



THE KLEEN SWEEP

Summer 2021, Volume LI

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PRESIDENT'S CORNER



**Ernie Clark, Jr., CBSE
President**

This edition of The Kleen Sweep reflects a gradual return to normal operations since March of last year and it's so great to begin to see those smiling faces! In this summer's Kleen Sweep, you'll find features on activities and events that have returned after a year's hiatus. These include the **Building Excellence Competition**, the **Annual Mister Kleen Spring Kleen**, and the **Building Service Contractors Association International (BSCAI) Executive Management Conference**, the association's first in-person event since the start of the pandemic.

It's been a refreshing and positive change for everyone, and a welcome turn of events as we celebrate our **45th anniversary** this year. This milestone year has included an **update of our brand identity**,

which was introduced earlier in the year with our redesigned vehicles. You'll also see this modernized design in our collateral, on our website, and in this edition of The Kleen Sweep. Please let us know what you think. While we look forward to brighter days, we'd also like to recognize our team for the unbelievable job they have been doing throughout the last year. Our cleaning and disinfection teams have weathered ongoing uncertainty and last-minute pivots with the professionalism and dedication that have been the hallmark of our company for the last 45 years. Our clients have recognized this, and we've received many messages of appreciation for our **COVID-19 Heroes** — you'll see some of the most recent ones in **Our Clients Say It Best**.

Looking ahead, we will be working diligently to address our partners' expanded needs from cleaning simply for appearance to **cleaning for health**. You'll be hearing more about this from us; in the meantime, I wish you and your families a safe and enjoyable summer.

**Ernie Clark, Jr., CBSE
President**

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Mister Kleen's updated brand identity

SPOTLIGHT FEATURE: Mister Kleen Donates to Neighborhood Health



Mister Kleen recently gave back to the community with a donation of more than 100 automatic hand sanitizer dispensers with stands to **Neighborhood Health**, a local nonprofit community health center that serves more than 42,000 patients in clinics across Alexandria, Arlington, and Fairfax County.

"We are proud to be supporting Neighborhood Health's mission to improve health and advance health equity with this donation, which has a fair market value of more than \$15,000," Mister Kleen **COO Tony Simon** said.

Mister Kleen Donates to Neighborhood Health



On April 19, **COO Tony Simon** and **Vice President of Operations Dianna Clark** delivered 130 stands fully filled with sanitizer to the Neighborhood Health clinic on Richmond Highway.

Upon receiving notification of this donation, Dr. Martha Welman, Neighborhood Health's Medical Director, remarked, "From the onset of the Covid-19 pandemic, our number one priority has been the safety of our staff and patients, so that we can continue to provide critical health services. We have a commitment to zero transmission of infection at our sites. Hand hygiene is a critical component of this effort. **This donation of hand sanitizer dispensers, stands, and hand sanitizer helps us to ensure the safety of our staff and our patients, and helps us keep our commitment to providing the highest quality medical care.**"

Neighborhood Health distributed the stands to four of its primary health care clinics, as well as six of its vaccination clinic sites. Earlier this year, Neighborhood Health was administering 5,000 doses of vaccine each week. Hand hygiene, including the use of hand sanitizer if soap and water aren't available, is one of the recommendations by the Centers for Disease Control and Prevention to slow the spread of COVID-19 and other infectious diseases.

Other CDC recommendations to protect yourself and others include wearing a mask that covers your nose and mouth, staying 6 feet apart from others, avoiding crowds and poorly ventilated spaces, and getting a COVID-19 vaccine when it's your turn.

Building Excellence Competition



The **Building Excellence Competition (BEC)** is a special program designed to drive quality in our facilities and build pride, inspiration, and teamwork. Three times per year we have a friendly competition among our employees for the best overall building based on cleanliness, quality, and safety. Our team takes pride in this, and our clients do too! The winning team receives an onsite party, a certificate, and bragging rights!

The winner of the Winter 2021 Building Excellence Competition is a secured government site in Northern Virginia. Congratulations to Area Manager **Lynda Bennett** and the team for outstanding service and dedication to Mister Kleen, our client, and each other – Great Job!

OUR CLIENTS SAY IT BEST

When clients take the time to commend our team, we are especially pleased and proud!
Below are highlights from recent client messages.

“

Cache (Collier) popped in after her 'shift' to ask if she could help. Taken by surprise, I suggested that it wasn't her concern nor space. She didn't care. She knew I was struggling to get everything in order before the morning. She asked how she could help. I didn't say no and she jumped right in. If Cache had not spent the time doing the fine details that she always does (dusting base, window sills, blinds) and helped removed a lot of blue paint, I could have been there all night. Bottom line: You have a gem of an employee who goes above and beyond expectations (and my bar is pretty high). Love having her here. Wonderful personality; people oriented, focused, excellent performer. Now that she is here, can't imagine being without her.

~ Mister Kleen Client

”

*Your employee, **Premfree Chaiyakan**, did an outstanding job of cleaning and sanitizing (our bathrooms). ... I witnessed your employee cleaning the bathrooms and surrounding areas. When she was finished, I was among the first to use the bathroom. It was immaculate. Words do not do it complete justice. She had taken her time, and prepared the bathrooms to a standard above and beyond just "clean." The entire area was spotless. ... I was thoroughly impressed, if not just for the outstanding job, but for tackling one of the most difficult and, undoubtedly, most unappealing areas to clean. She deserves any recognition you can give. Thank you so much!*

~ Mister Kleen Client

“

*See email from my on-site tech regarding not only **Marino (Batista)**, but a reflection of the quality of your staff with **Jose (Rivera)** and **Nuvia (Sorto)**. As (he) states – 3 for 3! Great news on a Friday for sure. Thank you for your support and partnership! “Marino has done a very good job this week. Everyone has been happy with his performance. Mister Kleen is 3 for 3 down here.*

~ Mister Kleen Client

”

*I am writing to give a shout out to two of your teammates who work at (our facility), **Eric (Tambini)** and **(Jamaal) Lee**. Lee covers my area's bathroom, and it is always spotless. And Eric works the gym, which is also always in great shape. They do an awesome job, and are nice, pleasant guys. They are some of the unsung heroes here, and make our lives much nicer.*

~ Mister Kleen Client

“

*I wanted to write to you about one of your employees, **Darrius (McDougal)**. ... I was pleasantly surprised when Darrius was going by my office, he knocked and asked me if I wanted my office vacuumed. I was so impressed that I wanted to let his management know... . Darrius is a great employee with excellent customer service skills, and great asset to your company with a positive attitude. Thank you Darius for a good (job) well done.*

~ Mister Kleen Client

THE SECURITY CONNECTION UPDATE

How to Stay Cybersafe During Summer Travel



Airlines and destinations are reporting that travel is on the rise as vaccination rates rise. If you're traveling for vacation or business, check out these key strategies to help you keep your information secure.

BEFORE YOUR TRIP

Update your devices. One of the most simple and effective ways to stay cyber-secure is to continuously update your devices. Those updates don't just contain new features, but fix security flaws and keep you protected!

Password/Passcode protect your devices. Always establish a strong passcode with at least 6 numbers or a swipe pattern with at least 1 turn of direction when protecting the lock screen of your smartphone. On laptops, a minimum of 8 character password or phrase is recommended including uppercase and lowercase letters, special characters, and numbers.

Set your device to lock after an amount of time. Once you have the passcode, password, or swipe pattern established, you should set an automatic device lock prompting for the access code after a specified time of inactivity. This will prevent a criminal from getting onto your device if you accidentally leave it unlocked.

Book your trip with trusted sites. When planning your trip and booking transportation, lodging, and experiences, it is important to complete those transactions with trusted, known businesses. If possible, double check the reviews and reputation of a site you are unfamiliar with, but are considering to use for your booking. By sticking to reputable sites, you guarantee a higher standard of security for your data and transaction.

DURING YOUR TRIP

Keep track of your devices. Ensure that you keep your devices close at hand or secured away safely when not in use. Theft of mobile devices, from smartphones to tablets and laptops, is all too common and can spoil a fun trip to a great extent.

Limit your activity on public Wi-Fi networks. Public Wi-Fi that does not require credentials or logging in is not protected by encryption, so browsing and activity is not secure from prying eyes. To ensure your information is not put at risk, avoid logging into your personal accounts or making transactions while on public or hotel networks.

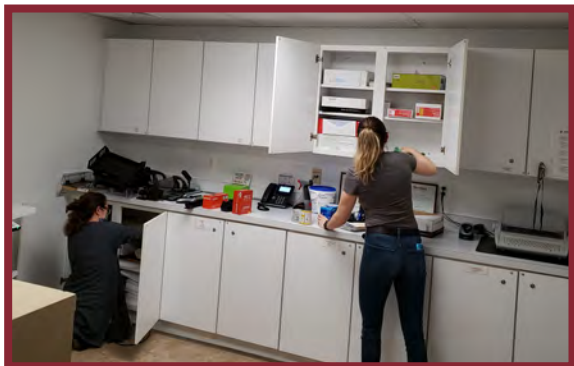


- Use your phone carrier's internet connection, or use your phone as a personal hotspot (if your cell carrier's plan allows) when logging into personal accounts or conducting transactions.
- Ensure your device is set to ask your permission before connecting to a wireless network while on your trip.
- If you intend to use a hotel or establishment's customer wireless network, verify what network is the correct one to use with a member of the staff.

Don't overshare on social media. Consider posting updates about your trip after you return. Criminals may see that you are away from home based on social media content and attempt to steal from your home! If you also share too many details about where you are on your trip, some scammers may attempt to contact your family and friends with a variety of scam tactics. Additionally, consider setting your social media accounts to only allow friends to view your posts and content.

From the *Center for Internet Security*

Annual Mister Kleen Spring Klean



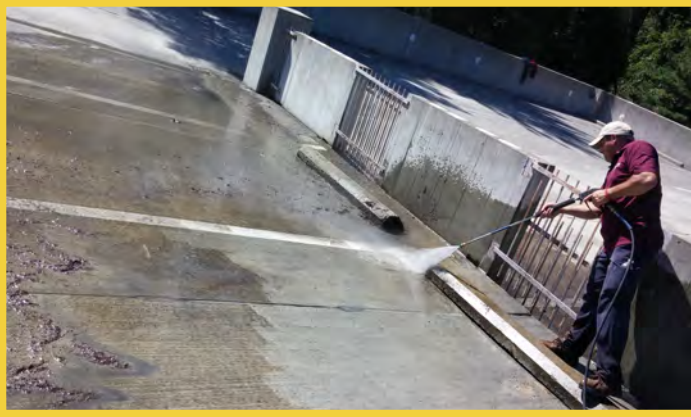
Each year employees at **Mister Kleen's** headquarters purge, organize, and clean their work areas, which includes anything on the floor, behind the desks, and on top of workstations. Common areas including the conference room, copy rooms, kitchen, repair shop, and warehouse also were cleaned. It's a great opportunity to dispose of old documents and materials that are no longer needed. This year, more than a dozen employees participated in the Annual Mister Kleen Spring Klean on May 14, with lunch provided and a free car wash for them!

Below are 7 tips to declutter your office:

- 1.** Keep only what you need. Try this tactic: get rid of everything first and place them in storage, then slowly add things back as you need them. You likely haven't touched many items for months, and it's more effective to remove everything than going through each item one by one.
- 2.** Sort by keep, recycle/trash, and belongs elsewhere. When purging, create three boxes for items that you will keep, recycle, or discard, or place somewhere else.
- 3.** You likely haven't touched many items for months, and it's more effective to arrange items according to how frequently you use them. For example, place your most used office supplies in top drawers, followed by ones you don't use as much in lower ones. Keeping your least-used items furthest away will improve your workflow and increase productivity.
- 4.** Organize your cables. Keep the numerous cables on your desk neat and organized by labeling them and using a cord organizer system.
- 5.** Get a fresh perspective and take a photo. After working in your clutter for months, you tend not to notice it over time. See your office with fresh eyes by taking photos from different angles. You may be shocked at what you identify as problem areas.
- 6.** Go paperless. Digitize your notes and documents by scanning them with the office printer. Or you can download an app on your smartphone that will convert your notes to PDFs after photographing them.
- 7.** Be disciplined about what you keep, throw away or recycle, or place elsewhere for later review. Every time you get a new item such as a document or piece of mail, decide what you want to do with it immediately, or at least before you leave for the day. Preventing clutter goes a long in keeping your workspace neat and clean.



SPECIALTY SERVICES



A Clean Parking Lot Makes a Great First Impression

Starting in the spring, **Mister Kleen** is asked to perform one of its most popular specialty services: Parking Lot and Garage Cleaning.

We provide these services for Commercial, High Security, and Government facilities. We are one of the few companies able to perform parking garage and lot cleaning at facilities that require U.S. government clearances.

Here are just a few benefits of maintaining your parking lot or garage:

A clean parking lot makes not just a good, but a great, first impression. Having an attractive parking area that is free of garbage, oil slicks and debris shows clients that you take pride in your business, the environment, and your surroundings.

Regular sweeping and proper maintenance extend the life of the asphalt. Silt and debris build up when the pavement isn't cleaned regularly. This can result in premature wear on the surface.

A well-maintained parking area discourages littering. When it's clear that someone is paying attention to the property, people are less inclined to litter in that area.



Clean parking areas minimize pollution to local waterways. Keeping harmful chemicals, metal particles and garbage from draining into sewers and nearby water systems can contribute toward your organization's corporate social responsibility goals.

So where do you start? Depending on the condition of your parking garage or lot, you can begin with a scrubbing and power washing, followed by regularly scheduled sweeping. Mister Kleen also can paint and restripe parking spaces as well as curbs to enhance the appearance of your parking area.

With more employees returning to the office, you can improve morale even before they enter the facility by welcoming them back with a clean, newly painted parking area!

EMPLOYEE OF THE QUARTER

At **Mister Kleen** our employees are our success! We recognize excellence with our **Employee of the Quarter** awards. Every quarter the operations management and headquarters management teams nominate and vote for the employees who have made the most meaningful impact on our clients, their co-workers and our company. Winners receive a certificate, a monetary gift, and recognition in The Kleen Sweep!



ROSA ZEVALLOS - JANUARY 2021

*"If there is one employee we can count on, it's **Rosa**. She's here daily with a 'go-getter' mentality and she is not afraid of work. She helps us escort on days when there is no escort available, even when that causes her to get behind, all for the betterment of Mister Kleen. She is pleasant and courteous and always says please or thank you. Employee of the Quarter awards were made for workers like Rosa."*

Brandon Caison, Project Manager



LEVI CHAVEZ - APRIL 2021

*"**Levi** comes to work daily, he does whatever task is asked of him, even if it is not his job. He will help special services, the HQ and equipment repairs. Levi always has a positive, can-do attitude. He doesn't complain, tell anyone no, and he is a true team player. He helps the managers if they need equipment repaired or delivered, he will fill in if we need him at an account, and he never complains about his schedule changing daily. Levi has worked at Mister Kleen for over 10 years and has always had a positive attitude and strong work ethic."*

Julio Ramirez, Production Supervisor



YOU MAKE A DIFFERENCE AWARD

Congratulations to **Hector De La Luz**, **Cache Collier** and **Prempre Chaiyakan**, our **You Make a Difference** award winners. This award recognizes teamwork, productivity and contributions to the company and our customers that are above and beyond. Thank you for all your hard work!



*"**Hector** has been a COVID Hero for the building. He has been there supporting MK and Davis Construction. The building manager is the happiest person with Hector. He said, 'If I don't come to work and Hector is here, I don't worry, I know our tenants are in great hands.' Hector is the best."*

Danilo Ponce, Area Manager



*"**Prempre** is a model employee. The most recent kudos email was from a police officer who used the restroom after Prempre just finished cleaning. He was so impressed with her detailed work that he sent an email and described her work as immaculate and said she cleaned the restrooms to the highest standard."*

Walter Gesford, Senior Project Manager



*"**Cache** went above and beyond with our customer. She actually stayed after her shift ended and clocked out to help (clean a secured area) for immediate occupancy. We received a very good email from the customer, one of the best I've ever seen an employee get."*

Craig Dufour, Area Manager



2020 TEAM PLAYER AWARD – PAM PHOUMINH

The **Team Player Award** recognizes employees who exemplify and promote teamwork on a consistent basis. The employee is nominated by their site supervisor and must meet the following criteria: Contribution to Team – Performance demonstrates creativity, exceptional levels of customer focus, quality and teamwork; Team Interaction – Employee collaborates with team and customers effectively; Impact on a Customer – Employee has demonstrated an innovative approach to improving customer problems and needs; Quality of Outcome – Employee demonstrates measurable contributions to saving time and resources, in addition to pro-active problem resolution.

Employees are nominated by their site supervisors and must demonstrate great contribution to the team, positive team interaction, high customer impact, and quality outcomes.

Pam is energetic, produces quality work and has a genuine concern for the overall mission. She is requested by name by multiple team members due to her performance. With her keen eye, Pam identifies areas in need and corrects any issues – all in support of customer satisfaction. She works side by side newly hired employees, teaching them and showing her work methods. She leads by example, assisting anyone in need and maintains a positive attitude. It is a true pleasure having Pam on the team!

EMPLOYEE TRAINING UPDATE

Training our employees to better serve our clients is a commitment of **Mister Kleen**. Recognizing that this sets us apart, we have been busy educating our team members over the last several months with the most up-to-date training in our industry. Below are highlights of some of the recent training events.

January

Slips, Trips, and Falls Prevention: Employees were trained to recognize and prevent slip, trip, and fall hazards.

OSHA: Managers reviewed OSHA regulations and posted OSHA forms in facilities.

February

Biohazards/Bloodborne Pathogens: Employees were educated on the procedures and proper handling of bloodborne pathogens and other potentially infectious material.

March

Hazard Awareness Training: Employees learned common workplace hazards for cleaners and safety measures to prevent illness and injury.

Ladders Training: Users were taught to recognize and avoid ladder hazards, and to be aware of safe practices in setting up, inspecting, storing, moving and use of this equipment. They also learned the proper way to climb and descend, as well as proper body mechanics and ergonomics.

April

Sexual Harassment: Employees were educated on the legal definition of sexual harassment, Mister Kleen's policy, and complaint reporting process. The training also addressed promoting a culture of respect and professionalism.

May

Supervisory/Management Training: Supervisors and managers were provided a series of courses focused on increasing morale and retention, improving productivity, promoting communication, and training future leaders in the company.

Chemical Handling/Safety Data Sheets: All staff were trained to ensure products are being used correctly and that they are GS- 42 compliant.

June

Safe Lifting Training: Employees reviewed the proper procedures for lifting.

Driver Safety: Employees who drive company vehicles and those who regularly drive their own vehicles were provided with virtual training on safe driving techniques and practices.

Mister Kleen Attends BSCAI Executive Management Conference



Mister Kleen attended the Building Service Contractors Association International (BSCAI) Executive Management Conference April 29 to May 1 in Fort Lauderdale, Florida. The three-day conference took place in person and via virtual livestream feeds, bringing together members and their management teams to discuss strategies to achieve company priorities and to learn from other industry professionals.

The annual event includes education sessions that provide new perspectives on industry related topics. Among the speakers and events were renowned leadership advisor Rene Rodriguez, who spoke on The Science of Modern Leadership; leading business development advisor Scott Tackett, who spoke on how to empower employees in the session Empowerment vs Entitlement; and best-selling author and globally recognized business consultant Mark Schaefer, who discussed how to reimagine connections with industry peers and vendors to better serve them.

Representatives from Mister Kleen included President **Ernie Clark Jr.**, CBSE, COO **Tony Simon**, and Director of Contract Administration **Chad Clark**, RBSM.

The conference gave Mister Kleen representatives the opportunity to explore new cutting-edge products and industry innovations.

The conference also provided the opportunity for Mister Kleen representatives to strengthen relationships with industry peers and vendors outside of formal work settings.



❖ — EMPLOYEE TENURE — ❖

At **Mister Kleen**, we are very fortunate to have many loyal employees who have grown with us over the years. To show our appreciation, we have a recognition program for employees who celebrate milestone anniversaries of **5**, **10** and **15+** years.



Mister Kleen's recipients for **FIVE YEARS** of dedicated service are:

- | | | | | |
|-------------------|---------------------|--------------------|--------------------|----------------|
| • Santos Alvarado | • Jose Melendez | • Andre Thomas | • Angel Carballo | • April Harris |
| • Cesar Menjivar | • Davene Rutledge | • Carlos Del Cid | • Clarence Sims | |
| • Dina Sibrian | • Donald Barnes Jr. | • Rosa Zevallos | • Marco Da Silva | |
| • David Dupree | • Rocio Martinez | • Elena Hester | • Veronica Terrell | |
| • Bilic Bonilla | • Norma Amaya | • Valerie Thompson | • Myron Morgan | |

Mister Kleen's recipients for **TEN YEARS** of dedicated service are:

- | | |
|----------------------|-------------------|
| • Joyce Garner | • Gloria Villegas |
| • April Harris | • Peggy Allen |
| • Michael Savory | • Kathy Heavener |
| • Sofia Gomez | • Keven Ross |
| • Ernesto Villanueva | • Rhelda Wilson |

Mister Kleen's recipients for **FIFTEEN YEARS** of dedicated service are:

- Vanessa Zimmerman

**We appreciate all the hard work and dedication you have shown over the years.
We look forward to many more. Thank you!**

The Kleen Sweep Receives International Recognition

This past April, while attending the 2002 BSCAI Convention and Trade Show in Tampa, Florida, President Ernest Clark, Jr., CBSE, proudly represented



Mister Kleen in accepting the BSCAI Image Award for Best Newsletter. Ernie stated,

"It was truly an honor to accept this award on behalf of all the folks at Mister Kleen who make The Kleen Sweep a fun, friendly and informative publication. We will proudly display the plaque at our main office for everyone to enjoy!" The Mister Kleen newsletter is just an example of the professional, yet personalized service we bring to the cleaning industry and to your community.

What is BSCAI?

Building Services Contractors Association International (BSCAI) is the trade association of the building services industry. It represents a worldwide network of more than 2,500 member companies that provide cleaning, facility maintenance, and other related services to building owners and managers from across the U.S. and 39 other countries. BSCAI provides educational programs, publications, video training programs, seminars, and networking opportunities, all developed specifically for the building services contracting industry.

OPERATIONS Training Update

Equipping our employees to better serve our clients is a commitment Mister Kleen recognizes as one thing that sets us apart from our competition. Over the past several months, we've been busy educating and training our team members with the latest and greatest technologies and techniques available in our industry.

■ **January 2002**—Daycon, our supply partner, taught OSHA Regulations and Safety Procedures to our supervisors and managers at the Mister Kleen Training Center in Alexandria. New OSHA regulations were introduced and basic safety fundamentals were reviewed.

■ **March 2002**—The Building Services Contractors Association International (BSCAI) Annual Convention was held in Tampa, Florida, and attended by Ernest Clark, Jr., CBSE, President; Christy Clark, RBSM, Director of Residential Services; and Andy Gaines, Production Manager. The convention provides many great opportunities to learn new advances in technology and

at this particular convention, Mister Kleen was awarded the BSCAI Image Award for Best Newsletter. (*What is BSCAI? Please see the article to the left.*)

■ **April 2002**—Both Andy Gaines and Dianna Clark, RBSM, Vice President and Director of Operations, participated in Dale Carnegie training and Christy Clark, RBSM, completed Speech Craft training through Toastmasters. Andy completed the eight-week Leadership for Managers course while Dianna completed the Dale Carnegie 12-week course. We continue our commitment to the Dale Carnegie Training Partnership by having a program specifically designed for our Management Staff being presented by Dale Carnegie in July of this year. Look to our Winter issue for more information.

■ **May 2002**—Daycon, our supply partner, hosted a Floor Care Seminar at Daycon Headquarters in Upper Marlboro, Maryland. Several of our supervisors and managers attended and were introduced to new technology in the care of hard-surface floors.

