, managers must have accident-free accounts with quarterly safety inspection audit scores of 90 percent or better. It is a very rigorous criteria we laid out because we want it to be meaningfully earned, not given. Everyone needs to be recertified every two years. Our new SafePath Certified Manager Program is something that we are very proud of, that each manager who earns it can be proud of which separates them from all others in our industry.

We run and manage safety like a separate business within our company. The time, effort and focus we spend on it every day is gratifying to us, our Team Members and gives our customers the assurance that they have a world class safety program with MMMM eliminating and reducing risks that could involve them, their employees or tenants in any way.

It is also very gratifying for me whenever I see a MMMM Team Member, I ask them how they are doing with their safety bingo game, look them in the eye and give them a big smile and tell them to have a very safe day. Every email is signed with “Have a great and safe day!” I lead safety every opportunity all the time, as everyone does throughout the company.



Tim Murch CBSE, President

### 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 Anniversaries

### 20+ years!

Willie Pearson  
Rosetta Edwards

### 18 years!

Marcie Jackson  
Raymond Creer

### 14 years!

Betty McNeal

### 13 years!

Thomas Conway

### 11 years!

Melvin Bethany  
Flora Simmons

### 10 years!

Charles Sallis

### 9 years!

Antoine Gates  
Dan Cline II  
Charlotte Romero

### 8 years!

Laura Davis  
Ralph Betts  
David Taylor  
Garland Turner  
Anita Johnson  
Patricia Adams  
Brenda Hampton

### 7 years!

Igor Maksimovic  
James Devaughn  
Siliva Agurs  
Viola Smith  
Glenda Williams  
Victor Lucas  
Patricia Davis  
Henry Smith  
Maria McDonald  
Catherine Hughes  
Ernest Ellison

## MMMM's Unique Culture

"Right is Right and Wrong is Wrong". This is the philosophy that was instilled in us and we use it in our Path Programs. Our Path Programs are what differentiates us, as well as our culture and our Team. At MMMM we put our Team Member's first and this is why MMMM is the Absolute Best Place to Work. Happy, World Class Team Member's create better work environments, which mean a higher quality of cleaning for our Customers. All of which comes back to what makes MMMM uniquely different, our 6 proprietary Paths. MMMM knows that each of our business units affect the other and ultimately our processes must be completely in sync to deliver the best results for our clients. To this end, we have developed a specific "Path" program for individual business units to track and automate processes. **Each path leads to the same place — exceptional delivery of streamlined, sustainable, value-driven and measurable processes that drive results for our customers facility support services program.**

We differentiate MMMM by creating value. We de-commoditize MMMM with what we do that is unique. Anything unique differentiates us. All our differentiation creates value. Creating value creates desire which creates new sales. **MMMM IS UNIQUE!**



### MMMM has Another Great Year at Busch Stadium

MMMM finished another great Season at Busch Stadium! This was the third season Accident-Free! Thank you to all of the World Class Team Members that make this possible and lets look forward to next season!



Joe Abernathy (Vice President of Operations), Ray Allen (MMMM Project Manager) and Michael Bertani (Stadium Director)



World Class Team Members after accepting Perfect Attendance Awards for the Season

### Thanksgiving with the Troops

Ramiro Bando is a night supervisor at Valero in San Antonio, Texas and is a former **U.S Air Force Senior Master Sergeant** assigned to work in avionics. He participated in almost every war from Vietnam until now. He retired 2 years ago and joined MMMM. Mr. Bando has been a great asset to our company. On Thanksgiving Day he volunteered to serve Thanksgiving Lunch to 500 active duty military personnel during a private activity.



Ramiro Bando and the Commander General

## MMMM Anniversaries

### 7 years!

*(cont'd)*

Shirley Johnson  
Leticia Barbosa Diaz  
Eugene Griffin  
Eddie Brown  
Marie Battle  
Sarah Allen  
Geraldine Robinson  
Elydia Fedd  
Mark McKale  
Otis Tompkins  
Nelson Seda  
Arturo Cruz  
Bertha Mathis  
Sharon Grant  
Idell Walker  
Anna Ricks  
Isaac Odom  
Lamar Baldwin  
Beverly Stevens  
Anthony Sherrill  
Anthony Marshall  
David Juitt  
Herman Lauderdale  
Kevin Brown  
Chip Wilkening

### 6 years!

David Dickson

### 5 years!

Delando Gordon  
Kennel Barksdale  
Vincent Chrismer  
Martha Bethany  
Zjeirkhia Torrance  
Candise Murray  
Tyrone Gray  
Billy Sykes  
Donald Horton  
Jose Mera  
Dorothy Yates  
Yolanda Cook  
Patricia McCormick  
Ada Guerra  
Mary Moses

## MMMM is an Industry Leader

Here at MMMM we are an industry leader, committed to continuous improvement and leading edge solutions. This is why we are constantly and continuously networking with other top companies in our industry from around the world. We attend shows like the IFMA (International Facility Management Association) Trade Show in Atlanta, the BSCAI (Building Services Contractors Association International) Annual Convention in Florida where we accepted the only Overall Safety Award for large companies that we have won 15 of the last 16 years and the upcoming WFBSC (World Federation of Building Service Contractors) Congress in Auckland, New Zealand in February where Tim Murch will meet with Facilities leaders from around the world. Recently, Tim's article, Creating Value for Facility Managers through Safety (an excerpt of this article is on the front cover) was published in the latest Building Services Management Issue. The article can be viewed in its entirety at <http://www.bsmmag.com/Main/Articles/2011/01/Continuous%20Improvement.htm>



Al Thomas, Glen Caul and Bill Crouch accepting the Building Services Contractors Association International overall safety award for large companies from BSCAI President, J. Michael Horgan, Hurley Corporation



MMMM at the 2010 IFMA Trade Show



## 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.*

### October, November and December Winners

Shantia James	Juan Cubero
Rodney Wynn	Cleveland Lee
Patricia McCormick	Jimmy Cushion
Palag Bhattarai	Maria McDonald
Marcellus Monroe	Rose Gonzalez
Misty Makosch	Mike Bailey
Sandra Edwards	Halida Hasanovic
Ibrahim Ganevic	Paul Gomez
Ronnie Williams	Nelson Dominguez
Gail Davis	Ana Gutierrez
John Elmore	Mercedes Cuello
Behija Ibric	Jayson Maldonado
Parsuram Dhimial	Alexander Garcia
Hilliard Brown	Harold Lemos
Asmeret Asmerom	Mary Moises
Willie Collier Jr.	David Perez
Eugene Griffin	Graciela Giraldo
Gospava Cupac	Zorayda Correa
Glenda Williams	Juan Bravo
Ljuba Kusic	Aura Alvarado
Mao Chhe	Jose Espinoza
Barry Harris	Franklin Difo
David Wilkerson	David Perez
Doris Giger	Ena Michaels
Ronald Slaughter	Maria Sofia Velez
Aaron Plair	Willys Petit
Jewell Willis	Agustin Gonzalez
Sarah Stinson	Ricardo Iglesias
Deborah Brown	Norma Cabrera
Rico Petty	Gloria Mejia
Leland Washington	Philly Cutie
Jasmine Melton	Aileen Torres
Alfredo Labrada	Esther Gonzalez
Keren Lovett	Yoel Brito
Lizbeth Escobar	Nancy Delgado

Total Q4 Good Work Winners

# \$5,275.00

### North Florida Team Members Receive IICRC Carpet Certification



Richard "Bo" Bodo instructs the class on proper carpet fiber identification

A two-day carpet cleaning technician training course was provided to 9 North Florida Team Members at the Jacksonville Training facility. Richard "Bo" Bodo, Director of Business Development for Windsor Industries provided the training. The carpet training course is one of many offered by the Institute of Inspection Cleaning and Restoration Certification (IICRC) and certifies candidates who attend an intensive two-day, hands-on training course and pass a 160 questions exam. The two-day carpet cleaning technician course teaches the fundamentals of carpet cleaning. Topics include fiber types and characteristics, fiber identification, carpet construction and styles, dyeing at the mill, soil characteristics and the chemistry of cleaning. This course also introduces the technician to the 5 methods commonly used in carpet cleaning.

Congratulations to the following Team Members who attended the 2-day course and are now IICRC Certified Carpet Cleaning Technicians: **Elydia Fedd, Derek Wilkening, Marc DiMarzo, John DeFalco, Igor Maksimovic, Rob Karaitis, Ylber Azizi, Todd Jackson and Marcus Stewart.**



### Melissa Sloan Wins the 2010 San Antonio IFMA Associate Member of the Year Award!



Melissa Sloan, Regional Sales Director, is the Chair person of the IFMA Cares committee and now is on the Board of Directors. She is also active on the Special Events committee, Golf Committee and the Scholarship Fundraiser Committee. Melissa's love for community service has benefitted IFMA-SA in our efforts to get more involved in our community. Melissa was instrumental in coordinating the Elf Louise Toy Drive. Dressed as an Elf, Melissa and her family was one of 6 IFMA Chapter teams who distributed gifts to needy children in San Antonio. Melissa also dressed up as Ms. Easter Bunny and brought joy to the children of Respite Care of San Antonio as the other committee members delivered the 20 Easter Baskets donated by fellow chapter members. Melissa also helped coordinate the Back to School Shoe Drive supporting the Boys and Girls Club of San Antonio. The committee received enough donations to provide 96 pairs of shoes.

## Congratulations Melissa!

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

*Safety Share Winners receive a \$25.00 Walmart Gift Card and the account wins a \$50.00 Voucher!*  
**September, October and November Winners**

- Thelma Lampley
- Jan Burlison
- Shirley Jordan
- Nick Mullett
- Alma Molina
- Manuel Ramirez
- Adrian Jones
- Lynn Edenfield
- Kevin Pineda
- Candise Murray
- Paul Miller
- Mabel Collins
- Deborah Stachurski
- Aye Mu
- Hilda Melendez
- Krystal Fulkerson
- Ruby Sanders
- William Torres
- Heather Schmittler
- Dale White
- Michelle Colvin
- Terrell Sanders
- Lorry Gilliam
- Jim Beck
- Margaret Garrett
- Adoria Rivers
- Estella Melendez

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

- Carlos Laster
- Ivery Shields
- Fred Hill
- Chris Wieman
- Ashley Helm
- Bill Crouse
- Ada Hobbs
- Alicia Clay
- Susanna Perez
- Elliot Bujosa
- Destiny Bivens
- Quion Luke

**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.*

### Hertz Investment

*Carolyn Netterville, Hertz Investment stated "Cynthia Barnes does an excellent job cleaning our conference rooms. Cynthia manages to do an excellent job even when there are several messy rooms to be cleaned. This is of immense help during the day as the conference rooms are ready first thing in the morning. I've noticed that the direction and supervision Cynthia receives from her floor supervisor, Deborah Johnson, is certainly instrumental in Cynthia doing such a good job. In fact, all of the MMMM workers who clean our floors are excellent workers."*

### FedEx

*James Gorman, FedEx World Headquarters stated "I would like to take a moment to recognize one of your finest employees. Janie Jones was on duty this week at our simulator centers during some V.I.P. tours. Her preparation, friendliness, professionalism, and "can do" spirit helped make the tour a success. I strongly believe in the saying, "First Impressions Last."*

### Stone Carlie at Interco Towers

*Kevin Carlie, Stone Carlie stated "Every exchange I have had with Antoine Stewart is incredibly pleasant. He is friendly, extremely polite and hard working. He is a real asset to MMMM."*

### Springfield Clinic

*Kristina Evans, Springfield Clinic stated "I think Rachel Yaris in housekeeping needs to be recognized for her outstanding performance both work wise as well as jumping in and doing a little extra on each floor in decorations. Rachel jumps upon being called and is always upbeat and personable."*

### Covance

*Billi Brown, West Indy Covance stated "I appreciate all that your department does."*

## MMMM Perfect 10 Customer Partnering Review (CPR)

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

**AGL** received a **better than 10 score of 10.3!** Congratulations to all the account Team Members, Michelle Colvin (Project Manager), Brian Whitman (Area Manager), Steve Gray (Regional Manager), Mark Schlake (Division Analyst) and Tim Moore (Division Vice President).

**Unitrin** received a perfect 10 score! Congratulations to all the account Team Members, William Moses (Supervisor), Melvin Bethany (Area Manager), Tom Conway (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).

**Northrup Grumman** received a perfect 10 score! Congratulations to all the account Team Members, Marc DiMarzo (Project Manager), Rob Karaitis (Regional 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!



**Tresa Wilson** is the Project Manager at Logan Aluminum and has been with MMMM since December 2002. Tresa is great at keeping her customers and Team Members happy! Her whole staff has great participation in our Safety and Human Resources programs and Tresa leads by example. Tresa always gives it her all!

Tresa received a \$50.00 voucher and a certificate!

**Congratulations Tresa!**



**John Elmore** is a Team Member at Northrop Grumman and has been with MMMM since January 2007. John is a take charge person and always goes the extra distance to do a quality job. John is very helpful and is available whenever needed. John spends his personal time with his family, watching Dallas Cowboys football and attending Columbia Southern University where he is studying for a degree in Occupation Safety Management.

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

**Congratulations John!**



**Maria Espinoza** is the Project Manager at Mitsubishi Motors and has been with MMMM since August 1995. Maria is always going the extra mile to ensure our customer's satisfaction and is a valued part of the MMMM Team! Maria enjoys spending time with her husband, Isidro, their children and grandchildren.

Maria received a \$50.00 voucher and a certificate!

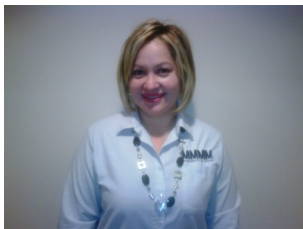
**Congratulations Maria!**



**Luz Ortiz** is a Team Member at Duke Realty and has been with MMMM since February 2009. Luz is helpful, responsible, a good leader and a honorable person. Luz always inspects her work to see what she can improve on and is always determined to do her best!

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

**Congratulations Luz!**



**Yolanda Dishmeyer** is the Project Manager at Duke Realty and has been with MMMM since November 2008. Yolanda is always willing to put in extra effort wherever needed and always sets a good example. Yolanda works well with her Team Members and her smile and sense of humor make for excellent customer relations. She takes all aspects of her job seriously and all with a 110% Attitude!

Yolanda received a \$50.00 voucher and a certificate!

**Congratulations Yolanda!**



**Rachel Yaris** is a Team Member at Springfield Clinic and has been with MMMM since May 2010. Rachel's focus on Customer Satisfaction has been instrumental in creating a positive relationship with customers and Team Members. Rachel is also constantly mindful of finding ways to operate more efficiently and effectively to exceed our customer's needs and expectations!

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

**Congratulations Rachel!**

## MMMM Training Corner

### Congratulations to our latest class of RBSM Certified Managers

The latest set of World Class Team Members to receive their RBSM Certification are **Glen Caul, Darryl Cross, Laura Edler and Marc DiMarzo**. BSCAI's Certification programs set the standard in the building services industry and are a symbol of excellence. The Certified Building Service Executive (CBSE) and Registered Building Service Manager (RBSM) designations signify that an individual has demonstrated the knowledge and skills required to perform competently in the building services profession.

**Congratulations!**



### Team Member of the year passes away

Team Member of the Year, Irene Bigbee, passed away in December. Irene was a positive person and affected many lives, she will be missed. It is people like Irene that make our jobs more enjoyable. Rest in Peace Irene.



## **\$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: **\$5,700.00!!!**

**Glen Caul**  
**\$1,000.00**

**Michael Lancaster**  
**\$200.00**

**Mattie Owens**  
**\$200.00**

**Susana Rodriguez**  
**\$200.00**

### **\$100.00 Bonuses**

**Robert Boggs**  
**Ada Guerra**  
**Raymond Avila**  
**Ivon Celedon**  
**Schondra Fair**  
**Donald Standifer**  
**Jorge Hernandez**  
**Alejandro Paniajua**  
**Allen Fleming**  
**Celeste Harrell**

**Jean Francois**  
**Santos Rivera**  
**Jesus Perez**  
**Lucia Guillaumette**  
**William Torres**  
**Juan Martinez**  
**Alton Jones**  
**Barbara Rodriguez**  
**James Davis Jr**  
**Ledis Matos**

**Leonoris Lora**  
**Alejandro Hernandez**  
**Mayra Hidalgo**  
**Maria Shaw**  
**Maria Madera**  
**Ramon Zayas**  
**Paul Gatica**  
**Mayra Saucedo**  
**Ivan Gomez**  
**Shantia James**

**Roberto Zavala**  
**Maria Ramirez**  
**Emilia Sanchez**  
**Lueshell Liner**  
**Shanika Johnson**  
**Donnie Stinson**  
**Tina South**  
**Fremont Whitlow**  
**Aye Mu**  
**James McLaughlin Jr**

## **MMMM New Management Team Members**

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

**Francisco Perez, Project Manager, Sun States Division**

**Stanton Smith, Project Manager, Omega Division**

**Gloriam Perez, Customer Service Representative, Sun States Division**

# **MMMM**

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