

## \$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: **\$4,700**

Steve Allen	\$100	Kendall Harris	\$100	Nellie Hixenbaugh	\$100
Tim Grebe	\$50	Deloise Douglas	\$100	Jessie Jones	\$50
Laura Davis	\$100	Alicia Clay	\$100	Eva Maksimovic	\$50
Ylber Azizi	\$50	Guillermo Barrera	\$200	Igball Hada	\$50
Christopher DeVera	\$100	Thelma Polk	\$100	Rustam Israfilov	\$50
Gustavo Jaramillo	\$1,000	John Starks	\$50	Charlie Bishop	\$100
Yaneth Vieco	\$150	Desmond Hardy	\$100	Senada Golic	\$50
Michelle Colvin	\$50	Fernando Genozalez	\$50	Jacquelyn Smart	\$50
Christina Bovay	\$50	Stephanie Clodfelter	\$100	John Pardo	\$150
Gregory Hawkins	\$400	Mark Hixenbaugh	\$50	Elio Garcia	\$50
Verbeana Edwards	\$50	Jan Burlison	\$100	Yaquelin Rios	\$50
Jody Walker	\$100	Jason Ing	\$50	Victor Acevedo	\$100
Mike Moore	\$100	Michael Shelton	\$100	Angela Velez	\$100
Rose Fayne	\$100	William Doan	\$50	Angela Negron	\$100

# MMMM

Mitch Murch's Maintenance Management

2827 Clark Avenue  
St. Louis, MO 63103  
314.535.2100 ph  
314.535.2218 fax  
www.4-m.com

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# MMMM Pathways

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## 4M IS PROUD TO BE THE ONLY JANITORIAL COMPANY TO ACHIEVE MICCS CERTIFICATION

On January 5, 2010, 4M successfully passed the Home Office Audit and is now THE ONLY JANITORIAL COMPANY to have the MICCS Certification!

The Metro Indianapolis Coalition for Construction Safety, Inc. (MICCS), is a nonprofit organization dedicated to achieving ZERO injury on construction and facilities maintenance job sites. MICCS is governed by a Board of Directors that represents every segment of the construction industry. Its members include construction companies, users of construction services ("owners"), design professionals and construction-affiliated organizations and companies.

In 1996, MICCS developed a Safety Certification Program. The goal of the MICCS Certification Program is three-fold.

1. The program is a web-based database that is used by construction consumers ("owners") as well as by contractors whose safety pre-qualifies their subcontractors by providing them with important safety-related information in an easily-accessible, standard format. This allows system users to, in mere seconds, view validated safety statistics and information on exhaustive audits MICCS conducts on each participating company.
2. The program is also the gold standard in safety. To become a "MICCS Certified Company" means that a company's safety performance is among the top 20% of construction companies in the nation.
3. The program is a checks and balances for companies when it comes to their safety program each year. From the very first time a company enters the program through each annual renewal in the program, MICCS provides an extensive review of a company's safety program and validates that the statistics

in the program's database are what was also reported to OSHA. In order to achieve MICCS Certification, several criteria must be met by companies seeking this certification:

- Must have an EMR < 0.90
- DART rate < 2.6 (DART = Days Away, Restricted or Transfer; basically this is the total of all OSHA recordable accidents that are either lost time or alternate/light duty)
- TRR < 4.60
- Score > 75% for Safety Program Audit/Review
- Pass the Home Office Audit

"We are proud to have met MICCS's criteria for this prestigious certification and obtain the highest possible level of achievement," said Tim Murch. "As you all know, 4M does everything to continuously and constantly provide validation for our safety programs in place. The MICCS Certification is another example of this validation and leading our way to achieve our vision to become the Absolute Best Facilities Services Provider."



The Gold Standard in Safety

### 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

Loda Marr  
Melvin Bradley  
Virginia Smith  
Gregory Cook  
Kenneth Rosser  
Anita James

### 6 Years

Carol Brookins  
Terry Miller

### 7 Years

Carl Walters  
Sammie Cobb

### 8 Years

Dulce Estrada  
Derrick Johnson  
Pamela Smith

### 9 Years

Teresa Grebe

### 10 Years

Shenice Strawder

### 11 Years

Alma Pettis  
Marethia Walker  
Wildeth Page

## 4M Provides GreenPath™ to Our Clients!

### Program Elements

**Engineering:** The use of LEAN manufacturing models engineering our workflow processes, aids in the reduction of energy through consolidation of work teams within the facility. Day cleaning programs further contribute to reduction of energy consumption. A well engineered cleaning maintenance program can contribute up to 16 points or 40% towards LEED certification.

**Consumables:** 4M utilizes products with the highest level of post-consumer recycle content available. This commitment results in significant reduction of trees harvested, dioxins and mercury generated from bleaching processes and elemental chlorine or chlorine compounds.

**Chemicals:** Using low-impact leading-edge sustainable cleaning solutions results in an eco-friendly cleaning products profile. This is integral to LEED certified program support and is third party certified by organizations such as Green Seal, GREEN-GUARD™, and Environmental Choice.

**Equipment:** 4M utilizes revolutionary Green Certified cleaning equipment and dispensing technology. The impact on your facilities program is profound, resulting in improved air quality through HEPA micro-filtrated vacuum equipment, reduced noise pollution with low decibel cleaning tools.

### Program Focus:

- Optimization of building economic performance
- Improved employee health, productivity and satisfaction
- Improved indoor air and water quality
- Conservation of natural resources
- Reduced operational costs

### Program Benefits:

- Cost and energy savings
- Reduced absences and illnesses
- Recognition as a "green friendly" company; LEED certification support
- Longer equipment and tactile life
- Reduction of environmental footprint

### Recycling Facts:

Recycling one aluminum can saves enough energy to run a TV for three hours.  
A 100-watt light bulb can burn for four hours by the energy saved from recycling one glass bottle.

For every ton of paper recycled your office will:

- Save 3.5 cubic yards of landfill
- Save 17 thirty foot (pulp) trees
- Save 7,000 gallons of water
- Save 380 gallons of oil
- Save 4100 kwh of energy
- Eliminate 60 pounds of air pollutants
- Save about \$160 in disposal and hauling costs



## SAFETY TIP OF THE MONTH Building A Safety Culture

Establishing the right safety culture cannot be approached as a temporary program or a phase that will be forgotten about in a few month's time. Rather, it is a long-term proposition that must become a way of life. It requires communication and reinforcement along with management commitment and involvement over the life of 4M. Establishing the right safety culture will not only produce greater safety results, but will also lead to overall enhanced performance through Team Member satisfaction, the reduction of costly injuries and accidents and an invaluable peace of mind that can't be measured in terms of the bottom line.

The first step in creating a safety culture is revamping of the orientation process. Instead of droning on about safety and telling Team Members things they perceive they already know, and therefore will not ask questions about, take this session as an excellent opportunity to set the tone for a project and help the Team Members understand both the importance of safety, more importantly the role they play in achieving a safe workplace. A well-organized orientation based on proven strategies is the most effective way to deliver this message. Here are tips to embark on developing 4M's safety culture:

**Clarify roles.** Make sure Team Members understand their roles and relate it to the company's mission and how important their role is to the overall mission. This will establish mutual respect.

**Team Members are valuable.** Address by name and let them know that they are important and their opinions and experience are valuable. Treat as a respected peer.

**Identify interest areas.** Tailor questions to areas of concern. Specific issues that involve the work practices will relate better than vague rules.

**Encourage input.** Ask for your Team Members' input and involvement as a reminder that they play an active role in workplace safety. Team Members know the day-to-day fundamentals of the job and will value sharing their experiences and opinions. This validates expertise and recognizes the professionalism of 4M Team Members.

**Share the reasons.** No one likes rules. Explaining the reason behind the rule will clarify the need and purpose. Make meaningful.

**Encourage questions.** Presenters as well as Team Members can learn from open discussion. Remember that asking could save everyone a lot of grief in the long run and promote sharing of best practices.

By following these steps, 4M is on the way to developing a World Class Safety Culture!

### SAFETY PAYS AT 4M!

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

**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

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

**November Winners:** Juan Rivera, Brandon Taylor, Valerie Pearson, Greg Lacey, Lavera Hobbs, Mike Piper, Gail Davis, Leo Dean, Gleisis Giralt,

**December Winners:** Lisa Clark, Theodor Lumpkin, Dennis Julius, Reginald Williams, Shelia Farley, Michelle Willis McGee, Earline Willis, Rosario Saucedo, Zach Corbin, James White-side, Ryan Hatfield, Jose Munoz, Kari Hasselburg, Dave Meager, Rochelle Pruitt, Kari Hasselburg, Kenneth Loveless, Ibrahim Ganevic, Issac Odom, Ylber Azizi, Nigel Stewart, Idell Walker, Marionett, Zara Husejnovic

4M proudly paid out \$15,051 in Safety Bingo winnings to Team Members from November thru December.



### Safety and Fraud Hotline

"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. Starting on December 1, 2009, we will 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.**"

## Internal Customer Service Bonus

4M is excited to share 4th quarter and final results for the Internal Customer Service Bonus. All the teams showed marked progress and better results on areas which needed improving. The total winnings for each place will be split evenly amongst each person. All five teams have a very positive attitude and their hard work and dedication is rewarded as follows:

### 1st Place IT

**\$12,000**

Total Avg. Score 45.30

**Keith Schroeder  
Mike Van Well**

### 2nd Place HR

**\$8,000**

Total Avg. Score 42.84

**Sally Lardge  
Valerie Pearson**

### 3rd Place Payroll

**\$4,000**

Total Avg. Score 42.79

**Carla Holmes  
Theresa Davis  
Shavonda Byrd**

### 4th Place Accounting

**\$2,000**

Total Avg. Score 41.65

**Christie Bridges  
Marcie Jackson**

### 5th Place Safety

**\$500**

Total Avg. Score 41.01

**Joseph Serrano**



To show appreciation for the outstanding year that 4M had in 2009, Tim Murch treated the Corporate office to a fun filled game of bowling during our holiday celebration. A good time



Glen Caul, Tim Murch, Beth Staufenbiel



Jon Goodson, ShaVonda Byrd, Sally Lardge, Mike Van Well, Keith Schroder's daughter, Kadie



Christie Bridges, Kadie

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

*Obstacles are those frightful things you see when you take your eyes off your goal.*

## 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.*

### Coca Cola, Tampa - Laura Leonoris

Sarah Johnson wrote, "I wanted to make sure 4M is aware of the excellent job Laura is doing in building one for the past week or so. The bathroom near the HeRe team has never been cleaner, the soap and paper towels are always full, and it always smells clean when you enter the room. Whenever I see Laura she is always busy working and is always very pleasant."

### Eli Lilly (Aramark) - Mehn Tun

Monica Ehle wrote, "I wanted to praise Mehn Tun on his good work. He was very prompt and efficient when he came to the catering kitchen to clean up the water that flooded the floors twice this month. He never hesitates to help us when needed. He is a pleasure to be around. He always has a positive attitude and is very polite. All of us at Aramark enjoy having him down at Building 145."

### Eli Lilly - Deborah Brown

Jeff McClain wrote, "I have been receiving glowing feedback on what a hard worker Deborah is from co-workers here on 13/21-4. Folks are noticing her attention to detail and her personal motivation to provide customer service. I have also witnessed her diligently working everyday and I am impressed. She seems like a great role model for all her fellow Team Members and I wanted to say thanks for bringing this caliber of individual to the Lilly account."

### Springfield Clinic - Nick Passoni

Dawn Willison wrote, "I wanted to let you know what a great job Nick is doing for us in Taylorville...always willing to go above and beyond. Recently I lost an important item, and as a last resort I asked about the dumpsters. I asked Nick if he knew if the trash haulers had picked up the day before and he said he thought they had, but would check and let me know. When I went outside to start looking for the lost item...there was Nick INSIDE the dumpster, in freezing weather, going through every box and every piece of packing. I went to the other side of the dumpster to look in, and opened the lid. By opening the other lid, I dumped ice-cold water onto Nick! I felt awful, but he was gracious and kept his sense of humor by joking about it. He had to be uncomfortable and wet, but never complained. **We thank our lucky stars for Nick every day!**"

### One Financial Plaza - Garland Turner

Jill Hohmeier wrote, "I wanted to make sure 4M is aware of what a great job the cleaning crew did on Floors 3 and 6. I truly believe they went over and above their job. Also, Garland is wonderful to my staff and is always helping and going above and beyond."

## 4M Supports Heart Association "Red Day" and The Cancer Society's Efforts



Marc Dimarzo, 4M Project Manager at Northrop Grumman, had the opportunity to pose with this amazingly hand crafted custom show bike commissioned by Northrop Grumman and built by the Orange County Choppers in support of The Cancer Society. 4M is proud to team up with Northrup Grumman as innovators in their respective fields supporting a worthy cause!



4M was proud to wear red in support of the number one killer of women, heart disease on February 5<sup>th</sup>. In conjunction with this, 4M will once again promote the "Start" program sponsored by the American Heart Association this Spring. This is the year to be proud of the choices you'll make to improve your health and well-being!



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

2009... what an outstanding year it was! I can't express how incredibly proud I am of every single 4M Team Member for your contribution, effort and endless dedication to make 2009 our best year ever.

Thanks to you, our valued 4M Team Members, we are on track to achieve our Strategic Vision to be the Absolute Best Facilities Services Provider. As you have heard me say before, it is a constant journey and never a destination. We all have to continue to look at everything possible, every day that we can improve upon to move 4M continuously forward and stay well ahead of all our competition.

Through our corporate goals of continuously delivering innovative solutions with quality service which we are known for, delivered by our world class industry leaders, along with embracing and executing our best practices to perfection, we continue to create unequalled value for all our customers.

Everyone should be very proud of what we have achieved. We spend a tremendous amount of effort tracking our Key Measures at all our accounts, departments, and regions; which roll up into our Corporate Key Measures of Success Score Card results.

We set corporate goals for sales, profit, customer retention, innovative solutions, Team Member retention and executing our best practices. With every 4M Team Member aligned and focused on continuous, constant improvement to achieve our key measurable goals, we WILL achieve our vision. Always remember, "That which gets measured, gets improved!"

We must never become complacent as it is the silent destroyer that can cause us to fall behind our competitors since we set the leading edge curve. I can assure you that all our competitors are striving to be as good or better than us and what they can do better, faster, and less expensive than us.

Yes, we must continue to always recognize, reward and celebrate all our many successes as often as possible, which is a huge part of our corporate culture. Then, right along with that, we must ask and constantly challenge each other "how can we do it better?" This is survival of the fittest and is the only way we can remain the industry leader. We will fall behind if we all aren't looking at and constantly putting into motion "continuous improvement" in everything we do company wide. Falling behind, my 4M family and team, is not an option.

I also want to reinforce how important it is to me that every 4M Team Member always be treated with the highest level of respect. We want 4M to be the absolute best place for every Team Member to work. For this to continue, we all must follow the Golden Rule and the Platinum Rule which is "Treat Team Members the way they want to be treated." I certainly hope that everyone at 4M embraces this so that we will continue to have the happiest, safest, motivated and productive Team Members in the industry.

Lastly, I can't stress the importance of working safely every day. We want every 4M Team Member to be able to go home to your families in the same healthy condition as when you came to work. Your well being and health is very important to us. Every one of us must always be thinking safety in everything we do. We dedicate a significant amount of incentives, rewards and recognition for your proactive safety efforts, commitments and results through our many SafePath™ programs and systems, our new SafePath™ Manager Certification, Safety Share, Safety Bingo, Safety Diamond Awards and Double Diamond Awards programs. We do everything we can to heighten safety awareness and recognize and reward you, our most valuable "human resources." Remember "Safety Pays" BIG at 4M!

## 4M Anniversaries

### 12 Years

Antonio Williams  
Christianna Trice  
Rick Peterson  
Renee Porter

### 15 Years

Carrie Warford

### 16 Years

Terry Hoggard  
Herbert Edwards

### More Than 20

James Leaks (20)  
Maria Cotton (27)

### Welcome New 4M Management Team Members!

#### Indianapolis

Robert Pugh  
Project Manager

#### St. Louis

Althea Thomas  
Corporate Safety  
Administrator

#### S. Florida

Pedro Garcia  
Project Manager

#### N. Florida

Jill Loftis  
Regional Sales Manager

Randall Holmes  
Project Manager

### \$ 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.

#### November Winners

Catherine Hughes, Shirley Johnson, Mulazim, Suleman, Gvinda Luitel, Blanca Martinez, Lejla Ikanovic, Robert Hardmon, Cristobal Orbe, Melvin Almonte, Tisson Germe, Clint Roby, Gerald Mack, Lionell Brown, Herb Rahmings, Estrella Soria, Jalida Hasanovic, Jasmina Adelina, Mayra Hildago, Defa Nogera, Madelyn VMaldonado

#### December Winners

Joshua Calhoun, Freddie Barbee, Jerry Spearman, Gale Stubbe, David Ash, Jacqueline Smart, Jose Ruiz, Willie Collier, Gospava Garic, Flora Wani, Maria Matic, Tisson Germe, Geovanni Rodriguez, Douglas Dollar, Lucy Brighwell and Kathy Vance, Alma Dedic, Raymond Ortiz, Maritza Leonor, Pilar Llamasa, Johnnie Ferguson

*The world needs dreamers and the world needs doers. But above all, the world needs dreamers who do.*

-Sarah Ban Breathnach-

## 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!

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



**Elydia Fedd** has been Project Manager at Blue Cross and Blue Sheild of Florida Riverside Complex since May 2003. Elydia currently manages the day-to day janitorial activities at one of North Florida's largest accounts. A role model to all who know her, Elydia's strong work ethic (she is currently spending a great deal of time and effort renovating space for a new customer), calm demeanor, sense of humor and exceptional professional appearance make her a leader you can depend on. She takes all aspects of her job seriously—personal management, safety, customer care—and exceeds expectations in all areas. Elydia is married and devotes her time outside of work to her husband, Roosevelt and her mother, and is involved in supporting her church activities.

*Congratulations Elydia!*

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



**Agustin Robledo** has been a great addition to 4M at the Visitation Academy. He has raised his CPR score every quarter. He goes above and beyond, working weekends and most open houses, without being requested by the Visitation staff. He feels he is part of the school and takes pride in making sure everything is clean everyday.

*Congratulations Agustion!*



**Edgar Rojas** has been a very loyal and quality minded Team Member long before 4M acquired Royal Services in November of 2003. He is currently working at Universal Studios City Walk in Orlando. Edgar is always willing to assist with other accounts that have need for an extra person. Edgar can be left by himself to perform his job duties, always performing them without complaints. Edgar is well liked by peers and the clients at the numerous locations where he works. Edgar has been a great asset to 4M for all these years, and we are very lucky to have him now and for many more years.

*Congratulations Edgar!*

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

The corporate strategy and focus of 4M are vastly superior to the standards of the industry. Our support teams and corporate management not only allow our Team Members to be successful, but also to exceed expectations and grow with the company. Everything from our SafePath™ programs and initiatives to our QualityPath™ programs and procedures show why 4M is the 'Absolute Best Facilities Services Provider.' Much of our success is due to our ability to work as a team, and through idea sharing and best practice discussions, we will continue to streamline our operations and offer a service that is second to none. I am very proud to be a part of the 4M family and look forward to an exciting and rewarding future with the company. **Glen Caul, Sales/Operations Analyst**

### 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.

- ◆ **Jose Pizarro**— Supervisor to Project Manager
- ◆ **Selvera Halilovic**—Team Member to Project Manager
- ◆ **Marshall Moore**— Supervisor to Project Manager

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

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

### 4M News

Peggy Chestney is very proud of her son Nick. He's 8 years old and has been wrestling since he was 4 under the coaching of his father, Josh. His team, the Bloomington Raider Wrestling Club, recently made it to the IKWF Bantam State tournament. The team took the Silver award and Nick got 2nd in State! Hard work can never start too young. Great Job Nick!



#### Driving Safety Awards

Jake Deleon, Gateway Division Delivery Driver.



Freddie Brown, Gateway Division Floor Crew Supervisor No accidents, vehicle well maintained and in good appearance in 2009.

Felipe Corral Pardo was born at 8:12AM, February 4th. Congratulations to Jaime Corral (papa) and Elibeth Pardo from the 4M family!!!



### Team Member Spotlight



### Maria Gonzalez Outstanding Supervisor

Maria has had many outstanding complements sent in about her accomplishments. In the last 18 months she has grown and accomplished many tasks, always maintaining a very positive attitude in her role as Supervisor at Lexmark. Lexmark has trust and faith in Maria that anything they request of her, will be done in the manner that makes us the Absolute Best Facilities Services Provider. If an issue arises she addresses it and puts in place procedures for it never to occur again. Maria has proven her mentoring skills through communication by taking the time to sit down with Team Members and discuss step by step what needs to be done to make the account a better and safer place for all. We can't thank Maria enough for embracing the 4M culture and spreading it to other Team Members for their own personal growth and potential.

*Thanks Maria!*