

TEAM MEMBER

NEWSLETTER JANUARY 2023 ISSUE 52



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



REFERRAL BONUS PROGRAM

Special Drawings Return January and February



4M debuted its new and improved Referral Bonus Program in September with special drawings for bonuses and gift cards. It was a great success. So much so that we want to do it all again for two months starting in January.

First, a program refresher. We bumped up our referral bonuses in September from \$100 to \$200. If your candidate is hired and completes 60 days of work, you get \$100. Plus, \$100 more after they work 120 days. During January and February, if a job candidate lists you as their referral to the job, you will be automatically entered into a drawing for a \$250 cash prize or one of the dozens of \$25 gift cards. No strings attached. You are entered to win regardless of the status of their application.

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Bonus Program Cont.

Why this program? We want to reward you for your referral efforts which support the company's success. Your referral:

- Gives us stronger candidates.
- Leads to Team Members who stay longer.
- Bring us teammates who are more likely to advance with the company.

One of 4M's critical initiatives for the next several years is increasing our Team Member retention, which is already among the industry's best. About 52% of our teammates have been with us for one year or more. We aim to get our number to 75%, compared to the industry average of 23%, over the next two years. When Team Members stay longer, our efficiencies rise, salaries rise, and the quality of our work exceeds expectations.

Thank you for inviting friends and family to the 4M Exceptional Family!



TOMMY MALDONADO

A Referral Rockstar

Tommy has been with 4M Building Solutions for ten months and has logged in an astonishing 12 referrals. His reason: "I want to help the community. I try to find a perfect job for people who are looking for a job."

TEAM MEMBER

SPOTLIGHTS

Focus on the Frontline

Our exceptional Team Members are recognized for hard work, dedication, and positivity. Following are spotlights on a handful of those Team Members who make standout contributions to the 4M Team. All, like you, are members of the 4M Exceptional Family and make this company successful and a special place to work.

Carmen Marrero



After one year on the 4M Team, Carmen Marrero is described as a "4M Rockstar". Carmen moved to Pennsylvania from Puerto Rico with her

family in the early 2000s. They relocated to Philadelphia in search of a better future. Her mother in particular wanted the family to have better opportunities and chances for growth here. Prior to joining the 4M Team, Carmen worked as a hotel housekeeper for seven years and then, when the pandemic began, worked for Amazon while being a stay-at-home mom. In the last year, Carmen became a supervisor for 4M in Florida, which she loves because it feels like working with family every day. Her favorite part of the job is being with her 4M Team, sharing and learning new things with them each day. Carmen attributes quickly being labeled a "4M Rockstar" to her dedication to the client. Her #1 priority is to always do her best and help her team do their best to make the client happy. Outside of 4M, Carmen is a mom of three and carries the same dedication to happiness to her family.

Jerome Wilson



Jerome Wilson, born and raised in St. Louis, is in his 11th year on the 4M Team. Throughout his time at 4M, fellow Team Members and clients have constantly

noticed his outstanding work ethic. Before joining us at 4M, Jerome worked for the U.S. Postal Service for 30 years. As the time to move on from the post office approached, he began taking Police Academy night classes. After graduating and leaving the post office, Jerome worked for the Police Department until his retirement in 2011. Jokingly, he says his retirement didn't last long because his wife was tired of him hanging around the house. In truth, Jerome recognized he wasn't fully ready to retire and was referred to 4M by a friend. Today, he enjoys his job and the people he gets to work with. Jerome believes, "Everyone should take pride in whatever job you have." It's a belief held everywhere he's worked. Not only does he take pride in his work, but he genuinely enjoys helping people, including clients and his fellow Team Members. According to him, he is "very lucky in life" and at 4M we are lucky as well to have Jerome on our Team.

Pat Chrismer



Vincent Patrick Chrismer — known as Pat by his 4M teammates — has been with 4M Building Solutions for nearly 18 years, the past 13

as the day porter for the Meridian building, a historic, nine-story office building in downtown St. Louis. 4M is a family affair for Pat. His wife, Mary, is on the 4M Team. His brother, Tim, is a long-time Team Member on special services. When asked about his work traits, two supervisors echoed the exact words: loyal, hardworking, and dependable. His supervisor, Beverly, said that whenever she pops into the facility, Pat is always on-site and working. She jokes but says it's true that she never sees Pat sit, that he's always on task. Pat holds unique favor with fellow Team Members, supervisors, and the occupants of the building he services. He is universally liked by his teammates and

makes every effort to help them out when they need it—sometimes even when he's already clocked out. One evening, when the crew was working late and a winter storm was coming in, he stayed overnight in the building so his teammates could leave and get home safely while he finished the remaining work and dumped trash. There are plenty of stories like that; he always has his Teammates' backs.

Rodney Jackson



Rodney Jackson, aka "Mr. Appreciation," has been a member of the 4M Team for about three years. He grew up in St. Louis and attended Sumner High School and Forest Park Community College. Following his education, Rodney worked his way up in the Centene Corporation to become Corporate Reception Supervisor, a role he still holds in conjunction with his part-time position at 4M. Rodney is motivated by faith and the outcome of his actions. He credits

his enjoyment at 4M to collaborating with his manager, Becca Stroh, and their similar mission always to go above and beyond to ensure the client is taken care of. He feels a responsibility to help people wherever and whenever he can. Fellow Team Members and Customers recognize Rodney's can-do spirit and an always-positive attitude.

Rodney asked that we share the following passage from "Leadership by the Good Book" by David Steward, CEO and Founder of World Wide Technology. It's a guiding principle for Rodney's approach to work.

"Trust is the currency of leadership. When you tell others that they can count on you, then you must be able to bear the weight of your commitment. You must be able to back it up. And backing it up requires consistently doing what you say you will do over and over again, every time. Showing others that you can be trusted tells them more about the kind of leader you are than simply telling them to trust you."



SLIP-RESISTANT SHOES

At Discount or No Cost* to You

4M SHOES FOR CREWS PROGRAM
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Now Available!

UP TO

15% Off

For All 4M Team Members

Customized Online Ordering Portal
Select shoesforcrews.com Styles
Standard 3-Day Delivery Included



*4M provides shoes at no cost to floor technicians or other Team Members with roles requiring higher-level protective footwear. For more details, talk to your direct supervisor.

An estimated 120,000 men and women suffer job-related foot injuries every year. Slips and falls, often attributed to slick surfaces, add countless more. The right shoes reduce those risks.

For your safety, we initiated a 2022 program to provide slip-resistant shoes from Shoes for Crews to select TMs whose work is primarily on non-carpeted, hard-surface floors. **See details in the box below.**

Regardless of your role, optimum safety starts with the right shoe. **Let's start with the basics for general cleaners and other frontline team members:**

- If your work prep starts with you tying up a pair of sneakers or tennis shoes, you are already on the right track.
- All footwear must be slip-resistant, comfortable, and durable.
- No high heels or open-toed shoes. No sandals or Croc-type shoes

Choosing the right sole for the work can protect you from slips on spills, substances, and other hazards. When shopping for work footwear, choose from different combinations of slip-resistant (SR) properties. Traditionally, a rubber sole is important, especially for workers in our industry. Rubber soles are generally more

slip-resistant, and a lug sole features rubber knobs that provide even better traction.

Our TMs are on their feet for 4 to 8 hours daily, if not more. Removable orthotic insoles can cushion the impact of each step, giving you a more comfortable shoe, additional support, and protection from foot pain. Insoles also extend the life of your work shoe or boot investment since removable insoles are easy to replace once the cushion breaks down.

For Team Members working in manufacturing plants or construction sites, standards are more rigid, and the need for protective footwear remains critical to creating safer work environments. The Occupational Safety and Health Administration (OSHA) mandates that employers must ensure that each employee uses protective footwear when working in areas where there is a danger of foot injuries. Furthermore, OSHA requires every employer to conduct a hazard assessment to determine workplace risks, and the types of personal protection equipment (PPE) needed. That may add a requirement, such as shoes with steel-toe reinforcements.

Whatever your role, good shoe sense makes sense to keep you safe.

TEAM MEMBER RECOGNITION

GOOD JOB TO GOOD WORKS WINNERS

4M receives recognition from clients and supervisors hundreds of times per quarter. Each recognized individual receives a Good Works Ticket and is entered into drawings for cash prizes. Here are the most recent award winners.

Aldo Sandoval	Debra Borden	Jovon Draggs
Alejandro Alvarez	Eric Washington	Kate Renda
Alex Gonzolez	Guadalup Avila	Laura Hein
Alvin Burton	Herbert Edwards	Lewis Perez
Benjamin Diebel	Heydy Aguiar	Marcus Baldwin
Bernard Matoszewski	Israel Rocha	Mia White
Booker Peterson	Ivannova Cruz	Monnia Gandy
Brandon Rupert	Janet Ivory	Randy Brown
Celia Ruiz	Jeidy Maldonado	Randy Gradys
Charles Harris	Jesus Oviedo	Sandra Vasquez
Charles Smith	Jon Sweet	Shannon Waters
Cheikh Dem	Jonathan Sanchez	Sharnequa Morris
Clarissa Dorsey	Jose Ortega	Tramond Wallace
Corey Norwood	Jose Ramirez	Yanir Bravo
	Josh Howell	Zaira Rodas

PROMOTED FROM WITHIN

Congrats to the following Team Members promoted to management and supervisory roles.

Abimael Gonzalez	Fernanda Harris	Nicholas Flatley
Aixa Aviles	Filiberto Rivera	Orlando Martinez
Alexa Salas Andraca	Francisco Castelan Sr	Paul Wilson
Ana Villa	Francisco Salgado	Pedro Ruelas
Angela Torres	Hernandez	Villalvazo
April Smith	Ibrakhim Azizov	Rafael Rivera
Audrey Poore	Jaime Guerrero	Morales
Becca Stroh	Cristales	Rina Andrade
Bertin Ruiz	Jennifer Gonzalez	Rosaura Varela
Brandon Meredith	Jennifer Ocanas	Sarah Melo
Brittany Diprisco	John Garcia	Scarleth Ramos
Carlos Martinez	John Wooten	Shaquita Johnson
Cassandra Reichman	Jorge Bermudez	Shatasha Talley
Charles Bills	Jorge Realpe	Shawn Wright
Danyel Coney	Katherine Negron	Stephanie Ramos
Darlene Christian	Kevin LeGris	Tamara Anthony
Doyle George	Madison Hoskins	Tanisha Henderson
Elmira Azizova	Makayla Gosnell	Terron Mcduffie
Erik Soto	Marcus Robinson	Thomas Beltran
Erika Schick	Maria Salgado	Tina Hernandez
Ernestine Cobbins	Martha Gonzalez	Tonya Poindexter
Ernesto Fernandez	Nadege Monteiro	Zylkia Ayala
	Varela	

NEW LEAN SIX SIGMA GREEN BELTS

Congratulations to **Curry Wilkins, Bud Brooks** and **Justin McSwain** on this outstanding accomplishment.

35 Years

Tim Grebe

25 Years

Cory Murphy

20 Years

Brenda Coleman

Frederick Cross

Orlando Sanchez

Osborne Simmons

15 Years

Dexter Lizzmore

Elward Scales

Fred Davis

Gregory Hadley

Hajrije Azizi

Juan Bahena

Keith Schroeder

Ondina

Villanueva

10 Years

Jacqueline

Barton

Joran Urrutia

Pineda Ricardo

Murray

Richard Rhodes

Sean Schlake

Shelby Hill

5 Years

Ana Alejandre

Martinez

Ann Lederman

April Scott

Ashley Pitzschel

Blanca Valdivia

Brandon Davis

Charles Jackson

Cristopher

Bolanos

Delilah Arellano

Derrick Green

Dhana Kuikel

Drucilla Hill

Gilberto

Castano JR

Gilmar Acosta

Herman

Martinez

Iris Figueroa

Jack Gallaher

Jeremiah Thames

Jerome Wilson

Joshua Howell

Julie Villanueva

Kevin Brace

Kevin Fox

Linda Hernandez

Lorenza Martinez-

Mendez

Lucero Romero

Luis Puente

Margarita

Armandariz

Maria L Valdes

Maria Tejada

Marvin Lara Diaz

Mehmed

Saldumovic

Michael Fitts

Michael Sweeney

Nada Micevic

Nelson Irizarry

Pamela Waller

Peggy Young

Quallin Bell

Randal Olson

Rodolfo Cordero

Rogelio

Maximiliano

Sandra Troches

Sue Perkins

Teresa Valdez

Terry Borney

Tommysyne Lewis

Uwe Pitzschel

Wanda La Torre

Yamira Vega

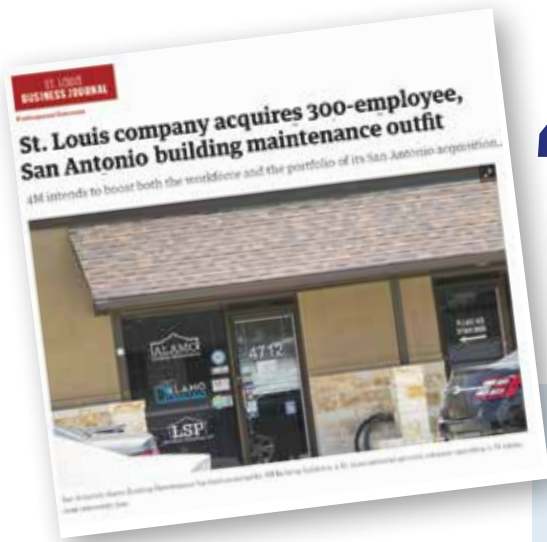
Yuneisys Oliva

Safety Bingo Winners Game 55

Saul Sandoval	\$150
Genoveva Arreguin	\$150
Marc DiMarzo	\$150
Bobby Towns	\$150
Virginia Smith	\$300
Alvin Burton	\$300
Miguel Rosado	\$300
Dwight Nolen	\$600
Julia Chepote De Ganzalez	\$600
Nelso D. Irizarry	\$600
Damian Luna	\$1,510
Marisol Rojo	\$4,000

TOTAL PRIZES \$8,810





4M KEEPS ON GROWING

SUMMARY FROM 2022 ACQUISITIONS

May 31, 2022 - San Antonio, TX:

4M Building Solutions acquired highly respected **Alamo Building Maintenance** in San Antonio, Texas. 4M entered the San Antonio market in 2009, and the new acquisition helps us support the area's largest call centers, headquarters, and commercial properties.

June 30, 2022 - Kansas City, MO:

4M Building Solutions acquired **Country Club Janitorial**, which resulted in 44 new customer facilities and 76 new Team Members. Both companies have been operating in Kansas City since 2001. The acquisition furthers 4M's growing presence as a service provider to Kansas City's top headquarters, corporate

facilities, commercial properties, and industrial manufacturing/logistics spaces.

October 1, 2022 - Milwaukee and Madison, WI:

4M Closed its deal with Wisconsin-based **Eagle Enterprises**, a commercial cleaning company serving Milwaukee and Madison. Under the leadership of Eagle president Amy Gottheardt-Muench, Eagle Enterprises' book of business included Class A office buildings, corporate headquarters, churches, education/higher education, light manufacturing, and retail. Wisconsin became 4M's 15th state. We gained nearly 100 commercial cleaning customers and 250 new Team Members.

Wherever you happen to work for 4M in the United States, you are an essential part of a growing company recognized for top-of-the-class cleaning services. You are part of nearly 4,000 Team Members taking care of more than 125 million square feet of space daily in 15 Midwest, Southeast, and Northeast States.

In 2021, 4M reported revenue of nearly \$106 million, more than doubling annual revenue from just five years earlier. One part of that growth is through our stellar reputation. Team Members like you deliver the highest service levels in the industry, which creates buzz for the company and opportunities for us to expand and sell new business.

Additionally, we are growing through acquisitions by purchasing janitorial and commercial companies that align with our culture, quality, reputation, and how that business treats its Team Members.

In the past four years, 4M has made ten such acquisitions, three announced in 2022, including one in a new market, our 15th state. We added new Team Members to the exceptional 4M Family with each acquisition.

"All of these companies were recognized for their top-notch frontline workers, which is undoubtedly the most critical aspect of a commercial cleaner's success," said Tim Murch, CBSE, 4M Chairman and CEO. "We welcome these new Team Members to the exceptional 4M Family and look forward to introducing them to training, development, and incentive programs that give them every opportunity to grow with our company."

The Newly Combined 4M Building Solutions Wisconsin Team:

(From Left):

- Karina Villasenor, VP of human resources;*
- Drew Gottheardt, director/business development;*
- Amy Gottheardt-Munch, president, Eagle Enterprises;*
- Bud Brooks, director of operations; Deena Jamison, district manager; Dan Cline, EVP of operations; and Theresa Parr, regional manager.*



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2. Access to on-demand pay

(for a small fee!)

3. Savings features FREE!

4. Access to financial coaching and education FREE!

We all look forward to it. After waiting two weeks—maybe two weeks too long—it's finally payday. But what if you didn't have to wait? Any day can be payday with DailyPay, a 4M benefit that's available to all Team Members.

From sudden emergencies to special occasions, sometimes life happens, and you need your pay before the two-week schedule. That's where DailyPay comes in. DailyPay is considered one of the most consumer-friendly borrowing options because you borrow from yourself. You access the money you've already earned. After each shift, your earnings are added to your available balance in your DailyPay account. You can draw from your available funds when you need to do so. Your actual payday check will be your earnings minus what you already withdrew.

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WELLNESS CORNER

KEEPING AN OPEN MIND

An essential part of our intellectual wellbeing is openness to new ideas and experiences. It can be confusing or scary to learn and experience things that conflict with our worldview. Nevertheless, opening your mind to these ideas, although uncomfortable initially, can lead to a more meaningful and fulfilling life.

If you don't know where to start your journey toward personal growth, there are a few ways to take those first steps out of your comfort

zone. First, start with a positive mindset and try to catch each time you think negatively about yourself or others. For example, next time you think you can't do something, turn that can't into a CAN. With enough practice, positive thoughts will soon come more easily. Next, try to avoid closing yourself off to new situations. Instead of immediately rejecting them, try to view unfamiliar ideas or experiences as an opportunity for you to learn. In doing so, you

can avoid limiting your chances for personal growth and new, exciting encounters. Finally, don't be afraid to ask questions. One of the best ways to help yourself expand your understanding is to respectfully ask your questions and be willing to listen to the answers.

These are just a few tips regarding keeping an open mind. Look at your "Wellworks For You" portal for more mental health tips and resources.

Source: Wellworks For You Newsletter



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• **The BSCAI Image Award (Large Company)** recognizes a building services contractor's marketing or promotional work to distinguish it within the industry and among the public. This is the sixth consecutive year 4M received the award.

• **The BSCAI Safety Award (Large Companies)** recognizes the company with the single best safety record in its category. 4M has earned this award 25 of the last 26 years in the large company category.

• **The BSCAI Cleaning for Health Award**, presented by ProTeam®, recognizes the building service contractor that adheres to policies, procedures, and training emphasizing the health of building occupants and staff. 4M has received this honor four out of six years since the award's 2017 inception.

The awards were selected by an independent panel of industry experts.

4M was recognized with three best-in-class BSCAI CLEAN AWARDS. At the Building Service Contractors Association International (BSCAI) Conference in Chicago in October,

ANOTHER THREE TOP INDUSTRY AWARDS FOR 4M

