

# THE KLEEN SWEEP

Summer 2022, Volume LIII

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## PRESIDENT'S CORNER

It's no secret that a lot has changed in the world. For **Mister Klean**, we have experienced first-hand the challenges that come with running a business in today's environment and have learned how to adapt and pivot when necessary.

I'd like to reflect on two key areas that have impacted businesses, including Mister Klean these last few years: the job market and the supply chain. Both of these issues have required dynamic approaches to find solutions, and I'm proud of the work we've done to meet these challenges head-on.

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I am proud to continue the tradition, started by my parents, of hiring **dedicated** and **hardworking** people who are the center of our business. To recruit qualified applicants, our HR team has hosted numerous virtual job fairs which have yielded great results. We've employed creative strategies and incentives to recruit and retain top talent in today's competitive job market.

Once hired, we have worked to retain employees through a variety of means, such as competitive benefits and pay, site visits from upper management, and team check-ins. Additionally, every new employee meets with our recruiting team within the first two months of employment to make sure the onboarding and overall experience are positive.

Similarly, our employee retention efforts include adding flexibility with a focus on creative shift hours to accommodate traffic patterns, and work from home— if feasible— based on the assigned tasks. We are also glad to once again offer fun monthly employee engagement functions and celebrations to show our **appreciation**.

Our business relies on a steady stream of cleaning and protective supplies to adhere to stringent health and safety standards. The combination of supply chain issues and price increases has impacted industries across the world, and we're no exception. We remain **committed** to offering our services at a fair value to our clients, so we've had to get creative by sourcing more vendors and stocking extra items when shortages appear on the horizon.

While the effects of the last few years will likely resonate for years to come, I hope to reflect on this time with pride in the work **Mister Klean** has continued to do for our clients, and the steps we've taken to handle these unique challenges.

Wishing you a fun and safe summer!

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



**LEARN MORE ABOUT OUR EXCEPTIONAL STAFF**  
**ON PAGES 6, 7, 8 & 9**



# ANNUAL MISTER KLEEN SPRING KLEEN

This year, 24 employees participated in the **Annual Mister Kleen Spring Kleen** on May 13, where they were provided lunch and a free car wash as a thank-you!

Each year employees at our Alexandria headquarters take time to purge, organize, and clean their work areas – including anything on the floor, behind desks, and on top of workstations. It's a great opportunity to dispose of old documents and materials that are no longer needed. Common areas including the conference room, copy rooms, kitchen, repair shop, and warehouse are also cleaned.



## 4 Tips to Keep Your Office Clean This Spring

### Kleen Tip 1 – Carpets and Floors:

Winters can take a beating on your carpets and floors with all the salt, sand, snow, dirt, and debris tracked into your facility. While it is good to maintain your carpets and floors by performing regular vacuuming, sweeping, and mopping, it is even more beneficial to perform a deep cleaning to restore these areas.

### Kleen Tip 2 – Upholstery:

While carpets and floors can get a lot of tender loving care (TLC) in the spring, it is imperative that your upholstery receives proper care as well. After all, who knows how much dirt and debris is within the fabric of your upholstery (or how many people have tracked in dirt and debris from sitting on your furniture) until you actually clean it.

### Kleen Tip 3 – Clean Your Windows and Keep Them Closed:

Pollen is just about everywhere in the spring. While it is nice to open up your windows to allow fresh air in, you could be putting yourself in harm's way as pollen counts are at their highest during the spring season. Also, what's worse is that you are now contaminating your carpets and floors (that you just had restored) with outdoor allergens making the inside of your facility dustier and your allergies worse.

Keep your windows closed and make sure you spend some TLC on cleaning the inside and outside of your windows as your windows truly are a reflection of your business.

### Kleen Tip 4 – Clean Gutters and Downspouts:

You may not realize it, but all those remnants from blooming flowers and trees can accumulate quickly and clog your gutters, downspouts, and drains. Be prepared as the spring and summer months can generate large amounts of rain, which can lead to a flood inside your facility. Remember to clean all your gutters and downspouts at least twice a year.

Read more on our blog post.

## 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.

“

*I just wanted you to know that **Florence** is doing an absolutely spectacular job and deserves some recognition! Florence is always busy keeping our building looking better than it has in a long time. She monitors her time closely, is a self-starter, conscientious about her work quality, and is very personable. Great job Florence, we really appreciate it.*

*~ Neal U.*

”

***Adrian** was a great assistance to me when I could not be here in person – he is such a great coworker. I wanted to commend the Professional Grounds Crew for the continued excellent job they continue to do & the visits to make sure the community remains safe and treated.*

*~ Andre'a J.*

“

*I wanted to extend a sincere thank you to **Pamela** for her outstanding service to our organization and her willingness to go above and beyond. Ms. Pam has always been responsive to the needs of her customers, but in one recent incident, Ms. Pam needed to thoroughly clean one location which took many days due to the nature of the incident. Ms. Pam kept her security colleagues aware of the status of the incident, which was much appreciated by security. Her positive attitude and commitment should be recognized. Thanks to Ms. Pam for always being there for her customers.*

*~ Karen M.*

”

*I received a call today from a tenant who had high praise for **Andre** and his work in their area. The caller said that Andre was very courteous and worked hard to ensure that their area was properly cleaned and maintained. Andre also mentioned that he would be coming back to complete the job, which he did, as promised. The tenants were very pleased with Andre and wanted to be sure to convey the feedback. Thank you!*

*~ Michelle F.*

“

*First, everyone has commented on the fantastic job you all did cleaning up – well done! In moving the refrigerator unit down the hallway, carpeting got somewhat soiled but manageable to be cleaned. **Joyce**, thank you for addressing that with me. Thank you again for all your hard work!*

*~ Kathy K.*

# THE SECURITY CONNECTION UPDATE

## How To Download Apps Safely



You store important personal information – from passwords to banking details – on your phone. Unfortunately, scammers are lurking on the app stores of Apple and Google. To avoid getting scammed, The Better Business Bureau recommends the following tips when downloading an app:

- **Only download apps from official app stores.** Trusted app stores don't completely eliminate the threat of app scams, but they do offer a basic level of protection. You are much more likely to download an app that will send spam messages or expose your phone number if you download it from an unofficial or little-known app store.
- **Don't rely solely on a high star rating when deciding to download.** One tell-tale sign of a scam is when an app has thousands of five-star reviews with no written comments and hundreds of one-star reviews with negative comments.
- **Read good and bad reviews.** Scammers can artificially push good reviews to the top of the list by getting fake users to mark them as "helpful." They can also pay people to create written reviews claiming the app is great. Take a closer look at the positive reviewers' accounts, and ask yourself if they look like they are coming from a real person who actually used the app.
- **Make sure you download the real version of any app you look for specifically.** One popular tactic scammers use is to create copycat apps to trick people into downloading. If you are looking for a popular app, keep in mind it may not be the first to appear on the list after you search for it. Look out for similar, but not-quite-right logos and app developer names that don't look legitimate.
- **Do regular app housekeeping.** Out of date apps are particularly vulnerable to hackers. This is because they may have security issues that haven't been addressed through updates. If you haven't used an app in a few months, or you notice an app hasn't been updated by the developer recently, it's probably best to delete it.
- **Watch out for shady app behavior after you download.** If you decide to download an app after reading reviews and the privacy policy, you'll still want to keep a critical eye on how it works. Asking for unnecessary permissions, disappearing from your home screen, draining your battery or data even when not in use, and not doing what it promised to do are all signs of a scam.

Source: *Better Business Bureau*



## SPECIALTY SERVICES: WHO SAYS PARKING LOTS CAN'T BE PARADISE TOO?

Parking garages and lots are often the first physical impression people receive before entering a business or facility. Unfortunately, parking areas can often be overlooked in the cleaning process. Over time, the lack of cleaning can lead to larger issues, not only in the appearance of the parking area but also in the formation of cracks and potholes which can become hazardous.

Clean parking areas indicate that an organization takes pride in their facilities and by extension, their customers, and employees as well. This level of care is achieved through a consultation with a trained parking garage technician who can advise services that are specific to each property's needs.



### HOW IT WORKS

Professional cleaning services will ensure that all standing debris including litter, twigs and leaves, grass clippings, soil, and sand are power swept. This cleaning process also prevents debris from clogging gutters and drain ways.

After the debris has been removed, the next step in the process is to remove oils and fluids left by vehicles. These stubborn stains can be removed through power scrubbing and pressure washing to wash away dirt, oil, grease, and grime. Professional cleaning technicians will ensure that pressure washing is performed evenly to avoid leaving streaks.

### FINISHING TOUCHES

Once the lot or garage has been cleaned, specialized technicians will focus on the final touches to tie the whole process together. Extra details such as cleaning pipes, conduits, lighting fixtures, and columns will set your business's parking garage or lot apart.

## BENEFITS OF RESTRIPIING PARKING LOT LINES AND PAINTING CURBS:

- **Increased Safety:**

By properly marking and painting parking spaces and curbs, you help reduce the number of accidents.

- **Enhanced Traffic Flow:**

By clearly marking parking stalls, accessible spaces, loading zones, and pickup areas, you reduce the likelihood that drivers will block entrances, sidewalks, and intersections.

- **Compliance:**

By keeping up with pavement markings, you can avoid unwanted citations from your local government, especially with stenciling and the Americans with Disabilities (ADA) requirements.

**Mister Kleen** specializes in providing parking garage and parking lot sweeping services for a variety of commercial, high security, and government facilities. Contact us today to ensure your facility puts its best foot forward with a garage and parking lot sweeping today!

## 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!



**JUANA GIL – JANUARY 2022**

*"Juana is the day porter and does an outstanding job with quality. The building facility team is the happiest with Juana and they never complain. I can count on her and she is always ready to go. She is doing an excellent job with COVID-19 cleaning."*

Yolanda Rathbone, Area Manager



**NATASHA LEDWELL – APRIL 2022**

*"Natasha has been a great addition to our team. She is always willing to help, stay late, work extra hours, and learn how to do new things. She is always on time. She has a smile on her face and being hearing-impaired has not stopped her from being a superstar. She is one of the greatest workers we have, and we are so grateful to have her on our team. Since Natasha has been here, she has received lots of praise for her hard work and we are very pleased. Natasha is a person who helps others and is willing to complete any task we need help with."*

Antonia Tibbs and Margaret Joyner, Area Managers



## Tom Miller Team Player Award

**TONYA SHELTON – JANUARY 2022**

The Tom Miller Team Player Award recognizes employees who exemplify and promote teamwork consistently. The award is named after former employee Tom Miller who exemplified teamwork through his years of service.

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

*"Tonya began her journey with Mister Kleen in 2009, she is a loyal dedicated employee for more than 10 years who takes her job seriously. Always willing to help out wherever she is needed. She is definitely a team player. She does multiple jobs – mainly restrooms – but she also helps out with jobs at other job sites. Tonya has a great relationship with her team and works well helping them. Tenants and property managers also say she is an invaluable resource."*

Andyton Stradford, Site Supervisor





## 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 **5 YEARS** of dedicated service are:

- Nellie Pearl Knight
- Phillip Ray Knight
- Rebecca Ann Coates
- Daniel Alexander Roy
- Maria Emilia Aguilar
- Nathaniel Eugene Ricks Jr
- Karla Elizabeth Caceres Rodriguez
- Cenia Raquel Giron Palada
- James Mason Heavener
- Keno Malik Howell
- Martavius Delontae Burnett
- Michael Ignatius Mayberry
- Shirley Davis-Wright

Mister Kleen's recipients for **10 YEARS** of dedicated service are:

- Ermelinda Calderon Serrano
- Lenore Roberta Sirk Sullivan
- Manuel Jesus Lovo

Mister Kleen's recipients for **15 YEARS** of dedicated service are:

- John Gilbert Scott Jr.
- John Wayne Cox

Mister Kleen's recipients for **25 YEARS** of dedicated service are:

- Christy Da Silva, RBSM

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!**



## 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 a 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 Summer 2022 Building Excellence Competition is a secure government site. Congratulations to Area Manager **Yolanda Rathbone** and Supervisor **Maria Elena Abaunza** for outstanding service and dedication to Mister Kleen, our client, and each other – Great Job!



## YOU MAKE A DIFFERENCE AWARD



Congratulations to Donald Barnes Jr., Manuel Lovo, Ermelinda Calderon, and Florence Randolph 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!



**DONALD BARNES JR.**



*"**Donald** exemplifies what it means to be a Mister Kleen employee. He works tirelessly to achieve success not only for himself but for Mister Kleen as well. Donald is the lead for the morning shift and he works extremely well with all supervisors and does not hesitate to cover for them should the occasion arise. Donald has excellent attendance and communication skills. I feel as though our mission statement was created with employees like Donald in mind. He deserves all the recognition that comes his way."*

*Brandon Caison, Project Manager*



**MANUEL LOVO**



*"**Manuel's** charisma helps the day-to-day tenants feel at home. He works hard and always lends a helping hand to others. The way he represents Mister Kleen is exceptional. We are lucky to have him on our team!"*

*Danilo Ponce, Area Manager*



**ERMELINDA CALDERON**



*"**Ermelinda** has been with Mister Kleen for almost 10 years. She helps out a lot, even covering for other porters at other locations for different managers. She is always willing to go wherever she's needed!"*

*Danilo Ponce, Area Manager*



**FLORENCE RANDOLPH**



*"Recently **Florence** received a nice kudos email from our customer for her outstanding work. Mister Kleen also recognized her and gave her an award certificate and gift card for her wonderful achievement."*

*Craig Dufour, Area Manager*



# ANNUAL AWARDS

## ACCOUNTABILITY CREATES EXCELLENCE (ACE) AWARD



### LYNDA BENNETT - 2021

**Lynda** is the winner of the 2021 **Accountability Creates Excellence (ACE)** Program Award. The award recognizes our Area and Project Managers that consistently display accountability and excellence through meeting strict criteria of customer care. Lynda won because of her dedication to exceeding client expectations and ability to go above and beyond, even in the face of challenging situations.

## EXCELLENT CUSTOMER SERVICE/SITE LEADERSHIP AWARD



### YOLANDA RATHBONE - 2021

**Yolanda** is the recipient of the 2021 **Excellent Customer Service/Site Leadership Award**, which recognizes employees who exceed customer expectations with high marks for accuracy and reliability. Yolanda was presented the award by Director of Field Services, Christy Da Silva (pictured left) and Vice President of Operations, Dianna Clark (pictured right).



## 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 training, such as through our **Enhanced Kleen program**. Additionally, we offer optional weekly IT training sessions covering frequently requested topics for all employees. Below are some of the highlights from recent training events:



### JANUARY

#### **Slips, Trips, and Falls Prevention:**

Employees were trained to recognize and prevent slip, trip, and fall hazards in the workplace. Managers also received a review of Occupational Safety and Health Administration (OSHA) regulations and post OSHA forms in buildings.

### FEBRUARY

#### **Biohazards/Bloodborne Pathogens:**

Employees received training for the proper procedures and handling of bloodborne pathogens and other potentially infectious material. Employees were also trained in the procedures for handling trash.

#### **Technology Training:**

Operations led training for managers on how to use our new barcode system to track equipment.

### MARCH

#### **Hazard Awareness Training:**

The Kleen Team learned about common workplace hazards for cleaners and safety measures to prevent illness and injury.

### APRIL

#### **Sexual Harassment:**

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

### MAY

#### **Chemical Handling/ Safety Data Sheets:**

All staff received training to ensure that products were being used correctly and ensured that they are Green Seal (GS- 42) compliant.

#### **Safety Training:**

Human Resources led training for supervisors on preventing workplace injuries and facilitating return to work.

### JUNE

#### **Safe Lifting Training:**

Staff reviewed training for the safety procedures for lifting.

#### **Driver Safety:**

Human Resources led a webinar and video training for employees who drive Mister Kleen vehicles as well as for those who regularly drive their own vehicles.

#### **Management Training:**

Operation and Human Resources presented training to Supervisors about how to manage a multigenerational workforce for engagement and retention.

## BSCAI AND NSA CONFERENCE



*Pictured is Tony Simon on the exhibit floor with Dan Fielding, a representative from Tacony and Tony with the NSA team at their event at the Slugger Museum and Factory.*

Mister Klean's COO Tony Simon attended the **Building Service Contractors Association International (BSCAI)** Executive Management Conference on April 21-23 in Louisville, Kentucky. The three-day conference brought together members and their management teams to discuss strategies to achieve company priorities and to learn from other industry professionals.

We also had a chance to meet with the National Service Alliance (NSA) Buying Group, which provide a network of vendors and special pricing, which we pass along to our clients.

"It was a great opportunity to stay current during this challenging environment, as I looked at new technology, discussed best practices with industry partners, and listened to inspiring professional speakers," Tony said.

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



## WE WORK HARD, WE PLAY HARD



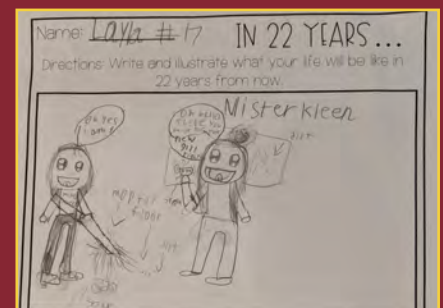
The Klean Team has resumed their fun activities this year, including in-person celebrations such as bridal celebrations, anniversaries, and even a sweet note from a future employee!



We celebrated **Christy Da Silva's 25 year anniversary** with the Klean Team with a tenure award and certificate at our headquarters by COO Tony Simon and Vice President of Operations Dianna Clark. Christy was also treated to an awards luncheon to reflect on her many years of dedicated service and contributions to our growth and success.



Earlier this year we surprised our HR Generalist Kathryn Sharkey with a **bridal celebration** at our headquarters. Congratulations on your wedding, Kathryn!



We wanted to share a **thoughtful message** from a future Klean Team member, Layla, who wrote about how she would like to work for Mister Klean when she grows up. Keeping it in the family, Layla is the granddaughter of Area Manager Joyce Gardner and daughter of employee Tonya Gardner. We hope to see her in the future!



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## Narrowing Our Focus...

### MESSAGE



### Mister Kleen Sells Residential Services Division

**O**n March 1st, Mister Kleen sold its Residential Services Division to HomeMaid Cleaning. HomeMaid is a family-owned and operated residential cleaning company that has been serving the Northern Virginia area since 1979. After several months of planning and entertaining several offers from interested purchasers, we felt HomeMaid was the best fit for our clients. The company's business practices, service area and sole focus on residential homes made it the ideal purchaser.

By divesting ourselves of this division, it has allowed us to narrow our focus on our core business. We are laser focused on providing contract cleaning services to: commercial, residential and high-security facilities. In addition, we took all of the proceeds from the sale and reinvested into new tools, equipment and an emergency response truck for our Specialty Services Division. Many of you know this division for the services they provide, such as smoke and water restoration, carpet and upholstery cleaning, complete floor care, and other specialty services. As we have continued to grow over the past 29 years, we have been very focused on our core business. Many of our long-time clients might remember the early days when we did snow removal (I don't miss those late nights!) or our window washing division, which is where I started. These divisions were also sold off as we evolved over the years. We are confident this was the right decision for Mister Kleen and our clients.

In closing, I want to wish all a very safe and enjoyable summer and thank our clients and employees for their continued dedication and loyalty. We sincerely appreciate you!

**Ernest Clark, Jr., CBSE**  
President

## OUR CLIENTS SAY IT BEST

When a distinguished client like Choice Hotels takes the time to commend Mister Kleen employees, we are especially pleased and proud:

*"We are proud in having Mister Kleen's porters working in our complex. The bathrooms and building surroundings never look so cleaned. In addition, they are very polite and treat everyone with dignity and respect. You have a fine pair of employees working for you and your company in general. Wilber and Sinai are great workers and should be recognized for a 'job well done!'"*

Thank you, Wilber and Sinai. Keep up the good work!

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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, residential and high-security facilities
- ✓ complete water and smoke damage restoration
- ✓ carpet and upholstery cleaning
- ✓ complete floor care
- ✓ other specialty cleaning

Mister Kleen Maintenance Company, Inc., is located at 7302 Beulah St., Alexandria, VA 22315; phone 703/719-6900; fax 703/719-0282; [www.MisterKleen.com](http://www.MisterKleen.com)