

## \$100 to \$1,000—Team Member Recruitments — \$100 to \$1,000

Great Team Members recruiting Great New Team Members  
The following have been paid for recruiting 4M Team Members.

Ask how you can get paid for your referrals!

This period's recruiting bonuses: **\$7,750**

Carrie Warford	\$50	Charlotte Faulkner	\$200	Christobal Orbe	\$50
Elydia Fedd	\$100	Elaine Wilson	\$50	Jacquelyn Smart	\$200
Sharon Grant	\$150	Frank Ray	\$50	Carolyn James	\$100
Marc Dimarzo	\$100	Anthony Williams	\$50	Melva Dominguez	\$100
Richard Lapolice	\$50	Georgeann Sutton	\$100	Laura Picon	\$100
Keith Schroeder	\$1,000	Obeth Maipandi	\$50	John Pardo	\$300
Sondra Wheeler	\$100	Gloria Rucker	\$200	Elibeth Pardo	\$150
Michelle Colvin	\$250	James Beck	\$50	Claudio Guggiana	\$50
Todd Jackson	\$50	Timothy Wright	\$50	Olga Duron	\$50
Cory Murphy	\$100	Juan Lorenza	\$100	Fernando Mutis	\$50
Annie Radford	\$50	Gloria Rogers	\$50	Kevin Pineda	\$100
Kelvin Singleton	\$50	Antonio Isbell	\$100	Angel Castillo	\$250
Orlando Sanchez	\$100	Dennis Wilde	\$50	Edgar Rojas	\$100
Beth Murry	\$200	Scott Wright	\$50	Rosa Uribe	\$100
Leslie Savage	\$100	Eric King	\$50	Edgar Bolivar	\$50
Kristy Travis	\$100	Herman Harris	\$100	Philippe Louis	\$100
Mike Moore	\$100	Shereese Somerville	\$50	Leonardo Yero	\$100
Catrina Starks	\$300	Bertha Hulsey	\$50	Etienne Louis	\$100
Kimberly Barnes	\$50	Selvera Halilovic	\$100	Beverly Scott	\$50
Rose Fayne	\$100	April Berry	\$50	David Rochez-Dunlap	\$100
Kendall Harris	\$200	Victor Lucas	\$50	Debra Killian	\$100
Vivian Neal	\$200	George Mallory	\$50	Kimberly Mitchell	\$50
Zareon Anthony	\$50	Gregory Clark	\$150		

Issue

05

April - June  
2009

# MMMM Pathways

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## 4M Wins 2008 BSCAI Safety Award

On February 14, 2009, 4M received formal notification from the BSCAI (Building Service Contractors Association International) that 4M was selected as the winner of the 2008 BSCAI Safety Award for Category D.

Category D companies work more than 2,598,961 man hours per year and is the largest of the four categories recognized. Only companies with proven overall and vehicle safety performance are awarded this honor. Some of the criteria used as part of this evaluation include number of lost time accidents and lost work hours, general liability losses and number of vehicle accidents. As part of this award, 4M was recognized at the 2008 BSCAI Annual Convention and Trade Show in Chicago, Illinois, on March 7, 2009. **4M has won this prestigious award for 14 out of the past 15 years.**

This award validates the conscientious and safe work ethic demonstrated every day by our Team Members throughout 4M. This award is therefore

dedicated to all of our Team Members that worked safely throughout the year. Your hard work and daily safe work ethic is sincerely appreciated!



(Pictured: *Tim Murch*, President of 4M, BSCAI President, *Janice Deer*, *Tom Tasseff*, *Ray Thompson*, *Denise Beckman*, *Joe Strout* and *Carrie Burtch*)

# MMMM

4M—Mitch Murch's Maintenance Management

Outstanding Results. It's That Simple

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### 4M's Vision

To be the absolute Best Facilities Services Provider

### 4M'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.



## 4M Anniversaries

### 5 Years

Igor Maksimovic  
Terry Walker  
Robert Karaitis  
Bridget Smith  
Ralph Knothe  
Lindsey Moore  
Henry Taylor Jr.  
Joseph Calicutt

### 6 Years

Andrew Vajda  
Terry Miller  
Beth Staufenbiel Terry  
Holdinghausen  
Payton Burchette  
Udell Deampier Jr.  
Steven Griffin

### 7 Years

Herbert Gillespie  
Chris Wieman  
Donald Moore  
Jerry King  
Frederick Cross  
Margaret Madison

### 8 Years

Dulce Estrada  
Kenneth Gully

### 9 Years

Larry Turner  
Anthony Pruitt

### 10 Years

Jonathon Goodson  
Sheila Davison

## 4M Annual Operations Summit Meetings

4M held its annual Operations Summit Meeting in **Clearwater, Florida** in January 2009. The message for 4M Team Members was heard loud and clear—the promise for 2009 is incredible. With our industries top, world-class leaders, 4M can accomplish anything! “With all of your capabilities, your leadership, your continued commitment and external choice of optimism, you and we can and will achieve our goals” - **Tim M. Murch, CBSE**

### 4M Thoughts on Clearwater

Very informative, motivational and emotional, especially at the awards dinner. I'm proud to be part of such an organization that supports and rewards Team Members for performing an outstanding job. We truly are the very Best Quality Services Provider in this Industry.”

– **Terry Miller**, Operations Support Specialist

“It was a privilege to be part of the Clearwater conference this year. I think that all of the speakers were “Fantastic” and gave great guidance and tips on how to improve our ways of being successful. I personally learned a great deal about “Team Work” and the importance on working together to get the job done. OPTIMISM is the key not only for work, but for everyday life as well.”

– **Kelly Sharpton**, Area Manager



(Pictured is **Tim Murch** and **Carrie Warford** for 110% award, **Clarence Bolden** for Team Member of the Year, **Steve Crain** for 110% award and founder **Mitch Murch Sr.**)

### 2008 Safety Awards Winners

Safest Branch Award—Busch Stadium, **Ray Allen**

Safest Branch Award—Janitorial Branch—**Laura Edler** and the Memphis/Little Rock Team

Safest Division Award—**Dan Cline** and North-east/South Central Division Teams



(Pictured is **Gino Anderson** and **Terry Miller** for Outstand Region award and Safety Diamond Awards)



(Pictured: **Carrie Warford** and **Steve Gray** with 2008 Safety Diamond Awards for NC MO/IL.)

### Award Winners

Albert E. Wilson, Region of the Year Award—**Gino Anderson—Eli Lilly**

Platinum Club Leader—**Janice Deer**

Mitchell M. Murch, Sr. 110% Award and Plaque—**Carrie Warford and Steve Crain**

The Most Improved Region Award—**Dan Cline and Gino Anderson, Indy/Ky**

Division of the Year Award—**Dan Cline, Omega Division**

## Safety Reminder

### Spill Response, Slip and Fall Prevention

Every team member should be trained to have a very clear understanding of how to react to spills and other potential hazards that may cause someone to fall. If you encounter a spill, debris or other hazard on the floor, clean it up right away to prevent an accident or fall.

#### Immediate Cleanup

If you have necessary towels, mop, or signs do it immediately. Place warning signs for visibility from any direction. Besides liquids, such items as pencils, beads, wood splinters and debris can cause falls and should be removed.

#### Guard the Spill

If you don't have the required equipment to clean the spill up, guard or barricade before you leave to get needed equipment and signs. While gone, have another team member, security guard or tenant guard the spill until you return. Use alternative nearby materials to create a barricade if no one is available. **DO NOT LEAVE THE SPILL UNATTENDED WITHOUT ANY BARRICADES OR CAUTION SIGNS.**

#### Procedures Once Equipment is Available

Set up Warning Signs and/or Barricades and/or Warning Tape once the nature of the spill and particular circumstances are identified to determine the best way to divert traffic. Leave signs in place throughout clean-up process, remove only once floor is completely dry. For all stripping and waxing jobs, use DO NOT ENTER tape to close off the area. Put sign in elevator that you can't enter this floor and on every door opening into the area.

#### Clean Up the Spill

Use a dry mop for small spills. For larger spills, use our standard floor cleaning solution and keep your mop well wrung out to keep the floor as dry as possible. Make sure no oily or slick residue remains after clean up.

#### Allow the Floor to Dry and Removal of Signs and Barricades

Once the floor is cleaned, make sure you leave barricades or signs in place until floor is dry. When the floor is completely dry and no traces of the spill residue is left, remove all signs and equipment.

#### IF You Do Encounter a Fall or Accident

Comfort the victim and call for help. Provide assistance as necessary. Notify your Supervisor. Take pictures if possible. Supervisor should call THE 4M V.P. of Safety and Risk Management or Corporate Safety Administrator immediately. All falls require investigation by Safety staff. Notify Security. Ask the 5 Why questions. Note if there were signs posted and in place and record these facts in your report. Later, a jury will be inclined to believe the victim if we do not have proper documentation of all details and facts.

### SAFETY PAYS AT 4M!

**Safety Share Winners: All winners receive a \$50 gift card to Wal-Mart.**

**December Winners:** Theresa Wilde, Ana Ramos, John Richardson, Kevin Pineda, Norberto Rodriquez, Celeste Harrell

**January Winners:** Tracy Crowson, Nikki Kracht, Shirley Jordan

**February Winners:** Rose Fayne, Cheneese Strong, Pat Wings, Britney Gassier, Elua Houston, Louise Jacksson, Allie Weber, William Carter

**March Winners:** Christine Burt, Andre George, Kirk Brener, Deneshia Johnson, Maria Murillo, Melanie Davis, Kathie Pappy, Suada Babanovic, Lisa McClintock

**Safety BINGO Winners: Winners receive \$75 and potentially up to \$8,000 per game and up to \$34,000 paid out per year.**

4M proudly paid out **\$3,450** in Safety Bingo winnings to Team Members from December to March.

## 4M Vision

by Tim M. Murch, CBSE

**“To Be the Absolute Best Facilities Services Provider”**

*This is not a dream or a wish but a vision and a firm commitment that the entire 4M Team and I are constantly focused on and firmly committed to achieving. All of our team members and valued customers will reap the benefits of everything we do in our quest and mission to achieve this vision.*

*These are incredibly exciting times at 4M with a great deal of progressive change and an abundance of positive energy that continues to build momentum. It is truly a “new day” at 4M with the brightest future ahead of us after our first 30 years in business. Our leadership team has spent a great deal of time in strategic planning meetings over the past year putting together the plan, action items and unequalled, leading edge initiatives, systems and procedures that we are implementing, which continue to push us closer to achieving our goal “to be the Absolute Best Facilities Services Provider in the industry.”*

*The 4M vision is clearly defined with a framework and a road map on how we will achieve this extraordinary goal.*



## 4M Proudly Announces New Accounts

- KV Pharmaceutical
- Magellan Health Services
- Continental Tire
- Champion Labs
- Indianapolis Power & Light
- One Financial Plaza
- Forsyth School
- Liberty Properties

**“The first requisite for success is the ability to apply your physical and mental energies to one problem incessantly without growing weary.”**

Thomas A. Edison

**“All winning teams are goal-oriented. Teams like these win consistently because everyone connected with them concentrates on specific objectives. They go about their business with blinders on; nothing will distract them from achieving their aims.”**

Lou Holtz

## There is Nothing More Gratifying than a Satisfied 4M Customer!

*4M's objective is to make the best effort to insure complete satisfaction at all times. Following are some 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.*

### HSN - Laetitia Dancar, Senior QA Analyst

I cannot express how happy we've become since 4M took over cleaning and **Senada Steffenhagen** has been cleaning our floor. She is really professional and does a really good job. We really appreciate her hard work when she is taking care of our floor at night. I just wanted to say how happy and glad we are since she has been in charge of our floor and congratulate her supervisor for making such a wonderful Management decision.

### Family Practice & Internal Medicine - Evelyn Harrison

I spoke with **Ivery Shields** today and told him he was doing a great job on our floors. He responds to requests quickly, I observe him cleaning the rest rooms daily, etc. He is always doing what is expected of him. I have no complaints in my department. I am happy to pass along a great report.

### Springfield Clinics - Greg Crocher, Operations Director

I want to pass to you some observations made by our patients. Several patients commented to our greeters how nice and clean our facilities look. Please help us pass this on to your staff.

### KV Pharmaceutical - Rozanna Springer

I wanted to advise you of what an absolutely wonderful job **Dzemila Mujkanovie** did in getting stains out of the carpet in Chris Keith's office. She completely went above and beyond our expectations! I have observed her as a very hard-working individual who always goes the extra mile - regardless how small or large the job is - and always with a smile! I would like to suggest that she is somehow recognized for her efforts.

### CBRE Lexmark Facilities - John White, Asst. Chief Engineer

I would like to inform you of the outstanding service/job that **Marsha Slone** and **Kimberly Preston** have been doing in building 200. I have had nothing but great praises since they were teamed up together. They recently had the first floor building 200 added to their scope of work. Within a week they had improved the looks of the first floor 200%. In 14 years the next was a first for me; this afternoon I was leaving my office to check on a chiller. The door to the men's rest room was open and wet floor signs were up. I looked in, Kimberly and Marsha were down on their hands and knees scrubbing the tile floor by hand. These two ladies deserve a medal, they do need to be recognized for their outstanding work. Please do not relocate them!!!!

### Ameren Meramec Plant - Mark Maness, Security

**Stephanie Clodfelter** and **Teresa Wilde** did a great job cleaning our CBT Trailer. I've been at the plant for five years and have never seen the floor this clean. Not only did they clean the floor, they also helped get rid of several broken chairs. I think they do a great job. They represent 4M company and I think they do a great service to you. Thank you!

### Illinois Farm Bureau - Mark Wilson, Facility Management

4M consistently exceeds our expectations. We are amazed at the level of professionalism, the lack of turnover, and the lack of complaints that we receive. We had another example of the level of service as last night one of the cleaners, **Isidro Espinoza**, found \$5 in the ATM and turned it in. The level of integrity is truly amazing as well.

## The Betty Lucille Cromer 4M \$1,000 Scholarship Deadline is July 15<sup>th</sup>

We are very proud to offer this annual scholarship to the most deserving 4M Team Members or their child. Please make sure this is communicated to all project managers, supervisors and Team Members throughout the company. We would like as many eligible applicants as possible.

We strongly encourage each of you to apply for yourself or your child. To be eligible, the 4M Team Member must currently be employed by 4M in any capacity and worked for no less than 12 consecutive months prior to applying for the scholarship.

### Chance to win \$1,000 Scholarship ANNUALLY!

*(Disbursements made in two \$500.00 increments for each Fall and Spring semesters)*

Please contact Karina Villasenor should you need any applications, or you can get it online at the 4M forms website (HRFM 114). The deadline for applications is July 15<sup>th</sup>. Karina can be reached at 314-615-2847.

We look forward to everyone talking up this outstanding benefit that 4M offers to every Team Member the opportunity to be chosen each year. **Let's continue to build future leaders and reach goals TOGETHER as we become the absolute best facilities services provider!**

## Message from Tim M. Murch, CBSE, President



*I am extremely proud to share with everyone that these are very exciting times for everyone at 4M.*

*In a time filled with media driven negativity, there are countless positives in the 4M family and I want to thank every 4M Team Member for this.*

*In our Annual Operations Summit Meetings in Clearwater, Florida, this past January, I shared with everyone that it is a choice to be and think positive or negative. Those that know me, know I look at everything as a positive opportunity. I am an eternal optimist, yet a realist. I look at things with the glass half full and approaching full! I ask that everyone take the word "can't" and permanently remove it from your vocabulary and replace it with "can do". I challenge every 4M Team Member to share and live the same positive outlook in everything you do every day. It is a choice and makes a tremendous difference in your personal and professional life.*

*We have so much to be thankful for in our mission to be the Absolute Best Facilities Service Provider in the Industry. When you look at our vision, mission, goals and corporate values, it is exciting to see the entire 4M Team leading us to achievements and accomplishments and living them every day.*

*4M continues to achieve industry leading initiatives with our world class incentives, awards, benefits and recognition that all lead to unequalled, low Team Member turnover.*

*We continue to be the very best in many respects, with our recent GreenGuard Green Cleaning Certification and our soon-to-be CIMS (Cleaning Industry Management Standard) Certification, both of which continue to differentiate and separate us from ALL of our competitors.*

*Another positive at 4M is our industry leading Safety Program with 22 Diamond Award winning accounts, our industry leading EMR and TRR rates and earning the BSCAI Overall Safety Award for an unprecedented 14th year!*

*I want to personally thank everyone for achieving, as well as delivering, our outstanding customer service every day, doing whatever it takes! Keep up the excellent work and have a Great and Safe day!*

## 4M Anniversaries

### 12 Years

Rick Peterson  
Otis White Jr.  
Duane Garry  
Gary Morris  
Willie German  
Tom Steffen  
Rosie Simmons  
Scott Earnestine  
Catherine Lott  
Cory Murphy  
Leslie Sundhausen  
Leslie Johnson  
Richard Bullion

### 13 Years

Steve Allen II  
Eric Alvarez

### 15 Years

Carrie Warford  
Donnell Drake  
Ronald Higgins  
Portia Watson  
Princella Cage

### 17 Years

Thomas Payne Jr.

### 18 Years

Eric Barsh

### More Than 20

Rosie Washington (22)  
Maurice Cooper (23)  
Jessie Davis (23)  
Freddie Brown (25)  
Steve Gray (26)



## \$100 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 two team members receive \$100.00 each. This amount may vary by region.

### December Winners

Margaret Garrett, Elaine Alexander, Belinda Norwood, Ni Thaw, Antonio Green, Gary Kelsey, Ricky Murray, Cristobal Orbe, Teresa Foster, Melanie Davis, John Denny.

### January Winners

Tyrone Womack, John Brownlee, Mary Shead, Lindsay Murray, Charles Murray, Gulistan Iznurova, Patricia Morman, Sarah Allen, Thoa Tran, Mildred Early, Celeste Harrell, Ronnie Williams, Cheryl Brown, Gary Hicks, Fred Pernel, Vernon Green, Mehn Tun, Brandy Poppino, Christopher Bass, Victor Offutt, Kay Musick, Charlotte Whitaker, Carl Morton, Gordon Conrad, Laurie Carrier, Mary Sullivan.

### February Winners

Pahag Bhaharai, Ramiz Mujcinovic, Mora Lyons, Larry Pratt, Gladie Hunter, Willis Hines, Patricia McCormick, Levert Flowers, Ruben Figueroa, Janitsy Mesa

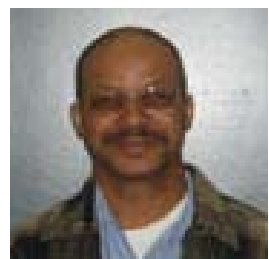
### March Winners

John Copeland, Bruce Brooks, Maurice Hayden, Rosa Parrish, Michael Brown, Malcolm Ricks, Erick Gueits, Samiel Aiken, Manuel Perez, Victor Acevado.

## Outstanding 4M Team Members

4M management nominates Team Members who have performed above and beyond for clients and who exemplify our commitment to "Team quality world class service". Thanks to everyone for their hard work and dedication!

### Outstanding Supervisor—\$50.00 and Certificate



**Clarence Barnett** has been a 4M team member since 2003. He started as a general cleaner at Wachovia and has since been promoted to supervisor for The Solae Building. His hard work and attention to detail is apparent in all his work. His positive attitude and work ethic make him a great attribute for both Solae and 4M.

**Congratulations Clarence!**

### Team Member's of the Month—\$25.00 and Certificate



December

**Virginia Smith** is a customer pleaser at Woodlands' and Safety National facilities. She does not have to be told to do anything - customers love her at both accounts. Her team members work well for her. She takes care of a very sick brother and still takes the time to do for others.

**Congratulations Virginia!**



January

**Martha Galindo** has been a very loyal and quality minded Team member with 4M since March 2002. Martha can be left by herself to perform her job duties, and we know that without a doubt, she has performed them without complaints. Martha is well liked by her peers and the tenants at the Skelly building where she works. Martha has been a great asset to 4M for the last 7 years, and we would be very lucky to have her for many more years.

**Congratulations Martha!**



February

**Deborah Brown** works at Eli Lilly Corporate. She has been employed with 4M since June 2008 and has never been absent. Deborah is always willing to go the extra mile and help out where she is needed. She follows Eli Lilly & 4M Safety Guidelines to a tee.

**Congratulations Deborah!**



March

**Deneshia Johnson** has had the highest Vektr™ Quality Inspection scores for the month of March and has been very proactive in her approach to cleaning and attentiveness to her customer's needs at Fidelity Information Services.

**Congratulations Deneshia!**

## 4M Welcomes New Management Team Members

4M's new team members will embrace the values of customer relationships, integrity, 360° Teamwork and innovation supporting our vision to be the absolute best facilities services provider.

- ◆ **Mark Schlake**—Customer Service Rep, Gateway Region (St. Louis) reporting directly to Tony King, hired January 2009
- ◆ **Tom Tasseff**—Regional Sales Director, Omega Region, reporting directly to Ray Thompson, hired February 2009
- ◆ **Carrie Burtch**—Marketing Manager, Gateway Region (STL), reporting directly to Ray Thompson, hired February 2009
- ◆ **Tim Orea**—Project Manager, Sunstates Region, reporting directly to Gustavo Jaramillo, hired February 2009
- ◆ **DeVaughn Waldrup**—Regional Sales Director, Omega Region (TN), reporting directly to Ray Thompson, hired March 2009
- ◆ **Dave Meager**— Project Manager for Omega Region (IN), reporting directly to Gino Anderson, Hired March 2009
- ◆ **Jeff Wells**—Area Manager for Omega Region (KC), reporting directly to Brian Crotty, hired March 2009
- ◆ **Paul Poss**—Project Manager, Gateway Region (STL), reporting directly to Rick Peterson, hired March 2009
- ◆ **Christina Volkert**—Bi-Lingual Receptionist/HR Administrative Assistant, Gateway Region (STL) reporting directly to Karina Villasenor, hired March 2009

## 4M Promotes From Within!

*At 4M, we believe in looking to our team members for the leadership needed to promote from within; bringing along their valued experience and enhancing their own career path.*

- ◆ **Kelly Sharpton**—CSR to Area Manager
- ◆ **Joseph Serrano**—Project Manager to Corporate Safety Administrator
- ◆ **Milton Lopez**—Personnel Recruiter to Operations Specialist Team
- ◆ **Tim Orea**—Floor Tech to Project Manager
- ◆ **Cory Murphy**—Supervisor to Project Manager
- ◆ **Yolanda Dishmey**—Lead Day Porter to Project Manager

## Team Member Spotlight



Janie Jones

## Outstanding Supervisor \$50.00

Janie Jones has been with 4M since May 2005, at Fed Ex WHQ in Memphis, TN. She started as a rest room cleaner and upon each visit, Dan Cline always found her rest rooms to be in excellent condition. After two years, Dan recommended Janie be a trainer for all team members cleaning rest rooms. In 2006, when 4M began cleaning the Fed Ex Corporate Technology Complex, Janie began training rest room cleaners at this account.

In the spring of 2008, a supervisor position was added to help manage the 1 million plus sq. ft. Fed Ex Corporate Technology Complex. Janie was a perfect match for this position and was promoted to night supervisor. She manages approximately 45 team members, including trash & dust teams, vacuum teams, rest room and break room cleaners and a floor crew.