

THE KLEEN SWEEP

Winter 2022, Volume LII

Published Semi-Annually by **Mister Kleen Maintenance Company, Inc.** | www.MisterKleen.com | 703.719.6900



PRESIDENT'S CORNER

As we enter the new year, I want to reflect on how **Mister Kleen** has adapted to the challenges posed to our customers and employees during the pandemic. In 2021, we managed our team during the peak of the pandemic to keep making a positive impact, evolved our services to better handle the challenges ahead, and looked to build upon our processes and technology to be even more effective.

In the latter half of the year, we focused on sharing information with our clients about two of our programs, the new **Enhanced Kleen** program and our **ESAP** (Employee Security Awareness Program), one of Mister Kleen's longtime differentiators.

We developed our **Enhanced Kleen** program to address COVID today and beyond, as well as shared our **ESAP** program to show how we manage and stay safe in today's heightened security environment.

Both programs represent our commitment to the highest levels of training, professionalism, and safety for our clients. The **Enhanced Kleen** program enhances our existing services to focus more on health and safety by ensuring facilities have the appropriate service levels and products to mitigate risk and exposure in today's environment. **ESAP** is Mister Kleen's comprehensive 10-step program that trains our employees to help be additional "eyes and ears" for our clients and the security workforce at the job site.

As we enter 2022, I'm reminded once again of how proud I am of our Kleen Team for adapting to the challenges in our new world. In this edition of The Kleen Sweep, we share highlights from recent client messages of appreciation, recognize employee tenure and learn more about our **Enhanced Kleen** program.

I hope you enjoy this edition of The Kleen Sweep, and I wish you and your families a safe and healthy start to the new year.

All the best in 2022!

Ernie Clark, Jr., CBSE
President

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**LEARN MORE ABOUT OUR
ENHANCED KLEEN PROGRAM ON PAGE 5**

Enhanced Kleen
Cleaning for Health and Safety

JOB FAIRS : HIRING *VIRTUALLY* THE BEST



Attending a job fair used to mean dressing up, printing out resumes, and driving all over town to interact with recruiters. This past year, Mister Klean has pivoted to hosting virtual job fair events to meet the needs of our applicants in today's hiring climate.

As with many aspects of our lives, the pandemic has shifted how Mister Klean operates, including how we recruit and hire top-tier applicants. Shifting to virtual job fairs has been outstanding for our recruiting team in the integral work that they do hiring high-caliber team members to serve our clients.

"Our virtual job fairs have enabled Mister Klean to create a compelling candidate experience from the comfort of candidates' homes or offices," said **Human Resources Manager Susan Gabriel**. "It has also delivered exceptional talent to Mister Klean."

Recruiting Specialist David Martinez credits the achievement of the virtual events to the personalized approach that job seekers can take when interacting with Mister Klean. He said the digital platforms allow potential applicants to connect with recruiters right away, rather than wait for in-person interviews.

Recruiting Specialist Terry Henderson said that pivoting to a virtual format has been rewarding because recruiters are often able to connect with applicants before the job fair – prompting more leads, better communication, and faster time to fill positions.

Given the success of these virtual events, Mister Klean plans to continue hosting virtual job fairs into 2022 and beyond. For more information, please visit our website at <https://www.misterklean.com/virtual-job-fair/>.



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 2022 Building Excellence Competition is a secure government site in Virginia. Congratulations to Area Manager **Yolanda Rathbone** and the team for outstanding service and dedication to Mister Klean, 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.

“

*One significant effort we would like to point out is the magnificent work **Farid** did yesterday and this morning to clean up an area on the 6th floor that was nauseating and needed attention. It was in such a state we all thought we would need new carpet, new baseboards, new paint, and a new fridge. However, Farid immediately approached us with a smile and a desire to help. He took the time to clarify what needed to be done and what we wanted to achieve. He started cleaning immediately! This morning we all arrived to an immaculate space. The only thing we needed after Farid was done was a paint job, (he did admit he tried to wipe down the walls as well). A couple of people have stopped by my office to say what a great job he did and how nice he was. Thank you for bringing Farid on board, he is making a difference.*

~ Sharmaine B.

”

*I would like to relay my sincere appreciation for the efforts of **Craig** and his team. Recently Craig's team has been short-handed, but he was able to pool resources to combat some areas of concern. I appreciate the continued commitment from him and the entire Mister Kleen organization. The level of support I've come to expect sets the bar high.*

~ David J.

“

***Doug** has been phenomenal since I've been on board in mid-June. He is always punctual, professional and gets right to work and doesn't stop until completion. Everything is always executed well above standard, and he even saved us from us having a potential security incident back in August.*

~ Chris S.

”

***Yesenia** you should be extremely proud of your accomplishments while you have been here. You have done an amazing job and have been such a pleasure to work with and to see your professionalism and energy impact your team and this contract, so thank you very much for that. And please continue to utilize your past performance to grow and prosper with Mister Kleen and their dynamic duo Christy and Dianna. Christy and Dianna, you should take a bow for your continuing efforts and time that you put forth to find an excellent choice in Yesenia. We know it took a while, but your persistence paid off with your selection, so good work in never giving up in the search for client satisfaction and the pursuit of excellence because both are extremely important for any company's future growth and success.*

~ Rodney F.

“

I appreciate the partnership with the Mister Kleen team and the time and effort you and your management staff put in here, as well as helping me grow as a leader.”

~ Richard E.

THE SECURITY CONNECTION UPDATE

Stop the Snowball: Protect Yourself from Phishing Scams



Technology is the commonality between everything in our daily lives. Whether you're checking email at home or in the office, or scrolling through social media, you're connected. That access and freedom is a staple in our country's advancements and successes, but we can't forget about those trying to take advantage of it.

Phishing is a prime example of that. Using email and social media, cyber criminals lure individuals to click on malicious links or attachments to collect personal, financial information, and infect your device with malware and viruses. Malware, short for malicious software, disrupts or damages device operations, allowing actors to gain access to the infected device.

In some cases, cyber criminals use ransomware, a type of malware that gains access to a victim's files (personal photos, financial records, etc.), locks and encrypts such files, and then demands that person pay ransom to get them back.

Anyone can be a target, but **there are ways to protect yourself** and ensure the situation doesn't snowball into something that can harm you, your family or friends.

- If you see a link or attachment that looks suspicious, scroll past it on social media or delete/mark it as junk via email
- Be wary of communications that implores you to act immediately
- Use a passphrase that's 12 characters long, and differentiate that phrase on work and personal accounts, at a minimum
- Log out of social media and email, and lock your device when leaving the work space

More information, including resources and how you can continue to stay cyber smart, can be found at [StaySafeOnline.org](https://www.staysafeonline.org), hosted by the National Cybersecurity Alliance.

Source: *National Security Agency / Central Security Service*

THE ENHANCED KLEEN DIFFERENCE

Enhanced Kleen

Cleaning for Health and Safety

With the gradual return to in-person work, we created **Enhanced Kleen**, our specialized program to address the shifting priorities of our world with new techniques, custom services, and training.

Enhanced Kleen enhances our existing services to focus more on health and safety by ensuring your facility has the appropriate service levels and products to mitigate risk and exposure in today's environment.

A clean office is one way to help reassure everyone who enters a building that they, and the space they are in, are being cared for. Living through the pandemic has forced people to re-evaluate what is considered "clean," and has prioritized cleaning not only for appearance's sake, but also for safety and health.



Mister Kleen is well equipped to follow the changing guidelines and interpret what they mean for your business. Our technicians have received updated training and have also increased the frequency of how often they treat surfaces. In addition, the emphasis has shifted from simply cleaning surfaces to sanitizing and disinfecting them. And since each workplace is unique, different cleaning solutions must be applied based on each environment.

ENHANCED KLEEN PROGRAM SERVICES:

- Increased janitorial services including cleaning, sanitizing, and disinfecting.
- Increased disinfecting of high touch-point areas such as door handles, lobbies, elevators, conference rooms, restrooms, fitness centers, and dining areas.
- Preventative electrostatic disinfecting for effective distribution on all hard-to-reach surfaces.
- Consultation or site assessment to provide recommendations based on best practices.
- Enhanced add-on options including signs, employee information sessions, PPE supplies, touchless strategies (hand sanitizer stands and dispensers, door pedals, auto light switches, etc.), disinfecting wipes, and increased visibility of cleaning team.

Today, companies must take a proactive approach to the cleaning challenges that are presented.

Please contact us for more information on our Enhanced Kleen program. For more information, visit our webpage, <https://www.misterkleen.com/enhanced-kleen/> or contact us at (703) 719-6900.



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!



NELLIE KNIGHT - JULY 2021

*"**Nellie** has really stepped up to take the lead lately. Her husband has been out battling lung cancer all year and the supervisor there has been out the last month or so battling their own health issues. She has been driving back and forth two hours each way daily by herself to make sure the crew and **Mister Kleen** remain successful at this site."*

Craig Dufour, Area Manager



TERRY HENDERSON - OCTOBER 2021

*"**Terry** finds a way to miraculously fill challenging high-security openings. Most recently, Dianna communicated the urgency to fill positions in a High Security facility and within two weeks, he found candidates for eight of the nine openings. He is so likable and has such a positive attitude and never in a bad mood, regardless of what is thrown at him! He will do anything to support MK—including making up games for client events and driving across the world to retrieve a badge. Terry is an invaluable member of the team, and we are grateful to have him."*

Susan Gabriel, Human Resources Manager



EMPLOYEE TENURE



We are honored to recognize some of our amazing employees for their commitment to Mister Kleen with employee tenure recognition. To show our appreciation, we have a recognition program for employees who celebrate milestone anniversaries of 1, 5, 10 and 15+ years.

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

- Albert McCollough
- James Sheets
- Jhavon Jackson
- Oscar Osegueda
- Michael Miller
- Robert Greeley

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

- Bobby Cash
- George Shelton Jr
- Gloria Pacheco
- Julio Casas Vargas

We are so grateful to these employees for reaching these awesome milestones. Their hard work and dedication are inspiring and we're grateful to have them as part of our team. Here's to many more years. Thank you!



YOU MAKE A DIFFERENCE AWARD



*"**Bozoma Arizi** deserves the Employee of the Quarter award because of one word: perseverance. She inherited the difficult task of improving our Central Plant and has done just that. The tenants who reside in the building have nothing but great things to say about her. With an impeccable work ethic, she reminds many of the energizer bunny, always moving. She will tackle any task that is given to her with open arms as has the confidence and cleaning knowledge to get it done. Now more than ever reliable help is needed and Bozoma exceeds in reliability and is extraordinary. Mister Kleen improves as a company each day she clocks in."*

Brandon Caison, Project Manager



*"Where do I start with how great of an employee that **Antonio McLean** is. He is ultra-dependable, courteous, and a down-right hard worker. The tenants absolutely love him, and every time we have an inspection in his areas, they tell us how great he is. His location has received several kudos letters (four to be exact) about Antonio. He takes it all in stride and remains humble. His co-workers adore him, and he provides them with a great laugh daily. If there was an employee of the year award, I would put his name in the running every time. Whoever hired him did this company a great service and we are a better company because of it."*

Nicole Poe, Site Supervisor



*"**Charles Marshall** is willing and does everything I ask him to do. Whether it's his job or not he is always going above and beyond what is expected, and he does a great job. He is willing to stay and work overtime whenever I ask him to no matter what task we have to do. He is an exceptional employee."*

Lynda Bennett, Project Manager



*"**Richard Morgan** is one of four employees whose primary job is dusting. His areas always get high Quality Control marks. He also is willing to come in on the weekends to help with project work. Richard is a team player with a can-do attitude and a pleasure to have on the team."*

Walter Gesford, Senior Project Manager



WE WORK HARD, WE PLAY HARD



The Kleen Team has resumed their fun activities post COVID this year, with the return of our **Halloween** Contests which included Best Costume, Best Treat, and Best Office Decoration, the Kleen Team reunited at our Headquarters for some fun!



This year we brought back our **Thanksgiving Potluck** – after many years of hiatus – which gave our team a chance to showcase talents that go beyond their regular jobs: cooking and baking!

We held a surprise contest afterwards for best dish. The winner got bragging rights and a gift card!



To wrap up our 45th Anniversary year and to celebrate the **Holiday Season**, we got together at our Headquarters for pizza, cake, gifts, and our Ugliest Sweater Contest!

EMPLOYEE TRAINING UPDATE

Mister Kleen is committed to continuous regular training of employees to better serve our clients – which we recognize sets us apart.

We have been busy educating our team members over the last several months with the latest in COVID-19 safety and protection as well as other timely, educational trainings. Below are some of the highlights from recent training events:

July

Fire Safety and First Aid: This training ensures employees understand fire prevention and procedures in the event of a fire. Basic first aid is also reviewed.

August

Sexual Harassment: Sexual Harassment training ensures that employees understand the legal definition of sexual harassment, Mister Kleen's policy, and the complaint reporting process. This training also addresses how to promote a culture of respect and the importance of professional boundaries.

September

PPE Training: Field employees receive training on the proper use of Personal Protection Equipment (PPE), including when to use it; what PPE is necessary; how to properly put on, use, and take off; how to properly dispose of or disinfect; how to inspect for damage; how to maintain PPE; and the limitations of PPE.

October

Cold, COVID-19 & Flu Prevention: Employees receive training regarding hygiene, the importance of personal self-care, prevention myths, and treatments for a cold or flu.

November

Pandemic coverage: Employees are trained in how to maintain a clean and healthy environment to prevent the spread of infectious diseases and viruses.

December

Security Awareness/Ethics Training: Security awareness training teaches employees how to recognize and report suspicious behavior. Ethics training focuses on how to identify when our own communications styles and behaviors could be perceived by others as harassment or discrimination.

BSCAI CONFERENCE



The Mister Kleen members Yolanda Rathbone, Dianna Clark, Tony Simon, and Chad Clark with industry peers Ron Segura (Segura Associates) and Angela Gervino (Consult Gervino HR).



Tony, Yolanda, and Walter Gesford walk the tradeshow floor to see the latest products and equipment releases.



Tony, Yolanda, Walter, Dianna, and Chad out and about after meeting with vendors about their latest products.

On November 16 – 19 2021, **Mister Kleen** attended the Building Service Contractors Association International (BSCAI) Contracting Success Conference in Las Vegas. This event also includes ISSA exhibits and educational seminars. Keynote Speakers included Jason Dorsey, President of The Center for Generational Kinetics and Sara Ross, Speaker and Chief Vitality Officer of BrainAMPED.

Representatives from **Mister Kleen** included **Dianna Clark** (VP of Operations), **Tony Simon** (COO), **Chad Clark** (Director of Contract Administration), **Walter Gesford** (Senior Project Manager), and **Yolanda Rathbone** (Area Manager).

"It was great to see old friends and make new ones in our industry. The networking opportunity is invaluable. Our team walked the trade show and learned about new innovative technology that can help us. We all came back with gold nuggets we will implement from attending the educational classes."

~ **Dianna Clark**

"Great to have the industry gather to share best practices, especially the experiences learned during COVID. These events make us a stronger company and keep us on top of the latest innovations."

~ **Tony Simon**

"It was great to reconnect with the industry leading building service contractors, manufacturers and service partners. It gave us a chance to share ideas and collaborate on best practices, especially those related to COVID-19. It was nice to feel a sense of some normalcy and getting back to business in the new norm."

~ **Chad Clark**

"It was great to learn from leaders of successful companies through the classes, and to network with my peers in the field."

~ **Walter Gesford**

"There are so many things to see in all facets of the cleaning industry. The three days never seem like enough time to attend all the educational seminars."

~ **Yolanda Rathbone**

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Published Semi-Annually by Mister Kleen Maintenance Company, Inc.

Winter 2005/Volume XIII

Visit us at www.MisterKleen.com or call 703/719-6900

Reflections on the Year Past



As we enter 2005 (our 29th year in business!), I want to take a moment to reflect back on a great 2004. The past year was good AND busy. We continued to stay laser focused on our core business and find ways to further distinguish and differentiate ourselves. We have been successful in doing this, largely in part, to the outstanding team we have at Mister Kleen. As we prepare for more excitement and opportunities in the New Year, I want to take a moment to thank all the team members at Mister Kleen who go above and beyond in many ways. From our administrative team at the main office to all the field employees...they truly make the difference! These folks most often work behind the scenes or after hours where they are not as visible...and are essential to our success.

I want to particularly recognize my sister, Dianna Clark, who does an outstanding job of leading the operations of Mister Kleen. She and her team work long hours ensuring we deliver what we promise to our clients on a daily basis, and with several hundred employees this is truly a full-time commitment! Dianna has been busy the past year learning to better understand the business as a whole, and it has helped her gain a better understanding of how it all comes together from sales to operations to finance. I'm proud to announce that on December 7th, Dianna was promoted to V.P. and General Manager of Mister Kleen. Please join me in congratulating her on her new position.

In closing, I want to personally thank all of our friends and clients who continue to support our efforts at Mister Kleen. "It takes teamwork to make the dream work!"

Ernest Clark, Jr., CBSE
President



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Mister Kleen Maintenance Company, Inc., is a full-service cleaning and restoration company serving DC, Maryland, and Virginia since 1976. Mister Kleen specializes in providing:

- ✓ contract cleaning services to commercial and residential properties
- ✓ complete fire and flood restoration
- ✓ carpet and upholstery cleaning
- ✓ complete floor care
- ✓ other specialty cleaning

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