

## \$50 to \$1,000 —Team Member Recruitments — \$50 to \$1,000

“Great 4M Team Members recruiting Great New 4M Team Members”

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

Ask how you can get paid a bonus for your referrals!

This period's recruiting bonuses: **\$4,550**

Jessie Tate	\$100	William Doan	\$50	Frenchella Daniels	\$100
Tony Bouye	\$100	Flora Wani	\$100	Ambrosia Freyta	\$100
Pervis Ratliff	\$ 200	Barbara Riley-Gude	\$50	Alex Kap	\$300
Francisco Barrera	\$100	Charlie Bishop	\$50	Shylia Bender	\$50
Fred Hill	\$100	Sheila Ross	\$50	Timothy Moore	\$50
Donna Walker	\$100	Betty Abrams	\$50	Tim Grebe	\$50
Antoine Gates	\$100	Dragan Tomicic	\$50	Jonathon Goodson	\$50
Larry Ivy	\$100	Jacquelyn Smart	\$50	Darryl Cross	\$300
Danielle Isbell	\$50	John Pardo	\$100	Jerry King	\$50
Britney Gassier	\$50	Meysi Rios	\$50	Laura Davis	\$100
Mark Hixenbaugh	\$50	Franciso Marrero	\$100	Arturo Cruz	\$100
Jason Ing	\$50	Nicolas Revilien	\$50	Ylber Azizi	\$50
Benjamin Bright	\$50	Tisson Germe	\$150	Yaneth Vieco	\$100
Michael Shelton	\$50	Daylin Shelley	\$50	Julio Pineda	\$150
Marcus Steward	\$100	Gregory Hawkins	\$200	Thelma Lampley-Murrell	\$150
Michelle Willis-Mcgee	\$50	Thomas Payne, Jr.	\$50	Mike Moore	\$300
				Mary Norfleet	\$100

# MMMM

Mitch Murch's Maintenance Management

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CLEANPATH<sup>®</sup> QUALITYPATH<sup>®</sup> HIREPATH<sup>®</sup> SAFEPATH<sup>®</sup> GREENPATH<sup>®</sup> DAYPATH<sup>®</sup>

Issue

09

Jan-Feb 2010

# MMMM Pathways

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



I shared the following message at our annual company meetings and awards dinner February 25 in Las Vegas. Are all janitorial companies the same? Who agrees with this? Who disagrees? Unfortunately most prospects look at janitorial companies as a commodity. We have to always overcome this perception. We have to always differentiate 4M from all others so we are not looked at as a commodity. We must always communicate all the tremendous value we continuously bring to the table. Every 4M Team Member, customer and prospect need to know, understand and “get it.”

You have heard me speak about all the arrows in our quiver that we have to shoot. We have way more arrows, or value added benefits, systems, resources, technology, certifications, Path Programs than ANY other company. Utilize and communicate these values to your Team Members, customers and prospects constantly and continuously. This is what differentiates us and gives us a competitive advantage. We can't do enough and must constantly be differentiating 4M from all competitors. Be proud and promote everything we have to offer to create value. I always open up my Customer Partnering Reviews explaining that the path programs all lead us to become the Absolute Best Facilities Service Provider. Everyone needs to promote our Path programs. CleanPath™, GreenPath™, SafetyPath™, HirePath™, QualityPath™ and now DayPath™ all lead us to be the absolute best. You are the ones that we need to lead this and communicate continuously to our Team Members, customers and prospects.

I want to personally thank each and every one of you for what you do for 4M every day. It isn't taken for granted. 4M's annual awards, which were given out at Las Vegas this year, shows our appreciation for the successes and accomplishments that each of you contribute. This year we have established a new category in honor of Janice Deer's passing. The **Janice Deer Sales Champion Award** will honor the Sales Rep with highest total sold Gross Profit. Janice exemplified what it took to be the best of the best in Sales. Janice was an industry pioneer and an integral part of 4M's success. She had over 30 years of industry experience. She never met a person who wasn't an instant friend, she grew relationships, accounts and posted outstanding revenue numbers.

Thank you all for your continued commitment and dedication for continuous and constant improvement in everyway to be the absolute best!

*I will continue to say, “hang on, it is going to be a fun, exciting, prosperous ride into our very bright future.”*

### 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

Rickey Boyd  
Deborah Johnson  
April Lauderdale  
Vernon Frech  
Nicole Nelson  
Mia Avery

#### 6 Years

Anita James  
Kenneth Rosser  
Gregory Cook  
Virginia Smith  
Melvin Bradley  
Loda Marr  
Alejandro Ortiz  
Earline Willis  
Jimmy Cushion  
Martha Cabrera  
Rocio Castillo

#### 7 Years

Terry Miller  
Carol Brookins  
Kenneth Neal  
Raquel Cabrera

#### 8 Years

Sammie Cobb  
Carl Walters  
Michael Stovall  
Herman Martinez  
Charles Jones  
Darren Gaither  
Herbert Gillespie  
Charles Harris  
Christopher Wieman  
Doris Gigers  
Donald Moore  
Evelia Perez  
David Goforth

#### 9 Years

Pamela Smith  
Derrick Johnson  
Dulce Estrada  
Clarence Clanton  
Joyce Brooks

## 4M PARTNERS WITH COLONIAL LIFE TO PROVIDE WORLD CLASS BENEFITS TO ALL OUR TEAM MEMBERS!



Mitch Murch's Maintenance Management



Numerous studies show that health care costs continue to rise and lack of coverage for care is a major concern. 4M is reacting by revising our insurance and benefit offerings to everyone of our Team Members. What do these changes mean for you?

The current national trends show 56% of everyone's health care costs will increase and 75% will see benefit reductions in the next year; however, 4M is proudly offering world class benefits in spite of these negative national trends.

Traditional medical insurance doesn't cover every expense related to an illness, injury or death. The bills and expenses continue to add up, especially if you have to stop working and lose your income. 4M now offers through Colonial Insurance Supplemental Division insurance products to help you prepare for those and other out-of-pocket expenses. These insurance products are offered through 4M and feature convenient payroll deduction for premium payments.

4M offers mini-medical, accident care, hospital confinement and additional supplemental term life insurance for you, your spouse and children.

The coverage can be tailored to help you meet your individual insurance needs for the peace of mind you and your family deserve.

This is just one more step that 4M has taken to offer world class benefits to all our Team Members. We care about all our Team Members and want to provide the absolute best benefits for you and your family. For additional information contact Customer Service at 1-800-325-4368 or [www.coloniallife.com](http://www.coloniallife.com).

### 4M Sponsors the American Heart Association's **START!** Heart Walk Again



In honor of Janice Deer and 4M family, 4M will be fighting heart disease and stroke by participating in the American Heart Association's Start! Heart Walk this May, in St. Louis, MO. Please check your local American Heart Associations and see if they are sponsoring a walk in your area and join the 4M Team! Your spouses, friends and family are welcome to take part in the walk and show support for this cause. By taking one step at a time, you can make wellness a daily life change toward a healthier Heart!

## What makes 4M distinctive – from my perspective?

4M is a company that cares for its' Team Members – from entry level to top management. There are several incentives; Safety Bingo, Recruitment, Good Works, to name a few, where we can easily win gift certificates or money! I like the way the training is done. No matter what region we are at we are all on the same page. The monthly meetings help to keep the communication open and we know we can depend on each other with just a phone call. 4M is unique in that everyone cares – we care about safety, respect, training, everything to make our jobs enjoyable and rewarding to come to work each day. *Sharon Grant—Customer Service Representative, Jacksonville, FL*

### 4M Perfect 10 Customer Partnering Review (CPR) Scores

Congratulations to the following accounts and Teams on their perfect scores.

1. Alberici recently received a perfect 10 CPR Score, congratulations to **Tim Moore, Steve Gray, Rick Peterson, Gwendolyn McGee and the 4M Alberici Team.**
2. Logan Aluminum scored a perfect 10, congratulations to **Dan Cline, Laura Edler, Scott Hadley, Tresa Wilson and the 4M Logan Aluminum Team.**
3. IAA scored a perfect 10, congratulations to **Tim Moore, Steve Gray, Peggy Chestney, Rick Foulkes, Gary Gernentz and the 4M IAA Team.**
4. Covance scored a perfect 10, congratulations to **Dan Cline, Gino Anderson, Kim Stevenson, Tia Davis, Barb Runion and the 4M Covance Team.**
5. FIS has had 3 consecutive perfect 10's congratulations to **Chip Wilkening, Gus Jaramillo, Alfred Perez, Tim Orea and the 4M FIS Team.**
6. Danforth Plant Science Center scored a perfect 10, congratulations to **Tim Moore, Steve Gray, Carrie Warford, Nathaniel Branch and the 4M Danforth Plant Science Center Team.**

### SAFETY PAYS AT 4M!

**Safety Share Winners:** All Team Members receive a \$25 gift card to Wal-Mart and \$50 to the account.

**November Winners:** Alfred Spinks, Jr., Tia Smith, Marisol Sanches, Layton Hartley, Duncan Davis, Heather Schmittler, Annette Daniels

**December Winners:** Andre Caldwell, Candy Cantrell, Paula Constant, Alejandro Ortiz, Geraldine Robinson, Katie McOwen

4M proudly paid out \$325 in Safety Share winnings to Team Members from January - February.

**Safety BINGO Winners:** -Winners can win potentially up to \$8,000 per full card game and up to \$34,000 paid out per year.

**January Winners:** Dorothy Holman, Juan Lorenza, Mike Annerino, John Richardson, Yi Nyunt, William Hunter, Lilly Banegas, Greg Hawkins, Beatrice Davis, Maria Gomez

**February Winners:** John Richardson, Heather Pratt, Ferida Buric

4M proudly paid out \$4,350 in Safety Bingo winnings to Team Members from January - February.



### Safety and Fraud Hotline - \$1,000 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 4M 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.**"

### 2009 Award Winners

Division of the Year Winner  
Omega Division



Dan Cline  
Runner-Up  
Gateway Division

The Region and Division of the Year  
Awardees will receive a \$1,500 voucher for a family vacation for each of the two winners.

Safest Region  
Steve Gray and the NC MO/IL Team  
&  
Memphis/Little Rock Team

Runner-Up  
SW MO/IL Team

Safest Division  
Gateway Team



Tim Moore

Runner-Up  
Omega Team

2009 4M Safety Excellence Award  
Major Projects Division



Ray Allen, Tim Grebe, Steve Allen, Tom Covilli

**2009 Award Winners**

**Janice Deer Sales Champion Award**



Chris Wieman

**The Most Improved Region**

**North Florida**



Rob Karaitis

**Runner-Up  
SW MO/IL**

**Area Manager/  
Project Manager**  
(Each Region selects a winner)

**Corporate Winner**



Minela Halilovic

**Runner-Up's  
Ylber Azizi &  
Scott Hadley**

**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 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.*

**Home Shopping Network - Alfred Perez and 4M HSN Team**

Earl Sanchez, Senior Manager, Facilities Engineering stated, "Alfred and his Team did a fantastic job by responding to major moves resulting from construction on the 5th floor of the Tower, while at the same time, the quarterly Board of Directors meetings being held. Their quick and efficient response to constantly changing priorities and challenges deserves a bigatta-boy. This type of situation is where a professional Team proves itself."

**Nielsen Media - Kelly Ryan**

Jim Standard, 2nd Shift Supervisor of Nielsen Media wrote, "I would like to express my appreciation for Kelly. If it were not for her quick response to the water overflow problem there could have been serious damage in the 2nd floor work area. Kelly is extremely professional and always goes above and beyond to get her job done to the best of her ability. Kelly is always very responsive and always has a smile on her face."

**Angie Perkins - Ameren UE - Lindbergh**

Michael Wright, Superintendent of Ameren wrote, "I met with Terry Adams, General Manager at Ameren last week and he made a point to let me know how happy they are with Angie's performance. Terry stated that she is hardworking, takes initiative, and looks for opportunities for any improvements in day to day operations. I highly recommend Angie be recognized."

**Eli Lilly - Janice Bobbitt**

Abby Kirby, Senior Site Specialist, Eli Lilly wrote, "Ms. Bobbitt definitely deserves our appreciation for always being pleasant, industrious and hard working, but today she out did herself. A couple of days ago I knocked over a large cup of coffee and caused a horrible mess in my office. I and a co-worker used paper towels and did our best to clean it up to no avail. We were expecting guests in this area and I was concerned with them seeing this gigantic, enormous stain. Ms. Bobbitt heard us discussing this and came back with a bottle of cleaner and scrub brush. She surely came to our rescue. She did it willingly and with a smile. Her attention to detail is appreciated."

**IAA - Rick Foulkes and Isidro Espinoza**

Christy Franklin of IAA wrote, "Thank you so much for all your help on December 29th. It's a day I'll never forget. You both went above and beyond that day for me and I will always be grateful. Your finding my purse at 5:30pm and locating my ID to call my home to let me know shows your willingness to go the extra mile. You locked it up from view and tracked me down. I can't thank you both enough for the concern you showed in getting my purse back to me."

**4M'S HIREPATH™ Process For Quality Hiring**

4M understands the need for recruiting, developing and retaining a motivated, dedicated team. The quality of our reputation begins with hiring the right people. To this end, 4M has developed an internal process aptly named HirePath™ making certain that we choose the absolute best Team Members to join our staff.

This process involves recruitment, screening, assessment and placement of the highest caliber managers and frontline staff to be found in the industry. We place great emphasis on training, developing and rewarding our Team Members in an uplifting environment, resulting in extremely high industry leading personnel retention rate.

This is accomplished through recruiting and hiring techniques. We offer **\$100** Team Member referral bonus for frontline Team Members and **\$1,000** for management referrals. Simply put, "Great Team Members bringing in Great Team Members." We also use internet advertising and local job fairs for recruitment.

4M holds the highest standards for pre-employment screening which helps to ensure our quality hires. These include the following for every Team Member:

- Social Security Administration, E-Verify
- I-9 Documentation
- Pre-employment Drug Testing
- State Background Checks
- Credit Checks, when applicable

Upon hiring, 4M takes great pride in the numerous incentives and benefits we provide to our Team Members and Managers. Excellent wages and benefits help to recruit and retain. These benefits help provide our customers with a stable, consistent 4M Team that is preferred.

By doing this, 4M has reduced turnover to less than one-fifth of the industry standard. Absenteeism has been dramatically reduced. This allows for greater success in the efficiency of supervision and management for our customers' benefit. Our incentives are broken out by categories as follows:

- Personal Incentives
- Group Benefits Offerings
- Growth Opportunities

Each new hire goes through the on-boarding process specific to their position. All details on all rules, policies and procedures are provided. These rules stress our safety rules, programs and incentives, criminal record checks, harassment policy, alcohol and drug free workplace policy, as well as, various other important company policies.

4M promotes additional job training, cross-training and retraining as needed; to maintain our quality standards of hiring and to ensure evaluations are rewarding for each Team Member.

4M takes pride in our hiring practices and our record reflects the outstanding results that have resulted from our pride of offering the best qualified hires and going the extra mile to ensure top Team Members for all customers!



**4M Anniversaries**

**10 Years**

Teresa Grebe  
Frederick White

**11 Years**

Shenice Strawder

**12 Years**

Wildeth Page  
Marethia Walker  
Alma Pettis  
David Hair  
Ray Matthews

**13 Years**

Renee Porter  
Rick Peterson  
Christiana Trice  
Antonio Williams

**14 Years**

Sallie Smith

**16 Years**

Carrie Warford  
Olivia Cooper

**17 Years**

Herbert Edwards  
Terry Hoggard

**More Than 20**

James Leaks (21)  
Joe Shields (21)  
Dorothy Arnold (22)  
Lovie Sesson (23)  
Ronnie Meyer (27)  
Maria Cotton (28)

*We know where most of the creativity, the innovation, the stuff that drives productivity lies: in the minds of those closest to the work - Jack Welch*

### \$\$\$ 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.

#### January Winners

Jasmine Cunningham, Donna Simms, Nathaniel Branch, Rita O'Neal, Todd Jackson, George Mallory, Taquana Fries, Anthony Sherrill, San Bhattarai, Gary Bowling, Barbara Collins, Heidi Gomez, Miguel Gonzalez, Lucy Brightwell, Nathaniel Bigbee, Eduardo Avalle, Luz Ortiz, Luis Guzman, and Johnnie Ferguson

#### February Winners

Ralph Betts, Bill Baxter, Tracy Wilde, Beatrice Davis, John Copeland, Robert Blackmon, Mehmed Garic, Debra Killian, Dexter Lizzmore, Asmeret Asmeron, Selma Oliveira, Leonoris Lora, Tamara Tejic, Giovanni Sanabria, Alexander Garcia, Arturo Villanueva, Olga Santiago, Carlos Cedenno, and Jose Duran, Jr.

Total Good Works for January and February

**\$1,550**

## Outstanding 4M Team Members

4M 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!

### Project Manager Earns \$50.00 and an Award Certificate



**Mike Mueller** is the Project Manager at Pierre Laclède Center; our first account when we went in business in 1978. Mike has done an outstanding job. He receives many compliments for the proactive value he provides for the customer and tenants. Mike helps out any place there is a need. Mike has served on the Safety Committee and the North Central MO-IL Board. Mike goes an extra mile every time he's asked or notices something needs to be done. He deserves this honor.

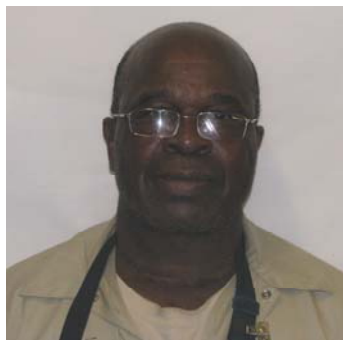
**Congratulations Mike!**

### Team Member Earns \$25.00 and an Award Certificate



**Dennis Julius** is our day porter at the Wells Fargo facility in Springfield, Illinois. From day one, he has had an outstanding attitude toward providing the best possible service available, he goes above and beyond the call of duty daily, and shows extreme professionalism and customer contact skills. "Dennis exceeds everyone's expectations every day with very little fanfare" is just one of the quotes from the many compliments that we have received. 4M is blessed to have Dennis as a Team Member and we cherish his work ethic and congratulate Dennis on being the 4M Team Member of the Month for February.

**Congratulations Dennis!**



**Curtis Matthews** has been in the janitorial business for 10 years. He has been with 4M since we started the FedEx account in May 2005. Curtis is a very loyal and dependable Team Member and has an excellent absentee record. Curtis can do any of the jobs presented at FedEx and will help out when and where needed. He is an asset to the 4M Team and FedEx. Congratulations to Curtis on being our 4M Team Member of the month for January.

**Congratulations Curtis!**

## Las Vegas Annual Awards

The annual company awards event held in Las Vegas was a huge success and enjoyed by all. Each category shows execution excellence, great achievements in improvement and sales, and pays tribute to those leading the way to being the Best Absolute Facilities Services Provider! In this newsletter are pictures supporting this enthusiasm and success.



◀ To the Left:  
Glen Caul, Gus Jaramillo, Dan Cline, Joe Strout and Nadia Jaramillo



To the Right: ▶  
Heather St. Clair, DeVaughn Waldrup, Chris Wieman, Jill Loftis, Bill Crouch, Tom Tasseff



◀ To the Left:  
Tony King, Gino Anderson, Ylber Azizi, Scott Hadley Rob Karaitis, Gus Jaramillo, Kim Stevenson, Laura Elder, Steve Gray



To the Right: ▶  
Rob Karaitis, Gus Jaramillo, Carla Holmes, Tim Moore, and Terry Miller

### 4M New Hires!

At 4M, we believe in hiring world class Team Members. Please welcome them!

- ◆ **Althea 'Al' Thomas**- Corporate Safety Administrator
- ◆ **Amy Messerly**- Corporate Receptionist/HR Administrative Assistant

### 4M Remembers Janice Deer



4M would like to express our condolences to Janice's family, friends, customers and all Team Members in their time of grief in the unexpected loss of our dear co-worker and friend, Janice Deer.

Janice was a lovely person, active and vibrant and a true pleasure for anyone who had the pleasure of knowing or working with her. She was a great asset that will be sorely missed by our industry and we treasure the time we had with her on both a personal and professional level.

### 2009 Award Winners

4M is excited to share this year's award winners within the following categories:

**Albert E. Wilson, III Region of the Year Award**

**Memphis/ Little Rock Region**



**Laura Edler Runner Up**

**NC/MO/IL Region**

**Perfect 100% Account Retention Award**

**Kentucky/Ohio, Memphis/Little Rock, and Kansas City/Tulsa**

**All Team Members deserved praise for their perfect retention!**

**Platinum Sales Club**



**Chris Wieman**