

# THE KLEEN SWEEP

Summer 2023, Volume LV

Published Semi-Annually by **Mister Kleen Maintenance Company, Inc.** | [www.MisterKleen.com](http://www.MisterKleen.com) | 703.719.6900



**Ernie Clark, CBSE**  
President

## PRESIDENT'S CORNER

In this edition of **The Kleen Sweep**, you will notice some articles that celebrate **tenure** for team members and clients who have celebrated anniversaries of 5, 10 and 15 years (we even have some that have been with us for 37 years!).

I believe tenure is a sign of a successful relationship and this is something that is very important to the **Mister Kleen** culture. We enjoy having long term relationships and partnerships with our team members, clients and vendors.

I hope you enjoy this edition of **The Kleen Sweep** and I wish you and your families a safe and enjoyable summer.

## INSIDE THIS ISSUE

- Our Clients Say it Best.....2
- Fall & Winter Cleaning Checklist.....2
- Employee Training Update.....3
- Beyond Service Conference.....3
- You Make a Difference.....4
- Team Player Award.....4
- Annual Awards.....4
- Employee of the Quarter.....5
- Employee Tenure.....5
- Kleen Team in the Community.....6
- Parkinson's Moving Day.....6
- Building Excellence Competition.....6
- The Security Connection Update.....7

## CLIENT SPOTLIGHT

**Mister Kleen** is proud of our longtime relationships with partners who have grown with us over the years, such as **Stout & Teague**, a family-owned company that specializes in property development, management and advisory services in the DC Metro region.



Our companies have worked together through two generations, starting with the founders of both companies. "I still remember meeting Rick Stout and Neel Teague back in 1986 at our very first contract together at Fair Lakes," says **Mister Kleen President Ernie Clark, CBSE**.

Over the years, the two companies grew and built their reputations in the region based on similar corporate values, including a deep commitment to delivering the highest level of service with integrity.

Founded on mutual respect, the partnership has solidified over time as both remain dedicated to fairness and loyalty. Today, the relationship has expanded, as **Mister Kleen** takes over service at two buildings in northwest DC.

"It's so great to continue our long-lasting partnership with these new contracts **37 years later!**" says **Vice President of Operations Dianna Clark, RBSM**. Mister Kleen looks forward to continuing our successful partnership with Stout & Teague for many more years to come!

## OUR CLIENTS SAY IT BEST

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

“

*Caché is an amazing person and I trust her completely. Her leadership is clear and motivating. Everyone should have a Caché in their life. She keeps you moving forward!*

~ Deb C.

“

*It is a pleasure to receive a letter recognizing the cleaning staff. Please let your staff know that I thank them all for the extra services they provided for this conference and all they do to make our site a great place to work. They do a great job every day with no recognition. I'm very impressed with the staff here. Again, please let the staff know their work is being noticed. I would also like to personally thank **Margaret Joyner** and **Antonia Tibbs** for all the hard work they put in to ensure their staff missed nothing during this conference.*

~ Doyle H.

“

*I wanted to take the chance to personally extend my thanks to not only the facilities staff, but the **Mister Kleen** custodial staff for their unwavering help over the last few weeks. We planned this event for months in advance, and still had multiple changes leading to the execution of the conference in the weeks just before. Despite all of that, everyone involved in the facilities area was incredibly courteous, cooperative, and hard working. All of the overflow rooms were ideally prepared to receive participants for the conference, and the compliments we've received in regards to the presentation of the facility and its cleanliness are a direct result of their efforts. Our post-conference surveys have multiple "Excellent" ratings that I believe are attributable in no small part to the crew.*

~ Client at High Security Facility

## FALL & WINTER CLEANING CHECKLIST

As we look ahead to the second half of the year, it's time to start thinking about preparing offices and other facilities for the fall and winter seasons. Here's a quick checklist of things to consider:

### COMPLETE SPRING/SUMMER SPECIALTY SERVICES

- High pressure wash and scrub of parking garages and lots
- Paint curbs and spaces in parking garages and lots
- Clean exterior and interior windows

### PREPARE FOR WINTER

- Inspect HVAC system and replace filter
- Check inventory and condition of winter equipment and materials including shovels, snow blowers, rock salt, floor mats, generators, etc.
- Inspect plumbing for excessive moisture, seal cracks and openings around exposed pipes to prevent freezing
- Repair and protect concrete structures, sidewalks, parking garages

### PREPARE FOR FLU SEASON

- Encourage employees to get vaccinated
- Place signage to remind employees and visitors to wash hands frequently
- Set up hand sanitizer stations
- Consider increasing the frequency of disinfecting high traffic, high touch-point areas in public spaces
- Consider a total facility deep clean of all surfaces
- Check if your janitorial services provider has a program to deal with and prevent outbreaks. You can contact us about our **Enhanced Kleen Program** [here](#).



# EMPLOYEE TRAINING UPDATE



**Mister Kleen** is committed to continuous training of our employees to better serve our clients – which we recognize sets us apart. We have been busy educating our team members to ensure they are up to date with the latest protocols in cleaning for health and appearance through our **Enhanced Kleen Program**.

Additionally, we offer optional bi-weekly IT training sessions covering frequently requested topics for all employees. We also have an Online Learning Management System (LMS) with over 4,500 courses. Managers are assigned training to improve areas of development like active listening, encouraging team communication and collaboration, setting goals, and leading diversity.

Below are some of the highlights from recent training events:

## JANUARY

### SLIPS, TRIPS, AND FALLS PREVENTION

Employees are trained to recognize and prevent slip, trip, and fall hazards in the workplace. Managers also receive 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 procedures and proper handling of bloodborne pathogens and other potentially infectious material. Employees were also trained in the procedures for handling trash.

## 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

This training helps ensure that employees understand the legal definition of sexual harassment, **Mister Kleen's** policy, and the complaint reporting process. It also addressed how to promote a culture of respect and the importance of professional boundaries.



Members of the **Kleen Team** learned CPR at the Alexandria headquarters in May.

## 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.

### CPR AND FIRST AID

Training for HQ Employees and Managers took place at our Alexandria headquarters.

## 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.



## BEYOND SERVICE USER CONFERENCE

**Mister Kleen** is committed to continuous training of our employees to better serve our clients. In January, Controller **Warren Oxford** and Accountant **Madelyn Jackson** attended the 2023 Beyond Service User Conference on software solutions for field service industries.

We are proud to have Warren and Madelyn representing **Mister Kleen** at this national conference where our industry and other peers gather to learn and network!



# YOU MAKE A DIFFERENCE



Congratulations to **Sulma Mejia Acosta**, **Ana Silva Baires**, and **Gary Sheppard** – 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!



**GARY SHEPPARD**

*"Gary is always on time with no callouts, he is always willing to help in any area we need. He has a good attitude and is professional at all times, and he is positive and works as a part of the team in any situation."*

Emma Corcio, Project Manager



**ANA SILVA BAIRE**

*"Ana has been a dedicated employee since she joined the **Kleen Team**. She shows up every day on time and ready to go. The clients are pleased with her work, as she consistently goes way beyond the call of duty. Her performance has exceeded expectations!"*

Yolanda Rathbone, Area Manager



**SULMA MEJIA ACOSTA**

*"Sulma shows up every day ready to work. Her areas are always super clean. She even gets compliments during Mister Kleen's Building Excellence Competition inspections."*

Craig Dufour, Area Manager

## TEAM PLAYER AWARD



The annual **Tom Miller Team Player Award** honors employees who demonstrate great contributions to the team, positive team interaction, high customer impact, and quality outcomes. Employees are nominated by their supervisor for this award, which is named in honor of beloved former employee Tom Miller. Tom exemplified what it means to be a team player and his eight years of service made a lasting impact on the **Kleen Team**, our customers, and everyone he touched.

This year's winner, **James Heavener**, worked with Tom and looked up to him, according to his supervisor, Kathy Heavener. "Tom really taught him a lot about life and being in the cleaning business. He is a great team player," she said. "James never misses time unless it is scheduled in advance. He goes above and beyond to make sure the customers and tenants are well taken care of and satisfied. He gets great comments and works well with his team. He is the vacuum tech as well as helps self-monitoring co-workers that are not cleared." Congratulations, James, on winning the Tom Miller Team Player Award!

## ANNUAL AWARDS



### Accountability Creates Excellence (ACE) Award

**Yolanda Rathbone** is the winner of the 2022 **Accountability Creates Excellence (ACE)** Program Award. This award recognizes our Area and Project Managers that consistently display accountability and excellence through meeting strict criteria of customer care. Yolanda 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

**Joyce Garner** is the recipient of the 2022 Excellent Customer Service/Site Leadership Award, which recognizes employees who exceed customer expectations with high marks for accuracy and reliability.

## 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!**



### DEINE AVILA - JANUARY 2023

*"Deine is a dedicated Mister Kleen employee who produces high quality work and has a genuine concern for the overall mission. She arrives early to work and always has a positive attitude. This is displayed daily as Deine completes her assigned duties and assists with detailing additional areas. She leads by example and is willing to help with additional tasks when the team is shorthanded. Deine is everything you want in an employee."*

Walter Gesford, Area Manager



### PHYLLIS HAILEY - APRIL 2023

*"Phyllis is an excellent communicator. She has a pleasant personality, always reports to work on time, has taken ownership of her assigned area and reports conditions of the building requiring repair or attention. Phyllis is a Team Player, she has superb customer service skills and has a keen eye for attention to detail. Since Phyllis assumed the fifth-floor restrooms as her daily assignment, these restrooms have dramatically improved. She has no QC findings during this quarter as she takes great pride in her restrooms, ensuring all boxes are checked."*

Walter Gesford, Area 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 **5 YEARS** of dedicated service are:

- Allyson Marie Bates
- Delanie Dupree Ruth
- Demarco Donnell Simmons
- Margaret Ann Joyner
- Margo Ramona Hernandez
- Steven Michael Monroe
- Yesenia Abigail Morales-Alfaro

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

- Lorena Del Carmen Amaya Sagastizado
- Maximo Sosa

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

- Danilo Ramon Ponce
- Levi Ederly Chavez
- Michael Lee Ford
- Ronald William White II
- Yolanda Rathbone

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!**



## KLEEN TEAM IN THE COMMUNITY

**Mister Kleen** has its roots in the community, and its leadership team and employees have been involved in multiple charitable activities over the last four decades. We are proud of our Kleen Team's efforts to give back to the community, and we have been spotlighting a member's volunteer work every month!



### Giellen Medeiros

Office Manager **Giellen Medeiros'** volunteer work leverages her technical skills for area nonprofits, such as refurbishing computers for The Wilderness Technology Alliance and taking photographs for the Momentum Collective Inc. She also volunteers at community food pantries such as the Capital Area Food Bank.



### Samantha Fraser

When Business Development Manager **Samantha Fraser** isn't volunteering at her family's church, she's taking care of the puppies that she and her husband, Eric Mallette, foster through Wolf Trap Animal Rescue.



### David Martinez

Recruiter **David Martinez** has been passionate about music since he was a teen performing with his church's Praise and Worship Team. The gospel band participates in charitable events including a Reston event that raised about \$10,000 for the Ukraine and victims of the February earthquake in Turkey and Syria.



### Terry Henderson

Recruiter **Terry Henderson** has been sharing his courtside skills for years with Northern Virginia youths as a high school basketball coach. During the year, he leads his team both on and off the court, volunteering in the community for programs such as coat drives, food drives, serving holiday meals to the homeless, and more.

## PARKINSON'S MOVING DAY

Members of the **Kleen Team**, including executive leadership, have supported charitable causes around the DC Metro region for decades. Recently, company co-founder **Mary Ann Clark** was joined by family and **Kleen Team** members on the Parkinson's Moving Day walk on May 6 at the National Mall to support the national nonprofit Parkinson's Foundation. The disease, which causes unintended or uncontrollable movements, affects nearly 1 million people in the United States, according to the foundation. For more information on the disease, go to [parkinson.org](http://parkinson.org).



## 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 2023 Building Excellence Competition is a secure government site in Virginia. 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!



## TIPS ON CREATING STRONG PASSWORDS

Passwords are used at work and in personal life, and tracking all of them can be challenging. But they only work if they are complex and confidential - many instances of hacked passwords have occurred because of non-secure and inadequate passwords. Here are some tips from the **Cybersecurity & Infrastructure Security Agency** to help.

### HOW TO CHOOSE GOOD PASSWORDS AVOID COMMON MISTAKES:

Most people use passwords that are based on personal information and are easy to remember. However, that also makes it easier for an attacker to crack them. Consider a four-digit PIN. Is yours a combination of the month, day, or year of your birthday? Does it contain your address or phone number? Think about how easy it is to find someone's birthday or similar information.

A good method is to rely on a series of words and use memory techniques, or mnemonics, to help you remember how to decode it. For example, instead of the password "hoops," use "lITpbb" for "[l] [l]ike [T]o [p]lay [b]asket[b]all." Using both lowercase and capital letters adds another layer of obscurity. Changing the same example used above to "l!l2pBb." creates a password very different from any dictionary word.

**Length and complexity:** According to the National Institute of Standards and Technology, you should consider using the longest password or passphrase permissible (8—64 characters) when you can. For example, "Pattern2baseball#4mYmiemale!" would be a strong password because it has 28 characters and includes the upper and lowercase letters, numbers, and special characters. You may need to try different variations of a passphrase—for example, some applications limit the length of passwords and some do not accept spaces or certain special characters. Avoid common phrases, famous quotations, and song lyrics.



### Do's and don'ts

Once you've come up with a strong, memorable password it's tempting to reuse it—don't! Reusing a password, even a strong one, endangers your accounts just as much as using a weak password. If attackers guess your password, they would have access to your other accounts with the same password.

Use the following techniques to develop unique passwords for each of your accounts:

- Use different passwords on different systems and accounts.
- Use the longest password or passphrase permissible by each password system.
- Develop mnemonics to remember complex passwords.
- Consider using a password manager program to keep track of your passwords. (See more information below.)
- Do not use passwords that are based on personal information that can be easily accessed or guessed.
- Do not use words that can be found in any dictionary of any language.

### HOW TO PROTECT YOUR PASSWORDS

After choosing a password that's easy to remember but difficult for others to guess, do not write it down and leave it someplace where others can find it.

Programs called password managers offer the option to create randomly generated passwords for all of your accounts. You then access those strong passwords with a primary password. If you use a password manager, remember to use a strong primary password.

Password problems can stem from your web browsers' ability to save passwords and your online sessions in memory. Depending on your web browsers' settings, anyone with access to your computer may be able to discover all of your passwords and gain access to your information. Always remember to log out when you are using a public computer (at the library, an internet cafe, or even a shared computer at your office). Avoid using public computers and public Wi-Fi to access sensitive accounts such as banking and email.

There's no guarantee that these techniques will prevent an attacker from learning your password, but they will make it more difficult.

**Source: Cybersecurity & Infrastructure Security Agency**