

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

“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 period's recruiting bonuses: **\$7,450**

Timothy Moore	\$50	Johnathan Irvin	\$100	Tia Smith	\$100
Jonathon Goodson	\$50	Karenlyn Batchelor	\$50	Cristobal Orbe	\$50
Darryl Cross	150	Pervis Ratliff	\$50	Betty Abrams	\$50
Ylber Azizi	\$100	Fred Hill	\$200	Rafael Roman	\$50
Linda Rowe	\$1,000	Anthony Britt	\$100	Senada Golic	\$50
Marc Dimarzo	\$100	Gwendolyn O'Kelley	\$50	Sabira Selmanovic	\$100
Julio Pineda	\$150	William Pullum	\$50	Miroslav Lukovic	\$50
Mark Schlake	\$1,000	Danielle Isbell	\$50	Carolyn James	\$150
Thelma Lampley-Murrell	\$50	Britney Gassier	\$50	Ena Michael	\$50
Gwendolyn McGee	\$50	Nathaniel Johnson	\$100	Gerson Henriquez	\$100
Michelle Willis-Mcgee	\$50	Benjamin Bright	\$50	Heriberto De Jesus	\$100
Jody Walker	\$200	Dwight Williams	\$50	Jenifer Orozco	\$150
Aimee Clubb	\$100	Flora Wani	\$50	Manuel Perez	\$100
Dianne Kilper	\$200	Marija Matic	\$50	Tisson Germe	\$50
James Jones	\$100	Ibrahim Ganevic	\$100	Alvaro Toloza	\$50
Rose Coleman	\$100	Rakhim Iznurov	\$50	Macely Bello	\$100
Luis Morales	\$100	Angela Negron	\$200	Alfredo Labrada	\$100
Susana Rodriguez	\$100	Altagarcia Lugo	\$100	Luis Guzman	\$100
Muharema Bilajac	\$50	Luis Alvarez	\$50	Jose Duran	\$100
Daylin Shelley	\$50	Ermida Martinez	\$50	Oswaldo Cancel	\$100
Donald Lang	\$100	Teofilo Magana	\$100	Raul Rivera	\$100
Vanessa Chavarria	\$100	Nadia Richmond	\$50		

Issue

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Mar-Apr 2010

MMMM Pathways

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MMMM'S TEAM MEMBER OF THE YEAR— IRENE M. BIGBEE



As we salute MMMM's outstanding Team Member of the Year, Irene Bigbee, please read the following glowing testimonials to this outstanding woman who MMMM is honored to have as our Team Member of the Year!

Irene M. Bigbee is an Excellent Supervisor. She has worked at the HSN Campus in St. Petersburg, FL for 15 years and has been with MMMM since they started at HSN in March 2008. Irene brings over 20 years of cleaning experience and continues to do an outstanding job and be a shining example.

In August 2008, Irene was diagnosed with health issues that required extensive treatments. She scheduled her treatments on Fridays enabling her to work Monday thru Thursday. She would go home after her treatments on Fridays and rest during the weekends. Throughout many personal trials and health issues Irene remained poised and maintained her positive attitude. Her level of commitment for her job never wavered. Her strong faith in God and her zest for life has given her the strength to overcome and be victorious. Today Irene's prognosis is a clean bill of health. She continues to be an inspiration to all of us especially when the going gets tough.

Irene regularly attends church. She is in the Greeters Ministry and teaches Wednesday night Bible Study. Her hobbies are reading and watching TV.

It's Team Members like Irene that separates MMMM from all the competition. She respects her job with a level of dedication that is unprecedented. Irene is always ready to help out and go the extra mile when needed at HSN. Our client loves her and appreciates her and so do her fellow Team Members.

Irene has been instrumental this year in helping me out with the training of a new Supervisor that was promoted from within. I am very proud to be the Area Manager at HSN and working with Irene.

Respectfully Submitted By: Alfred Perez - Area Manager

I've known Irene since I came to HSN in October of 2004. Even though she was employed by another company at the time, she was the 1st shift supervisor. It didn't take me long to recognize what an outstanding supervisor and person she is. She has always performed and responded in a professional and timely manner. She has received numerous compliments from across the Company and many from Executives of the Corporation. The Executive Staff knows they can call on her at any time for anything. Her standard response to requests is "I'll take care of it right away". When we signed the contract with MMMM, I only had one condition concerning personnel, and that was to hire Irene as a supervisor if she would accept. I'm certainly glad she did. She is a key member of the Housekeeping Staff and is key to the confidence HSN has in MMMM. She will always be known as our "Miss Irene". Congratulations Irene, you've certainly earned this award.

From all of your friends at HSN, Earl C. Sanchez, II
Senior Manager, Facilities Engineering

I, along with everyone from MMMM, can't tell you how proud I am of Irene. Irene exemplifies all MMMM Team Members with her incredible work ethic, 360 degree Team work, community involvement, and outstanding dedication to customer service and satisfaction. We are all so very proud of Irene and thank her for representing MMMM so well and being a big part of making MMMM the absolute best facilities services provider. Well deserved and well earned, Irene. Congratulations to you and the rest of our 3,500 deserving Team Members.

Comments By: Tim Murch
President & CEO



Nathaniel Bigbee, Tim Murch, Irene Bigbee, Chip Wilkening, Gus Jaramillo at MMMM's Annual Awards Presentations

MMMM

Mitch Murch's Maintenance Management

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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

5 Years

James Adams
Marilyn Muniz
John Burke
Frank Pilgrim
Zehra Sejinovic
Gary Kelsey
Samuel Aiken
Darwin Brown
Richard Moore
Catherine Stewart
James Boyd Jr.
Curley Hemmingway
Marshall Stittiams
Thomas Jeffries
Valerie Burtis
Curtis Matthews
Dorothy Hunter
Eddie Hunter
Janie Jones

6 Years

Robert Karaitis
Juan Zarate
Ronald Blackwell
Ralph Knothe
Joseph Calicutt
Henry Taylor Jr
Lindsey Moore

7 Years

Frank Smith
Ronald Masek
Beth Staufenbiel
Eddie Lewis
Eston Daniels
Udell Dampier Jr.
Steven Griffin
Terry Holdinghausen
Kenneth Vogt

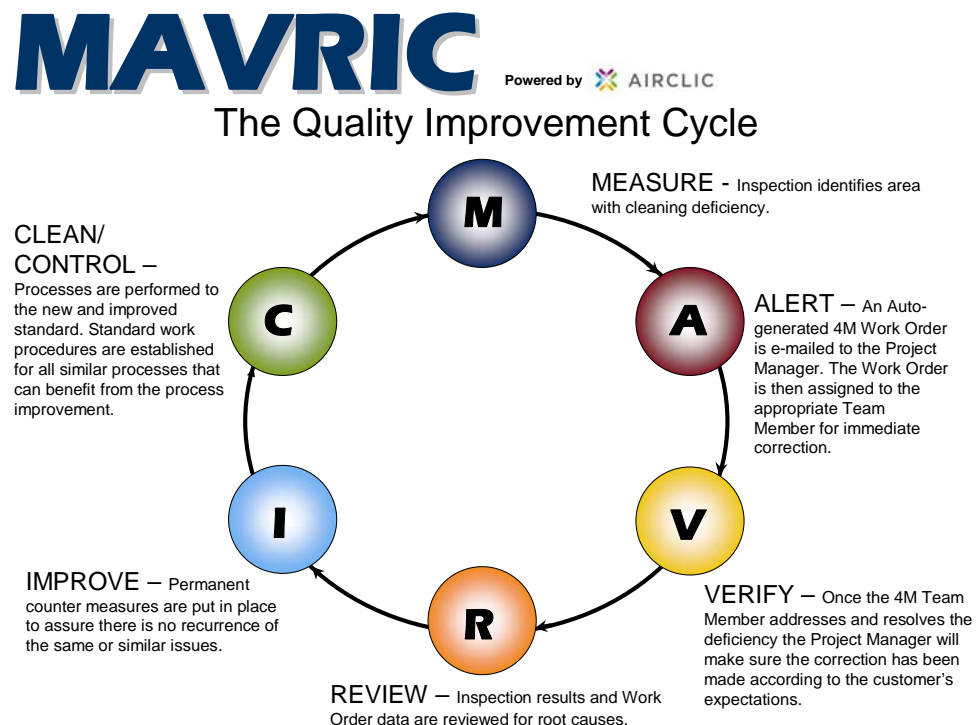
8 Years

Martha Galindo
Brian Wilson
Jerry King
Maria Singleton
Timothy Chrismer
Michael Sparks
Frederick Cross

MMMM's QualityPath™ Promise

QUALITY ASSURANCE

MMMM is committed to 100% client satisfaction; our objective is Proactive Management vs. Reactive Management. MMMM has created one of the industry's most comprehensive quality assurance programs - **QualityPath™**. It is the cornerstone of our success. This is not a program that is simply discussed. It is a key, long-term commitment from which our company and our customers benefit greatly. MMMM has established policies and procedures to measure and assure the quality of our services, our personnel and our performance.



MANAGEMENT SUPPORT

The Operations Team and designated Project Manager, who fully understand the specific scope of work requirements, will direct and manage MMMM's Team Members at your facility. The MMMM Management Team will:

- ◆ Meet with clients on a regularly scheduled basis
- ◆ Be available 24/7
- ◆ Make pre-scheduled, proactive routine MAVRIC inspections and communicate results
- ◆ Utilize the MAVRIC inspection data for continuous improvement
- ◆ Conduct pre-scheduled, proactive on-site visits
- ◆ Present Quarterly Customer Partnering Reviews

As a customer-driven company and realizing that communication is an integral part of successful daily operations, MMMM uses the following programs and services to anticipate customer needs and be able to respond with a sense of urgency 24/7, ensuring a successful business partnership.

- ◆ MAVRIC AUDIT SYSTEM
- ◆ REPORT TO CUSTOMER (Daily/Nightly)
- ◆ MMMM QUARTELY CUSTOMER PARTNERING REVIEW
- ◆ CUSTOMER CALL PROGRAM
- ◆ PERIODIC WORK SCHEDULES



What makes MMMM distinctive from my perspective?

From my perspective it's all the answers, so to speak, that come from our Path Programs and the execution to make things right so we can be the absolute best services provider. Also, from a resource perspective we have dedicated, hard working, experienced Team Members that care about the success of everyone. **Tom Tasseff—Regional Sales Director, Indiana, Ohio and Kentucky Region**

MMMM Perfect 10 Customer Partnering Review (CPR) Scores

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

1. Covance recently received a perfect 10 CPR Score, congratulations to **Dan Cline, Gino Anderson, Linda Rowe, Kim Stevenson, Tia Davis, Barb Runion and the MMMM Covance Team.**
2. Coca Cola scored a perfect 10, congratulations to **Chip Wilkening, Gustavo Jaramillo, Davis Spargur, Roosevelt Holloway and the MMMM Coca Cola Team.**
3. FIS scored a perfect 10, congratulations to **Chip Wilkening, Gustavo Jaramillo, Alfred Perez, Tim Orea, Halida Huseinovic, Jagdeo Sukraj and the MMMM FIS Team.**
4. Logan Aluminum scored a perfect 10, congratulations to **Dan Cline, Laura Edler, Scott Hadley, Tresa Wilson, Shane Rosser and the MMMM Logan Aluminum Team.**
5. I.A.A. scored a perfect 10, congratulations to **Tim Moore, Steve Gray, Peggy Chestney, Rick Foulkes and the MMMM IAA Team.**

SAFETY PAYS AT MMMM!

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

March Winners: Bill Doan, Dale White, Andrew George, James Johnson, Michael Lancaster, Rene Hill, Matt McGhee, Misty Makosch, Santos Cruz

April Winners: Lynn Miller, Tracy Monical, Theresa Wilde, Yolanda Cook, Kevin Sparks, Wendy Herrington, Janie Jones, Azemina Hasnovic, Kathy Vance

MMMM proudly paid out \$500 in Safety Share winnings to Team Members from March - April.

Safety BINGO Winners: -Winners can win potentially up to \$1,600 to \$6,800 per full card game and up to \$33,600 paid out per year.

March and April Winners: Due to lost time accident the bingo game for this period was cancelled. Therefore no winners to report this time. New game resumed May 3rd. Good

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 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**"

Quotes

"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

"It is time for us to stand and cheer for the doer, the achiever, the one who recognizes the challenge and does something about it."

Vince Lombardi

"Let us not be content to wait and see what will happen, but give us the determination to make the right things happen."

Peter Marshall

Reporting Fraud Incentive

A Team member will receive a gift card as a reward for reporting a co-worker who had committed fraud. MMMM feels very strongly about fraud and if you are aware of anyone committing fraud, step up and report it to Management, Human Resources or the Safety Department

Letter of Appreciation

Letters of appreciation are just one way of saying thank you for a job well done. Recognition of key Team Members in an organizational must. I would like to take this opportunity to recognize one of your outstanding Team Members, Mr. Chris Devera. I had the great privilege of meeting and working with Mr. Devera from March 16-23, 2010, at your Valero site. During this time Chris helped me get familiarized with key MMMM company processes. The creative approach he exemplified in management confirmed my desire to work with MMMM. I really appreciate the fact that he took so much time to acquaint me with the company policies and procedures in a very short amount of time.

It is my sincere belief that Mr. Devera is the type of individual constantly sought in any professional workforce. He is the type of individual that will move and complete any mission. Please convey my personal thanks and gratitude for all the information he shared with us at the Valero job site.

Respectfully,
 Ramiro A. Banda
 MMMM Lead
 Supervisor

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. 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.

Springfield Clinic - Lula Newton

Cassandra Claman, Head of the Dermatology Dept. stated, "I just wanted to say how much we appreciate Lula Newton. She does a fantastic job keeping our department clean and she is always pleasant despite her hard work. For her birthday we had a pot-luck lunch in her honor commending her job performance. We hope to have her for a long time, as she exceeds, by far, anyone else we have ever had working here at the clinic."

Sigma-Aldrich - Fred White

Michael Yokley, of the shipping department wrote, "I, along with the other members of the shipping department, would like to acknowledge the outstanding job and our appreciation for the hard work that Fred has demonstrated in the shipping area. He has been a tremendous asset. Fred makes sure all the break rooms and bathrooms have been cleaned and are tidy daily. If at anytime he is approached for special needs within his expertise, he willingly addresses them quickly and positively. Our sincere appreciation for the job Fred has done making sure all trash and dumpsters are emptied throughout the day. This is not considered his obligation, but Fred looks upon this as something that needs to be taken care of and steps right in and has done it on numerous occasions with no hesitation on his part." Job well done and keep up the good work!

Eli Lilly - William Coy

John Plewes, Senior Medical Advisor, Neurosciences wrote, "This note compliments Mr. William Coy of MMMM. Mr. Coy works in the area of building 170-2 in which I have an office. He has proven himself to be reliable, helpful, and very efficient in carrying out his duties in a professional manner. He is not only effective in accomplishing his job here with us, but he also is personable, and represents MMMM very well. He is appreciated by those of us who have gotten to know him over the past several months."

Graybar Electric, Bel Ridge - Rosie Washington

Nisey Love-Payne, Evening Service Clerk wrote, "I just wanted to commend the cleaning crew for performing such excellent services. I had major surgery and lost my entire Colon, therefore I have to visit the restroom every two hours. I appreciate when I enter a clean restroom. The restrooms in the Graybar building have been extremely inviting and smell clean. With this condition that I live with, this makes a big difference. I want to thank MMMM for doing such a wonderful job and to please keep up the good work."

Champion Laboratories - MMMM Team

Brian Gaultney, Commodity Manager wrote, "I would like to say that MMMM has done an overall excellent job in maintaining the facilities of Champion Laboratories. We appreciate all the efforts, quick responsiveness to issues and MMMM's ability to strive for continuous improvement in servicing Champion Laboratories."

MMMM's Progressive E-Learning Program is Coming!

When You Think Training, Think Green and Ease of Use



A web-based training module will allow our Team Members to view traditional paper training materials and

manuals online, and while they're at it, save a tree.

Team Members will appreciate the flexible, interactive and on-demand training schedule, along with the easy-to-use point-and-click icons.

Instructor hours, development stages and classroom time are easily converted to Team Member self-paced learning with easy tracking available.

Balance is a key component of any successful training program, and the link between administrator, subject matter expert, instructor and Team Member cannot be broken. An e-learning approach will create balance for both the trainer and Team Member. A web-based training environment will foster an economical yet robust setting that promotes organization growth through knowledgeable and skilled Team Members to the benefit of our clients.

This program offers a comprehensive management module with a separate secure menu. MMMM's Team Members will be authorized to access specific modules as needed and all tracking will be strictly confidential in regarding to completion and test results.

This will be great tool for administrating repetitive re-certifications that need to be completed to stay compliant and certified.

This will ensure that MMMM's training programs are leading edge with our strategy, growth and objectives in an engaging manner to achieve the goal of the most effective training available so all Team Members can contribute to being the absolute best facilities services provider.

MMMM Anniversaries

9 Years

Carolyn Hill
 Kenneth Gully

10 Years

Sidney Robertson
 Amanda Sparks
 Meredith Whalen
 Paul Lee
 Marty Thomas
 Larry Turner

11 Years

Carl Williams
 Zaidi Issa
 Shelia Davison
 Jonathon Goodson

13 Years

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

14 Years

Brian Crane
 Ray Allen II

16 Years

Ronald Higgins
 Donnell Drake

17 Years

Herbert Edwards
 Terry Hoggard

18 Years

Thomas Payne Jr.

(Cont'd next page)

MMMM Anniversaries

More Than 20

- Rosie Washington (23)
- Steven Crain (23)
- Maurice Cooper (24)
- Jessie Davis (24)
- Freddie Brown (26)
- Steve Gray (27)

Glen Caul's Corporate Sales Division Analyst Strategic Planning Session Comments:

The week of meetings centered around a seminar with AmyK was a testament to the passion, drive and brain-power within MMMM. With a little sweat and a lot of teamwork, we were able to deliver a concise, collaborative message to both prospective clients and current customers. The amount of time and effort dedicated to this task was both impressive and inspiring. This is just another example why MMMM is the "Absolute Best Facilities Services Provider".

Far and away the best prize that life offers is the chance to work hard at work worth doing."

Theodore Roosevelt

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!

Project Manager Earns \$50.00 and an Award Certificate



Andrew Vadja is the Project Manager at Summit Technology. He has recently improved his facilities in every aspect. He has also made large strides in his safety scores. Andrew is a key person that can be used as an example to emulate. He has been most helpful with other PMs throughout the region in showing them how he effectively manages his labor. He is maintaining a consistent 9 Customer Partnering Review (CPR) score and has done a good job in preparing and presenting at these CPRs.

Congratulations Andrew!



Cory Murphy has been with MMMM since 1986 in several capacities, most recently as Project Manager at the 575 Maryville Center Building. We would like to thank Cory for his years of dedicated service to MMMM and to our customers. In his spare time Cory enjoys playing pool, spending time with his family, and his pet blocky Labradors, Charlie and Missy.

Congratulations Cory!

Team Member Earns \$25.00 and an Award Certificate



Alberto Hera is a Team Member at HSN. Maria Hamilton, Senior Account Supervisor at HSN wrote, "I have been working at HSN for 15 years and I am very observant of my surroundings when it comes to cleanliness. I have never seen such a hard worker! I see Alberto around campus, sweeping, cleaning ash trays in the smoking area, dumping out trash, vacuuming, cleaning windows and desk tops. He takes pride in his work and has very strong work ethics. Alberto is polite and courteous, he always greets with a smile. Myself and my co-workers agree he has to be one of the best people we have ever had!"

Congratulations Alberto!

MMMM Strategic Planning Sessions

The Strategic Planning Sessions held with AmyK, Inc. was a team building, learning and developing exercise. The outcome was a more strategically aligned group in thought, processes and presentation to our clients. A concise marketing approach including effective massaging, facts and advantages were developed to unify and standardize the image of MMMM. From this endeavor the below are the taglines for our unique MMMM Path Programs.

- What is QualityPath™? – The Path to measurable, guaranteed success.
- What is CleanPath™? – Proprietary, LEAN engineered Path toward Perfection.
- What is HirePath™? – The Path to industry leading Team Member solutions.
- What is SafePath™? – The Path to achieving Zero.
- What is GreenPath™? – The Path to environmental sustainability.
- What is DayPath™? – The Path to energy savings and increased visibility.

Which MMMM Path is yours?



Steve Gray, Chris Wieman, Dan Claine, Tom Covilli, Kevin Reardon, Rob Karatis, Jeff Wells, Eric Bixby, Laura Edler



Bill Crouch, Carrie Burtch



Tim Moore and Mark Schlake

After the Strategic Planning Sessions, Team Members continued their discussions at the bowling alley.

MMMM New Management Team Members

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

- **Kevin Reardon**– Regional Sales Manager
- **Cameron Brown**– Customer Service Representative
- **Dave Spargur**– Area Manager

MMMM Promotions

- **Mark Schlake**– Division Analyst
- **Eric Bixby**– Division Analyst
- **Carole Hansen**– Division Analyst
- **Phyllis Zuidervaart**– Project Manager
- **Joalexis Rivera**– Night Lead Person

MMMM Remembers Angela Williams



Angela was a valued Day Supervisor at Blue Cross Blue Shield while working there the last 5 years. She knew what team work meant and practiced it everyday. She was a caring person to all and she enjoyed life to its fullest. Angela loved to sing, go on cruises and shared her loved for life with others in the office in a bubbly, upbeat manner. She will be missed by all her fellow Team Members and family.

\$\$ 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.

March Winners

Barbara Rodriguez, Kathy Vance, Joalexis Rivera, Susana Rodriguez, Maria MacDonald, Tamara Tejic, Juan Robles, Anthony Charles, Phillips Cutie, Norma Cabrera, Jean Francois, Graciela Ciraldo, Nancy Delgado, Anais Carbonell, Arrisim Halili, Gulistan Izurova, Radovan Kasapovic, Davin Rizal, Richard Douglas, Asmeret Asmerom, Charlie Bishop, Mildred Early, Berta Penn, Liliana Duque, Diane Seymour, Aaron Myles, Rosetta Edwards

April Winners

Yonnisel Tejada, Julio Pando, Eduardo Alvalle, Veronica Garcia, Gretchen Reyes, Lenoris Hightower, Oglia Duron, Pedro de Jesus, Mary Moises, Jesus Perez, Ismael Vasquez, Ailen Torres, Marisol Cortez, Melba Dominguez, Bego Ljeskovica, Munira Ibrahimovic, Lamoon Simmons, Arcefus Downer, Ernest Ellison, Zenon Sahbegovic, Mary Harris, Donna Wiggins, William Torres, Alejandro Estrada, Anthony Easley, Richard Bullion, Ruth Ann Harris

Total Good Works for March and April

\$1,350.00