

THE KLEEN SWEEP

Winter 2024, Volume LVI

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PRESIDENT'S CORNER

As we close out 2023 and enter a new year, we are grateful for the opportunities we've been given to continue to expand with existing and new partners.

Looking back on the past year, we spent a great deal of time packing the foundation and working closely with our teammates to ensure all our programs and processes are being followed after the more than two-year disruption of the pandemic. This was a great opportunity to work with our team and further develop them, especially as our **Enhanced Kleen Program** continues to evolve.

Getting out in the field to visit existing team members and recognizing/rewarding their great behaviors have really made a difference. It's also allowed us to promote some very deserving individuals. Please read more about this below.

I want to personally thank all our outstanding team members and partners for your continued support. **Mister Kleen** celebrates our **48th year in business** this year and without you, we would not have been afforded the level of success we have accomplished together. We appreciate you and will strive to never take you for granted.

All the best in 2024!

Ernie Clark, CBSE
President

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CONGRATULATIONS BRANDON CAISON!

We are thrilled to announce the promotion of longtime employee **Brandon Caison** to Senior Project Manager at one of our Northern Virginia campuses. Since joining **Mister Kleen** 15 years ago, Brandon has been promoted through the ranks because of his dedication and superior job performance. Brandon started as a Cleaning Technician in 2008 and was promoted to Supervisor in 2017, and then to Project Manager in 2018. In his new role, Brandon will oversee the campus' Project Managers, contract performance, quality control, cost/budget control, client satisfaction, employee engagement, and retention.

Congratulations Brandon on this well-deserved promotion!

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 and the team would like to send out our sincere appreciation to **Miguel** for his great painting work here! Miguel is always professional, always on time, very courteous, and performs tremendous work! Once he finishes, you know the job is fully complete. We never have to call him back on anything. I was particularly impressed with his attention to the smallest details of his work and his efforts in cleaning up after he finishes. Very professional work! When he is done, you would never know he was there! During his last job here, once he finished, Miguel took the initiative to put the room back in order because he knew there was a high level meeting in the room the next morning. It's very refreshing to see that kind of caring.*

~ Client at High Security Facility

”

Please tell the night crew this message I got from a tenant and tell them thank you for addressing this leak right away: Thank your fabulous cleaning crew for mopping it up now and making sure to tell everyone that it's slippery. They're doing a great job!

~ Lyn L.

“

*I just wanted to give a shout out to **Margaret, Antonia, Byrd, Mike, and Craig** with a special emphasis on Margaret, Antonia, and Byrd. ... I want to recognize these folks for their dedication to their mission. (It) is a huge sacrifice to come in here on the weekends to try to keep up with all the challenges and keep these tenants happy. ... I want them to know that we very much appreciate their hard work. Their dedication and hard work are not going unnoticed by me, my team, or the tenants! Please know you are doing great work and we are grateful for you!*

~ Client at High Security Facility

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Thank you and the team so much for pulling everything off yesterday. The space looks great!

~ Client at High Security Facility

SPRING CLEANING: WINDOWS AND GARAGES

Spring is the time to give your commercial property a deep clean. With the warmer weather approaching, it's time to open the windows, let in some fresh air, and get rid of all the dirt and grime that accumulated over the winter. These services are at the top of any spring cleaning checklist for commercial properties:



WINDOW CLEANING

Over time, the surface of interior windows can become smudged and cloudy due to dust, handprints, moisture buildup, and more. To restore the clarity and sparkle of your interior windows, Mister Kleen's experienced technicians use specialized cleaning techniques and high-quality products.

We carefully clean every inch of the window surface, removing all traces of dirt, grime, and smudges. The result is crystal-clear windows that let in the natural light and enhance the overall appearance of your interior space.

Exterior windows of office buildings accumulate dirt, debris, dust, bird droppings, spider webs, and more. This accumulation of grime can make the windows appear dirty and unprofessional, and can also block the natural light that enters the building. **Mister Kleen's** trained teams thoroughly clean the exterior windows of low-rise buildings using state-of-the-art extension poles.

We also use a pure water cleaning system that is environmentally friendly since no chemicals are used. This system uses purified water to remove dirt and grime from the windows, leaving them sparkling clean and streak-free.

PARKING GARAGE & LOTS

Harsh winter conditions can leave behind a trail of sand and salt on asphalt and concrete surfaces, leading to long-term damage if not addressed promptly. Power sweeping effectively removes dirt and debris from these surfaces, preparing them for a thorough power scrubbing that eliminates oil, grease, and grime. This thorough cleaning process minimizes the risk of staining, cracking, and pothole formation, extending the lifespan of the parking area.

Once the parking garage or lot is impeccably clean, it's essential to restripe and repaint the curbs. This step not only enhances the overall appearance but also plays a crucial role in ensuring safety. Clearly marked and painted lines significantly reduce the likelihood of accidents and prevent vehicles from obstructing entrances and intersections.



Additionally, restriping ensures that ADA markings are prominently visible and compliant with accessibility standards.



BSCAI CONFERENCE



The **Mister Kleen** team took over Las Vegas at the BSCAI Contracting Success Conference in November! This year **Dianna Clark** (VP of Operations), **Chad Clark** (Director of Contract Administration), **Yolanda Rathbone** (Area Manager), and **Yesenia Morales** (Operations Specialist) learned updates on the latest industry innovations. Their mission for attending this event was to guarantee that we provide our clients with the most efficient solutions available in the market.

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 timely educational training. 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:

July

Fire Safety and First Aid: Employees trained on fire prevention and procedures in the event of a fire. In addition, basic first aid was reviewed.

August

Sexual Harassment: Training was provided so that employees understand the legal definition of sexual harassment, **Mister Kleen's** policy, and the complaint reporting process. It also addressed promoting a culture of respect and the importance of professional boundaries.

September

PPE Training: Field employees received 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.

Proper Procedures for Handling Trash: Employees reviewed types of trash, the process for handling hazardous waste, proper form and ergonomics for injury prevention, and other general safety rules and procedures.

October

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

Sensitivity Training, Harassment & Discrimination

Prevention: Employees learned how to address legal and employee relations issues, and reviewed **Mister Kleen's** policy.

November

Pandemic coverage: Employees trained on how to maintain a clean and healthy environment to prevent the spread of infectious diseases and viruses. Managers also received training in performance management.

Effective Communication: Employees learned how to achieve business results by effective communication and avoid workplace conflict and misunderstanding.

Safety Training: Supervisors received training on how to avoid and manage workplace injuries.

December

Equipment Maintenance & Usage: Employees participated in refresher training to reinforce their proficiency in safely operating equipment and conducting preventive maintenance, ensuring optimal device performance at all times.

Security Awareness/Ethics Training: **Mister Kleen's** Security team led training on how to recognize potential threats and vulnerabilities, the identification and reporting of unattended packages and suspicious objects, and the protection of sensitive facility information. They also reviewed procedures for reporting incidents and potential incidents to the appropriate personnel.

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!**



SMITH CHAIYAKAN - JULY 2023

*"**Smith Chaiyakan** has been an asset since joining the team. He is an energetic, motivated worker. Having superb work ethics, his ability to detail clean assignments is second to none. He makes himself available to assist all in need. Smith has an outstanding personality, always reports to work on time, and reports conditions of the building requiring repair and or attention. Never requiring direction, he proactively takes care of areas in need while completing his assignment. A TEAM PLAYER, he has outstanding customer service skills and a keen eye for attention to detail. Smith is a proven example of **Mister Kleen's** Mission."*

Walter Gesford, Area Manager



LENORE SULLIVAN - SEPTEMBER 2023

*"**Lenore "Sully" Sullivan** has been a part of the **Mister Kleen** team for 12 years now. She is reliable and punctual in every aspect you can think of. Lenore gives her all every day and when she arrives she will always ask "do you guys need anything" or "do you have any special instructions for me?" She is extremely adaptable, as she recently has had changes inserted into her schedule and she took full control without any hiccups in her productivity. Lenore is a strong spirit and has a great relationship with the tenants throughout the building. Lenore also has a keen eye for safety issues and reports them immediately. We could go on and on about how Lenore benefits operations. The biggest testament to her praise is whenever she is out (very rare), all team members will ask us "where is Sully?"*

Brandon Caison, Project Manager



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 Fall 2023 Building Excellence Competition is Twinbrook - Rockville. Congratulations to Area Manager **Danilo Ponce** and the team for outstanding service and dedication to Mister Kleen, our client, and each other – Great job!



YOU MAKE A DIFFERENCE AWARD



Congratulations to **Hector De La Luz** and **Stella Murcia** – 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 DE LA LUZ

*"**Hector** is an outstanding employee, always praised by clients for his unwavering dedication and consistent hard work. We appreciate his dependability, willingness to work extra hours, and proactive approach to handling tasks. Hector's commitment extends beyond regular duties, making him an integral and highly regarded member of the team."*

Danilo Ponce, Area Manager



*"**Stella** has been an asset to the team since she came here, very punctual. She is willing to stay behind to help. Very sincere and conscientious about her job and duties."*

Ethel Caudill, Project Manager



STELLA MURCIA



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 5, 10, 15, and 20 years.

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

- Sandra Hernandez Garcia
- Darryl Davis Jr.
- Demarco Simmons
- Sandra Pegues
- Walter Gesford Jr.

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

- Thelma Rivera
- Mark Phillips
- James Byrd Jr.

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

- Brandon Omara Caison

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!



ANNUAL HALLOWEEN FUNDRAISER

Justin's Haunted Hayride, Senior Project Manager **Walter Gesford's** annual fundraiser for Make-A-Wish, was a spooky success this year, bringing in 60 customers through the haunted forest! Walter and his team of 23 volunteers raised \$1,400 for the national nonprofit that grants wishes to children with critical illnesses.



THANKSGIVING POTLUCK

The **Kleen Team** celebrated Thanksgiving on Nov. 20 with a potluck that featured a mix of traditional Thanksgiving dishes and dishes from each member's home country, including lumpia, arroz chaufa, pernil, and pudim.



HOLIDAY PARTY

Mister Kleen celebrated a successful 2023 with a holiday party at Topgolf. The festive gathering was also a celebration of the return to normalcy, as it was the first since 2019 due to pandemic restrictions.



KLEEN TEAM DONATES TO THE COMMUNITY

We are proud of our **Kleen Team's** donation of 144 pounds of non-perishable food items to the Northern Virginia nonprofit Food for Others during the holiday season!



QUARTERLY EXECUTIVE MEETING

Our leadership team held its quarterly executive meeting in October to benchmark the past 90 days and strategize on the next 90 days. This collaboration is done quarterly to ensure all senior leaders and departments are connected on the dynamics of the company and focused on the strategies for success looking forward.

THE SECURITY CONNECTION UPDATE

REAL ID WILL BE NEEDED TO ACCESS FEDERAL FACILITIES

BE REAL ID READY BY **MAY 7, 2025**

WHAT IS REAL ID?



It's the law. The REAL ID Act establishes minimum security standards for license issuance and production.

WHAT DO I NEED A REAL ID FOR?



Domestic Air Travel



Accessing Certain Federal Buildings/DOD Installations



Entering Nuclear Power Plants

HOW DO I KNOW IF I HAVE ONE?



Visit our interactive tool at TSA.GOV/REAL-ID to find out if you're REAL ID ready.

LOOK FOR A STAR



In general, a REAL ID features a star in the upper right or left corner.

HOW DO I GET A REAL ID?



- Visit TSA.GOV/REAL-ID and click on your state or territory
- Look for instructions from your local DMV on the necessary steps

OTHER TSA ACCEPTABLE IDENTIFICATIONS*



- U.S. Passport or Passport Card
- U.S. Department of Defense ID
- DHS Trusted Traveler Card
- Enhanced Driver's License

BE READY



BY MAY 7, 2025

GET THE REAL ID CAMPAIGN TOOLKIT | TSA.GOV/REAL-ID

*Applies to boarding commercial aircraft. Visit TSA.GOV/REAL-ID for the full list.



May 7, 2025, sounds like it's a long time from now but it will be here before you know it. And if you don't have a Real ID by then, you won't be able to get on domestic flights or enter federal facilities including secure buildings, military bases, and courthouses.

Real ID is a new state-issued driver's license or identification card that meets increased security standards established by the U.S. Department of Homeland Security. Real ID cards are made with tamper-proof features and include additional information, such as the driver's full name, date of birth, gender, address, and a digital photo.

To obtain a Real ID driver's license or identification card, you can visit a Department of Motor Vehicles office in your state and provide the required documentation. At a minimum, you must provide documentation showing your full legal name, date of birth, Social Security number, two proofs of address, and lawful status.

Virginia residents can take advantage of an online pre-application at dmv.virginia.gov that walks you through what documents you need to bring to your DMV visit so you can complete the process.

For more information, go to the Department of Homeland Security's website at dhs.gov/real-id.