

FRIENDS AND FAMILY

Have you ever bought anything online and used the ratings to help make your decision? You're searching for something and you go to Amazon, Walmart, Target or thousands and thousands of other online retailers. You see an item that you like but you're hesitant to buy it. What if it's not the quality that you are looking for? You like the price and they have free shipping but what if it isn't like the description? How can you be sure this is what you want?

Ratings. You look at what other people have said about the product. If there are a lot of reviews and the overall rating is good, this might reduce some of the nervousness you have about buying the product.

What if one of the ratings was from someone you knew? Maybe a friend or a relative gave a positive review and a high rating. Would this be even more important than the ratings from strangers?

Now let's think about the same process for where you work, 4M. What if someone you know might be interested in a part-time job or maybe even a full-time day job? Maybe they're hesitant to apply for a job because they're not sure they would like the work or the company. Maybe they don't know enough about the hours or they think "it's just a job." What if you were to tell them about 4M?

Did you know that most Team Members that are referred by someone they know, weren't really looking for a job? It's called passive job hunting. They might be considering a part-time job but they're worried about all the same things that goes with a new job. Your positive experience at 4M takes away all that worry.

So let's talk about you. Do you share with your friends and family why you work at 4M? Do your friends and family even know you work there? Have you told them why you like working there? Our Team Members say they feel like they are part of a special family, our Exceptional Family. Wouldn't other people you know want that same experience? Don't they want to feel valued at work? Wouldn't they like to work with people they know and trust? If you have referred someone to 4M and they joined our Exceptional Family, did they do the same thing and refer someone else? Why or why not?

So, what's in it for you? For every person you refer to work at 4M, you can make \$100 as many times as you want. All the applicants must be 18 years of age or older and pass a background check and drug test screening. Apply at **www.4-m.com/CAREERS** and put YOUR full name on their application when they apply. For each of your referrals who are hired and are in good standing for 60 days, you will receive \$100 on your next check. There's no limit to how much you can earn. Through the first seven months of this year, we've paid out more than \$8,000 in bonuses.

You can help add to our Exceptional Family just by referring your friends and family to our website and have them apply. Share your 5-STAR experience with them and take the worry out of applying for a job.

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FRIENDS AND FAMILY CONTINUED



Chuncey Fortune (left) was referred by Willie Peyton (right)



Esed Ibrahimovic (left) referred Ahmo Ibrahimovic (right)



Magdaleno Hernandez (left) referred Andres Cordove (right)



Regina Hendricks (left) referred Rina Andrade (right)

AROUND THE 4M WORLD

ILLINOIS



The 4M team at the Morton Caterpillar facility were treated to a meal after a day of hard work! We cannot appreciate our team members enough!



Did you know you can make \$100 by referring a friend? Magdaleno recently received a \$100 referral bonus for referring his friend Andre.

ST. LOUIS



Congratulations to our night manager Ana Villa. Congratulations on your healthy baby girl Keilany who decided to arrive sooner than expected!



Congratulation Tino & Thomas on receiving your 15-year anniversary! Everything you both have done is truly appreciated. Your hard work does not go unnoticed.

AROUND THE 4M WORLD CONTINUED

KENTUCKY



The 4M Team at Logan Aluminum in KY were all awarded visa gift cards in appreciation for their dedication and hard work! Thank you all for always being All In and Driven to Win.

TEXAS



A warm welcome to our new Team down in the Caterpillar account in Victoria, TX. Welcome to the 4M Exceptional family! We're excited to have you here.

OHIO



The team down in Columbus, OH surprised Luis Jimenez with a birthday party accompanied by cake and pizza! Happy Birthday to Luis!



Simone Hager the Supervisor at NetJets in Columbus, OH just completed her advanceD safety training and is now officially a Safety Certified Manager! Congratulations Simone!



Share a personal experience or observation, from home or at work, which includes a safety message to be included in the monthly Safety Share gift card drawing!



Account Manager Mauricio Valdes surprised Milanka Gnjtic and Ismija Dzebo with a cupcake and card on their birthdays! Happy Birthday Milanka and Ismija!



Azemina Kadric and Safija Imamovic received Good Work tickets for their hard work and dedication. Thank you both, for always being All In and Driven to Win! Way to go! Keep up the outstanding work!



Congratulations on your 5-year anniversary Luis! We truly appreciate everything you do. We could not do it without you.

4M IN THE NEWS

A 17-year Team Member at 4M Building Solutions, Hernan Segura fits the mold of what Contracting Profits seeks to honor in this cherished series. 4M Building Solutions says that Segura has been 100-percent committed to doing what's necessary to help the company succeed since his first shift. He not only takes ownership of any task he's given, but he is more than willing to assist any team member that needs help keeping up with his or her work. That's not to say Segura volunteers to do the work for his fellow team members. Actually, he's known to encourage others to take on extra responsibility if that's what's necessary for the success of the 4M team.



WORKPLACE SAFETY PRECAUTIONS

Workplace violence is real and it could be defined as "any action that may threaten the safety of an employee, impact the employee's physical or psychological well-being, or cause damage to company property." As part of our Exceptional 4M Family, it is everyone's responsibility to be aware of the warning signs to look for in the workplace.

First and foremost, 4M has a zero-tolerance policy toward workplace violence but there are precautions every Team Member can take:

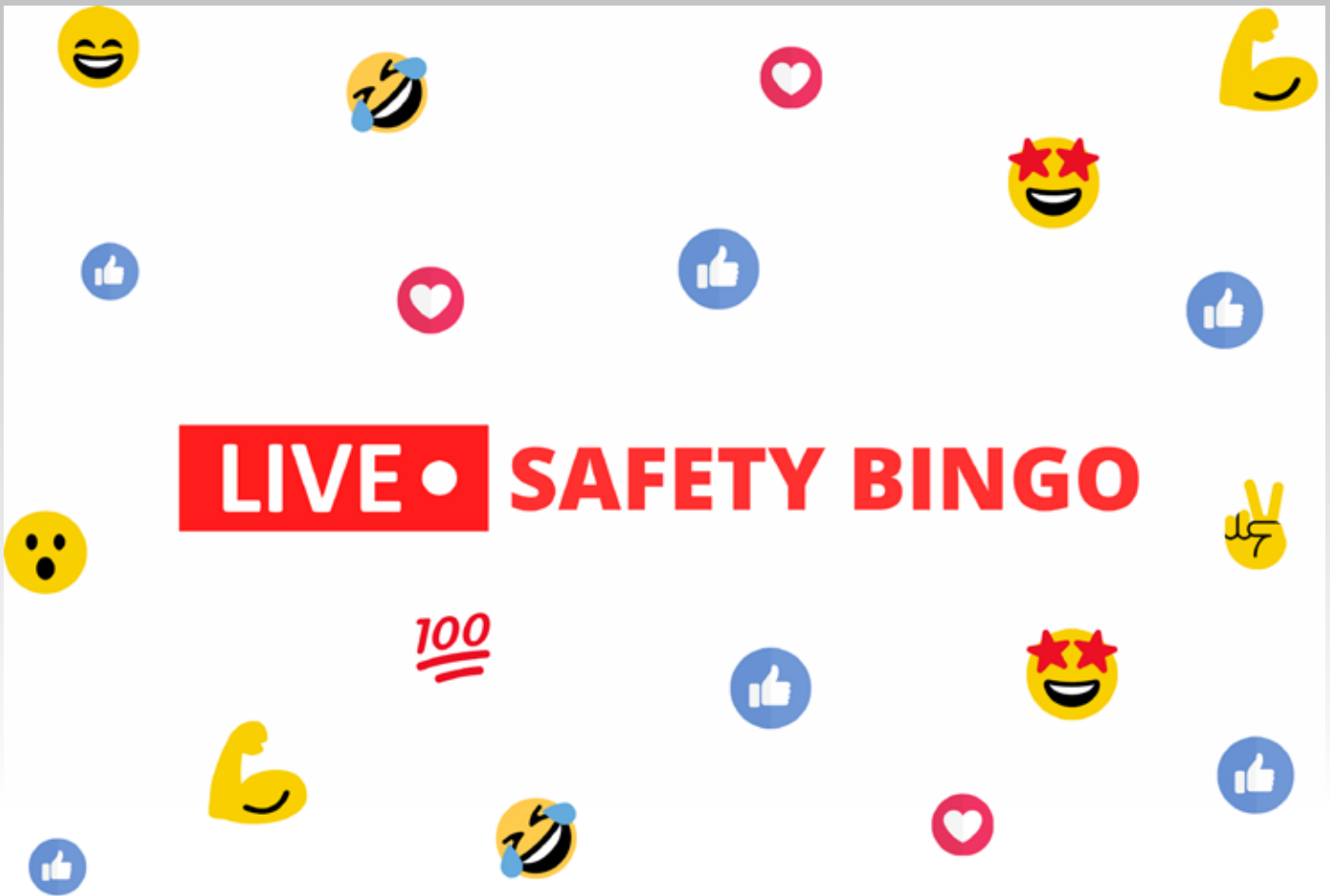
- Secure the workplace. Don't allow unauthorized people to enter your workspace and if you are unsure, contact your supervisor at once. Many of our workspaces are already secure with cameras, lighting, key or badge entryways and security guards. Still, we all need to be aware of our surroundings.
- If you notice erratic or potentially dangerous behavior from someone in the workplace or from one of the Team Members, you should alert your supervisor immediately. The supervisor should notify Security, Safety and/or Human Resources immediately.
- Create a "buddy system" for Team Members that walk to the cars or a bus stop at night.
- Be aware of your surroundings. Don't be preoccupied with your phone, texting, emailing or listening to music as you leave the workplace.

Most workplace violence happens when there is contact with the public, when you are alone or in isolated places or in workplaces where money is exchanged. The three preceding factors typically don't apply to 4M workplaces but you should still pay close attention to your surroundings wherever you are.

It's all of our responsibilities to look out for one another. We are all part of the same 4M Exceptional Family and we need to keep each other safe:

- Be Aware of your surroundings and other Team Members behaviors
- Be Prepared and know what to do if you encounter a situation where you don't feel safe
- Be Safe and always put your safety and the safety of your Team Members first.

SAFETY BINGO IS LIVE!



The Safety Bingo has gone LIVE! Make sure to join us Monday to Friday at 3:30 PM!

SAFETY CERTIFIED MANAGERS

4M's Certification Process for Safety Certified Managers (SCM) started in 2009 as an internal certification process to validate our Team Members' commitment to safety. SCM must complete in-depth safety training which follows 4M's safety values and our safety mission to execute a proactive path in the continuous pursuit of ZERO ACCIDENTS.

Becoming a SCM is no easy task! Training consists of a live half-day session with one of 4M's Safety Managers and maintaining it means that each manager must fulfill their safety responsibilities when it comes to making sure their hourly Team Members receive safety orientation/training, toolbox talks, and monthly safety observations, to name a few.

We are very proud of the industry leading culture of safety we have built. We celebrate our latest group of Safety Certified Managers! Welcome to the prestigious SCM Club. Welcome to the SCM Club!

Layton Hartley

Shelia Lyles

Michelle Cox

Marvin Frye

Leslie McPeters

TEAM MEMBER SPOTLIGHT

BUILDING YOUR CAREER

Bud Brooks

Bud Brooks thought his job with 4M would only be temporary. He was a plumber by trade and when there was a downturn, he found himself out of work. He applied for a job with 4M but it was supposed to be just until the union called him back. Before that could happen, Bud was promoted to Account Manager at ATK. He went on to be the Account Manager at Summit Tech and then Regional Manager. Bud thought that might be the end of his promotions because the only job above him was a Divisional Vice President and Dan Cline wasn't going anywhere. He was wrong. Bud was promoted again to the Operational Support Team (OST) for the Mid-South Division and most recently was promoted again to the Director of Operations for the Mid-South Division.

Bud always felt a sense of family in the Kansas City Region but when he started to travel with his OST assignments, he realized that same sense of family extended beyond Kansas City. He feels like 4M is part of his family – we feel the same way.

Bud grew up in Raytown, MO right where the 4M office is today. He has an identical twin brother and a sister. Bud and his wife, Laura, have four children.

John Goodson

It was the late 1980s and Jon Goodson owned a record store. The big box stores like Target and Walmart began selling CDs and the local record stores started closing. Jon found himself out of work and needed a job. He took a job on 3rd shift for the cleaning company that was cleaning Target stores. After a while, he was promoted to Supervisor and then Area Manager. The company ended up losing the Target account and Jon didn't want to go back to 3rd shift.

His brother was interviewing with Steve Gray from 4M and his brother recommended Jon for the job. Jon was hired as an Area Manager for 4M. From Area Manager, Jon was promoted to District Manager, Regional Manager, Director of OST and most recently, the Director of Operations for the Gateway Division.

Val Depina

Val grew up in Cape Verde, an island country in the central Atlantic Ocean off the coast of West Africa. Growing up, it was everyone's dream to move to the United States where there was more opportunity and a better standard of living. Val got his chance in 1998 and moved to the Boston area. In looking for a job, he found an opportunity with Heritage Healthcare Services and started as a floor technician. Val's hard work and dedication paid off and he was promoted to Account Manager, then Area Manager and then to a District Manager. After 4M acquired Heritage, Val had another opportunity and was recently promoted to the Operational Support Team (OST) for 4M Healthcare. This is an important position as the healthcare customers have some different requirements: they are open 7 days a week, 52 weeks a year; we clean resident's rooms; and we have more interaction with the residents.

Val is always recruiting for 4M, sharing with people his personal experience and some of the benefits you would have with 4M, such as: enough uniforms for your job, overtime pay for Sundays and holidays that you have to work, the increased number of holidays you receive, and even the 401(k) that you have so you can save for your retirement.

For Val, words cannot describe how he feels being part of the 4M Exceptional family. He is still learning and will never stop that process. He is impressed that 4M has "lots of smart people" but everyone is in the same family.

We are honored to have these three incredible Team Members as part of our Exceptional Family and their stories are positive proof that if you want to make this your career with unlimited growth opportunities, it's not only possible, but the sky is the limit.



WELLNESS CORNER

IMMUNIZATION AWARENESS

August was National Immunization Awareness Month (NIAM), and the goal of this the annual observance is to highlight the importance of new and routine vaccinations for people of all ages.

We all know that the immune system is responsible for protecting our bodies against invaders. But did you know the immune system has the ability to “learn”? While our bodies naturally do a great job of recognizing and responding to harmful diseases, certain pathogens - especially those that are particularly aggressive or that our bodies have never encountered before - can catch our immune systems off guard and lead to serious illness or even death. The adaptive immune system identifies and develops a response to each organism that comes into contact with the body. If you encounter something that your immune system cannot identify properly, things can go haywire. Put simply, you get sick. Vaccinations “teach” the immune system to recognize novel or aggressive pathogens, so that if you are exposed to them your body knows how to protect itself. It is important to remember that vaccines impact entire communities. Receiving the proper vaccinations not only protects you, but it also protects the people around you, especially those with compromised immune systems and those who are not able to be vaccinated. If you are unsure which vaccinations are appropriate for you, consult with your doctor or pharmacist.

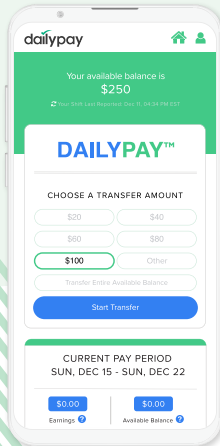
Source: Well Works For You August 2021 Newsletter

DID YOU KNOW?

dailypay

You Can Now Access Your Pay When You Need It!

Starting in February, 4M Team Members can now track daily shift earnings and transfer those earnings on their own schedule. To sign up for this voluntary benefit, download the DailyPay app or text START to 66867.



Why Should I Sign Up For DailyPay?

DailyPay gives you more control over your pay. Use DailyPay to avoid late fees and interest charges, and to help you plan for expenses, by:

- ▶ Checking your balance anytime
- ▶ Saving from every paycheck
- ▶ Transferring earnings next-day (\$1.99)
- ▶ Transferring earnings instantly (\$2.99)



How Does DailyPay Work?

Just like an ATM, you can use DailyPay to see your balance of earnings and transfer those earnings at your convenience.



What Do I Need To Sign Up?

A bank account, prepaid debit card, or payroll card.

Get started today!



or text START to 66867



FREQUENTLY ASKED QUESTIONS

How do I get in contact with HR?

You can contact the HR Department by calling (314) 798-7896 ext. 5. One of our HR representatives will be more than happy to answer all your questions.

What do I do if I cannot make it to work?

In the Hourly TM Handbook it says; "If you are going to be absent from work you must call your supervisor or lead person; he/she must be notified four (4) hours before your shift begins. Prior written notice should be given to your supervisor or lead person if you know in advance you are going to be absent."

How do I refer someone for employment?

In order to be eligible for our Referral Program you need to make sure the person you are referring has completed an application and under "How did you hear about this position?" they have selected "Employee Referral" and filled out the required fields.

I have a payroll issue and need help. Who do I contact?

If you have an issue with your paycheck you should contact your local 4M office immediately and speak to the Regional Coordinator. They will be able to look into the issue and report it to the Payroll Department to have it resolved.

Join Our FB Group

4M Team Members

Reasons to join our Facebook community:

- Connect with your fellow co-workers
- Get your daily Safety Bingo number
- Catch up on the latest 4M news
- Access to our TM newsletter
- Join the LIVE Safety Bingo

Did You Know...?

You can make \$100 for every person you refer!

EARN CASH

4M TEAM MEMBER RECOGNITION

Recognizing Team Members for doing things right is a significant part of our unique culture.

SAFETY BINGO WINNERS

Winners potentially receive anywhere from **\$50** up to **\$8,000** per game!



Milka Bogovac - PGA Tour - \$1000 Winner!

Saraileanys Encarnacion - VA Annex	\$300
Richard Lapolice - Broadway Towers	\$300
Gloria de Los Santos - State Farm HQ	\$150
Angelica Rodriguez - HCA	\$300
Royal Haygood - Netjet	\$300
Onel Zurbano - Raymond James	\$75
Sandra Delgado - Airport Center	\$75
Daniel Scott - CAT Peoria	\$150
Snezhana Nikolova - PenFed	\$150
John Banegas - Indiana Corporate Office	\$150
Katie Love - FedEx CTC	\$150
Beth Keithley - Rosana Square	\$75
Nicholas Gonzalez - Airport Center	\$75
Zenaida Perez - Raymond James	\$75

TOTAL WINNINGS: \$3,325

GOOD WORKS WINNERS

4M 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!

Naser Rashiti	Orlando Sanchez	Andrew Goetsch
Angel Ferrer	Wendy Herrington	Devontae Parker
George Cajigas	Lucero Romero	Kiara Watkins
Patsie White	Claudia Garcia	Samantha Bradley
Timothy Jacobs	Ana Guzman	David Weeks
Sandra Lopez	Manuela Elias	Alecia Rocha De Pina
Hanan Fataki	Ruth Carranza	Luis Cruz
Mayra Lopez	Melva Mendez	Mario Herrera
Dhana Kuikel	Elenor Aguilar	
Bimla Kuikel	Clara Zamarron	
Awet Entisar	Laquinnia Griffin	
Emperatriz Montoya	Daniel Arreguin	

Double Congratulations to Andrew Goetsch for being a double winner!

Right's Right, Wrong's Wrong.

-Mitch Murch Sr., Founder, 4M Building Solutions

NEW MANAGEMENT TEAM MEMBERS

Congratulations to the following new Management Team Members and welcome to the Exceptional 4M Family!

Kevin Jaeger	Juan Anguiano	Lawrence Lydian
Derrick Johnson	Shelia Lyles	Pablo Quezada
Leslie McPeters	Michelle Cox	Dawn Ross
Rosalind Barber	Samantha Kidwell	Rose Girkey
Amy Moss	Teresa Charles	Gerald Martin
Jose Diaz	Andres Santos	Kasim Donlic
Dawn Ross	Maria Mont	Joshua Cunningham
Jessica Hal	Rosa Lopez	Johnathon Cunningham
Barbara Schrader	Angel Luciano	Sarah Knight
Ashley Robbins	Claudia Torquemada	Maria Lemus
James Williams	Lamario Porter	Maria Sandoval-Guevara
Harry Countryman	Ivellis Ortiz	Teron Grimes
Valeriano Depina	Karthrine Negron	
Rosabel Lopez	Lizeth Mejia Prado	James Buchanan
Wendy Castro	Carlos Gonzalez	Daniella Barrera
Jessica Hall	Carlos Diaz	Michelle Perez
Juliana Camacho	Enrique Ramos	Mauren Fuentes Ramirez
Caitlyn Krantz	Brayan Rucci	Terron McDuffie
Laura Sy	David Malone	Jimika Reed
Rafaela Flores Cruz	Allen Swan	Bailey Snyder
Yasmin Flores	Casey Howard	Yatzari Olivarez
Jonathon Goodson	Armando Cortes	Maria Diaz
Jasmine Keya	Erika Schick	
Alfonso Martinze	Esed Ibrahimovic	

WORLD CLASS TEAM MEMBERS RECRUITING WORLD CLASS TEAM MEMBERS

The following have been paid for recruiting new 4M Team Members. Ask how you can get in on this and receive a \$100 or \$1,000 dollar bonus for your referrals!

\$100

Nerea Wilson	Jaqueline Lopez	Gloria Estrada
Jessica Casillas	Yolanda Wells	Maria Olivarez
Ashley Ramos	Juan Ortega (x2)	Sheila Lyles
Daniel Jones	Michelle Perez	Beatriz Diaz
Virginia Casarez	Liyi Mendoza	Maria Castro
Vicki Lester	Magdeleno Hernandez	Bruce Gay
Tammy Gooch	Azucena Vera	Abbie Williams
Esperanza Galindon	SanJuana Perez (x2)	Diego Suarez
Eloy Navarrete	Maria Valdes	Jeanae O'Neal
Jose Lopez	Jose Dia Mesa	
Vicki Lester	Julia Garcia Reyes	
Alexander Duque	Helena Sanchez	

4M ANNIVERSARIES

Congratulations and thank you for your many years of dedicated service for our customers!

35 years

Charles Jones

25 years

Roynald Tucker

15 years

Agustin Robledo
Leticia Duron

Sandra Colombo
William Pullum

10 years

Adela Palmer
Armitta Penny - Dickens
Courtney Perkins
Godfrey Kamau
Katrina Gregory

Mayra Jaquez
Michael Hayes
Shuquile Henderson
Theon Shearer
Todd Wilkins

5 years

Alex Garcia JR
Alfredo Rodriguez
Angel Luciano
Carlos Franco
Darryl Craig
Deily Zambrano
Denise Wood
Gabriel Franco

Irsa Garcia
Joel Lawrence
Katie Quinn
Mario Vasquez
Marquita Johnson
Nancy Delgado
Rogelio Najera
Xavoir Todd



Charles Jones - Congratulations on 35 Years!



Darryl Craig - Congratulations on 5 Years!

CUSTOMER COMPLIMENTS

These are just a few of the compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.

*I wanted to thank **Elizabeth Gugliano** for the hard work and acknowledge what a great job 4M did last night. The organizing of the electrical room supplies in MOB-B looks fantastic. The floor work completed in MOB-A & MOB-B hallways and café looks great. Thanks so much!!! We appreciate the hard work.*

- Rebecca Donnelly, General Manager, Lillibridge Healthcare Services, Inc.

*I have fallen short when recognizing 4M team members. Although we have a good team at Coke, it will not be so without the leadership of **Robert Crawford**. He has been right by my side whenever we are faced with adversity, challenges and changes. He has always stepped up and provided the level of service and professionalism that is expected not just from Coke but from JLL as well.*

- Trina Manuel, Facilities Manager, The Coca-Cola Company

Tanika and 4M Crew

WINS BEST PROFESSIONAL CLEANER AWARD! McClure Engineering is THRILLED with the EXCELLENT service we are receiving from Tanika and 4M Crew. Tanika worked so hard last evening, and it SHOWS that she went above and beyond her call of duty – McClure's HR Director

noticed immediately and voiced how overwhelmed he is with Tanika's tireless effort.

- Joanne Kalla, Admin, McClure Engineering

*I wanted to send out a compliment to a Team Member named **James Monet**. While James was vacuuming in the ladies restroom on Tuesday May 18th, building 2 at Highland Oaks, he noticed a diamond tennis bracelet on the floor in one of the stalls. James picked it up and when he came out of the restroom, he saw a security guard making her rounds. He gave the bracelet to the security guard and notified me as to the situation. I immediately notified Kredelle about the situation and then notified Jesse and Luz. Yesterday, the lady who lost the bracelet was reunited with it and looked for James to thank him. She told him the bracelet meant a lot to her as it was a gift from her husband. James was happy the bracelet got back to its owner as we all are. We're all very proud of James for his honesty and integrity*

- Anthony Morales, Project Manager, Highland Oaks

***Maria Flores** has done a great job up here for us. I know for a fact the guys really appreciate all she does. She was also instrumental in helping them feel safe during the pandemic as a result of her cleaning*

and sanitizing. Thank you!

- Gil Morales, Webster University

*I would like to give a shout out to one of your AMAZING WORKERS, **Donald Brown**. I've actually been watching him for a year and a half from the booth in front of EDC. Let me tell you how impressed I am with his work ethics. I usually come to work around 5:10 no later than 5:20 and a lot of time Don is already at work. He's not scheduled until 7am but he beat me and I have never heard him complain about his job. He's always smiling, sometimes he will cut a step by dancing and is always happy, rain sleet or snow. When you walk into EDC, THAT BUILDING IS JUST IMMACULATE WITH NOTHING BEING OUT OF PLACE. The floors are shining, no trash anywhere, no crumbs on tables or counters and the bathroom are just spotless. He takes care of KOR and Building 78 the same way. He doesn't miss a beat, he never complains, always asks if we need anything and gets it for us. The job that he does tells the story of who he really is and what he is all about without saying one word. Please tell him thank you for us for a job well done.*

- Betty Daniels, Guest Experience Ambassador, The Coca-Cola Company

***Mike Fitts** and the 4M Team have made a believer out of me. I have learned to count on them and have been most appreciative of their consistency. I also could not say enough good things about **Rina Andrade**. She really made the transition as smooth as could be expected and is a real team player.*

- Gil Morales, Webster University

*I want to say **Phil Fulgham** has been absolutely amazing! He's one of the hardest workers I've seen. I love and appreciate how much he cares about his work. It shows and is noticed.*

- Jenna Beaird, Director of Property Management, DCM Group

***Mrs. Yanila Mestre** has done an amazing job these past days. I personally am amazed by how sharp she is. Restroom toilet bowls, sinks and even the floor has been kept spotless like we've never seen them before. We appreciate her dedication and all she has done!*

- Raul Rosa, Operations (company name to come)

CUSTOMER COMPLIMENTS CONTINUED

These are just a few of the compliments received since the last newsletter from customers who took the time to share their positive experiences of outstanding service with us.

I would like to give a BIG shout out to the one and only Emperatriz Montoya. I LOVE how much she cares about her job and what a spectacular job wherever she is working. She is such a happy person and always has a beautiful smile on her face. You can actually tell that she is a perfectionist when it comes to her job. Once she finishes, she smiles to let you know that she is pleased with what she has done and the client is very pleased with her work. Whatever anyone needs, I've watched her and she is on it with no hesitation. She truly is an EXCELLENT WORKER with great work ethics. Emperatriz is a jewel so please tell her how much I REALLY APPRECIATE her.

- Betty Daniels, Guest Experience Ambassador, The Coca-Cola Company

I just wanted to say what an awesome job Luis does for us every day in the Hardware Room at COUNTRY. We are getting amazing service and he goes ABOVE and BEYOND every day for us. We only ever hear the bad stuff and I just wanted to say we are lucky to have someone of his caliber working on our account!!!

- Betty Daniels, Guest Experience Ambassador, The Coca-Cola Company

4M BUILDING SOLUTIONS HONORED WITH THREE INDUSTRY AWARDS

The Building Service Contractors Association International (BSCAI) is recognizing 4M Building Solutions with three prestigious industry awards selected by an independent panel of industry experts.

- **The BSCAI Safety Award:** Category D (Large Companies) which recognizes only the companies with the absolute best safety records. 4M has earned this award 24 of the last 25 years thanks to everyone's commitment to safety excellence.
- **The BSCAI Image Award:** which recognizes the company that has excelled in enhancing the image of their business within the industry and among the public. This is the fifth consecutive year 4M received this recognition.
- **The BSCAI Cleaning for Health Award:** presented by ProTeam®, which recognizes a building service contractor that adheres to a "Cleaning for Health" program that includes policies, procedures, and training that emphasizes the health of building occupants and staff.

The awards will be formally presented Thu., Nov. 18, during BSCAI's 2020 CLEAN Awards at its annual Contracting Success Conference.

"My sincerest gratitude to every 4M Team Member. These are 2020 Awards, which means they represent remarkable accomplishments during an extraordinary time of upheaval due to the pandemic. You adapted to changes at work, in your communities, at home, and in your personal lives. Still, you never took your eye off the ball and you continued to deliver exceptional service to clients who needed our services and advice more than ever.



"I wish I could personally and individually thank every one of our 4M Exceptional Family for always being All In and Driven to Win and for the extraordinary work that you do every single day. It is important. It is valued. It is essential. And, the industry itself recognizes all your efforts as the absolute best in class."

Tim M. Murch, CBSE | 4M Chairman, CEO

LEAN ENGINEERING – A 4M DIFFERENTIATOR

White Belts, Yellow Belts, Green Belts and Black Belts. These are not just levels of mastery in martial arts. Here at 4M we understand them to be the belt levels within a quality and efficiency approach known as Lean Six Sigma (LSS). Six Sigma is a data-driven approach to improving a product or service with a focus on the customer's requirements. Lean is also data-driven and focused on efficiency in a process or processes in an effort to reduce waste in various forms. Together they form a dynamite combination of methods, tools and philosophies that have proven to increase a businesses' customer satisfaction while minimizing the amount of time, effort, materials and money required to produce the goods and services that the customer purchases.

Lean Six Sigma has its roots in the manufacturing industry, but has seen a more widespread acceptance of many other industry types over the years. So, why has 4M decided to journey down the LSS path? Well, 4M has always strived to be the absolute best in everything we do. Our Vision Statement is: "We Are The Absolute Best Facilities Solutions Partner". A process operating at Six Sigma is about as close to perfection as you can get. It's the striving for excellence that 4M is concerned with and LSS will get us there with its continuous improvement philosophy.

4M also understands that since the pandemic, customers' expectation is for higher quality, while we have the challenge of retaining our highly valued Team Members. It's no secret that our core shift times are between 6 p.m. and 10 p.m. and that wages are difficult to compete with in markets such as Fast Food and Retail. Because of this, 4M aims to find efficiencies in its cleaning and maintenance processes that will reduce costs while maintaining and/or improving quality. This benefits both customers as well as 4M Team Members. Customers will receive security in the consistency of quality cleaning and disinfecting during the continued pandemic, while 4M Team Members will benefit from time, effort, and expense savings in the form of opportunity for higher wages and quantity of hours.

So how is 4M going to utilize the progressive LSS process and who will be learning these techniques? Well, you will be delighted to know that 4M, being the progressive company that we are, already has 30+ Yellow Belts, 1 Green Belt and 7 Yellow Belts in training for their Green Belt Certification. Those who have gone through the Yellow Belt training have received an overall understanding of Lean and Six Sigma concepts and tools and a

deeper understanding of risk and the need to prioritize the projects we decide to tackle. They know how important it is to identify waste and drive it out of a process. They further understand that there are internal and external customers and that each have requirements that need to be met. These individuals are enriched not only by the application in their positions at 4M, but can also hold their head high in their personal life as well as they show off their rigorous LSS certification to their families and friends.

For those who really want to get down into the nitty gritty of the LSS tools and methodologies there is more intense Green Belt training which involves deeper understanding of statistical tools and concepts and is what drives improvement projects. 4M hopes to train more and more Yellow and Green Belts, as well as a few Black Belts in the near future and take its focus on customers and processes to the next level while inspiring its internal customers (its Team Members) by providing a path for both professional and personal growth, all while 4M strives to be the absolute best.



4M HEALTHCARE FOR SENIOR LIVING

You've probably heard about 4M's entry into cleaning for Senior Living facilities and our new brand as 4M Healthcare, but what does it all mean? Isn't all cleaning the same whether it's office buildings or manufacturing plants or even schools? Well, not really.

4M Healthcare is more than just cleaning the physical building or facility. These Senior Living facilities are people's homes. It's their residence and special care has to be taken to be respectful of their home. You can imagine someone coming into your house to clean. You want them to treat your home like you would treat it. Now imagine that that person is your mother or father. You want to make sure that their "residence" is clean and disinfected. You want it to smell clean but not antiseptic. You want the linens to be clean and fresh. You want the common areas to be clean as well but also safe for them when they want to walk around outside their rooms.

Cleaning for Senior Living definitely uses the same processes and procedures that are used in other client buildings or facilities but with an added focus on the residents. These facilities are cleaned during the day, when residents are up and about. Great care has to be taken to ensure their safety when we are mopping or burnishing. Special protocols are in place with PPE to protect the residents and special carts are required to secure chemicals. It also takes special people. Our Team Members that clean these facilities are special people. Most of our cleaning is done after hours when no one is in the building but in this case, the residents are there and our Team Members may be the only visitors they see that day.

Our Team Members are more than just housekeepers to the residents and staff. They are part of their family and part of our 4M Exceptional Family. As we secure more opportunities in the Senior Living sector, 4M Healthcare will need more Team Members who have this special gift to share with our seniors.

4M Mission: To provide world-class, innovative Building Solutions to world-class partners with energy, enthusiasm and excitement by Team Members who share in the success of 4M.



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