

# THE KLEEN SWEEP

Summer 2024, Volume LVII

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## PRESIDENT'S CORNER

I'm sure glad summer has arrived and I hope your summer is off to a great start! The first half of 2024 has been extremely busy and productive for the entire **Mister Kleen** team.

We have been busy attending numerous training and educational seminars at all levels and heavily focused on our continual self-improvement initiatives. We've also been active in our community and participated again in the annual Parkinson's Moving Day at the National Mall held on May 4th.

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You will find details and photos on all this in the following pages and I hope you enjoy this edition of **The Kleen Sweep**. I wish you and your families a safe and enjoyable summer.

**Ernie Clark, CBSE**  
**President**

## 28TH ANNUAL YOUTH FOR TOMORROW GOLF CLASSIC



**Mister Kleen** is proud to once again support and sponsor this year's Youth For Tomorrow's 28th Annual YFT Golf Classic, hosted by the Peterson Companies and Peterson Family Foundation! President Ernie Clark hit the links to represent **Mister Kleen** at this great charity event at Westfields Golf Club. The tournament helps to fund the foundation's mission to provide at-risk youths and their families with a better future, and we're honored to support that mission. Shown with Ernie are his guests from the Peterson Companies: from left, Eric Kraus, Tom Scavone, Ernie, and Ryan Burch.

## 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.

“

*Your team provided amazing support today. We can't thank everyone enough for their efforts.*

*~ Ryan B.*

”

*I want to share that **Deine Avila**, who came to complete the vacuuming, was amazing — truly. She vacuumed so thoroughly and even used an attachment to vacuum next to our desk bases and table legs and under all the computer wires! Our office looks so clean, and I am truly thankful for the incredibly thorough job and attention to detail.*

*~ Client at a High Security Facility*

“

*I wanted to recognize **Sonia** on the cleaning crew for the great support that she provides. She's always willing to help anytime we need something and she does a great job every day. I really appreciate her support.*

*~ Client at a High Security Facility*

”

*I just wanted to drop you a note and let you know that we very much appreciate **Gloria** and her attention to detail! So many tenants have mentioned to me that they love her and appreciate her efforts. Having worked with Gloria in the past, I'm not shocked at all. She is great and we are glad she is here supporting us! Our two main front offices have made compliments about her. I would be wrong not to mention **Andy** as well. Tenants also love him! Andy works hard each and every day and we very much appreciate and love seeing him. Finally, this would not be possible without you and **Antonia's** hard work and dedication to the mission and to **Mister Kleen**.*

*~ Client at a High Security Facility*

“

*We received an email today that one of the tenants saw **Peggy** working the pantry area today and wanted to pass along what an outstanding job she does for everyone. They stated that whenever she manages any floor she always cares for the upkeep with attention to detail. Her dedication and work ethic is appreciated by all.*

*Please pass along our gratitude for her hard work! Thank you so much!*

*~ Client at a High Security Facility*

## SPECIALTY SERVICES: PARKING GARAGES

### The Importance of a Clean Parking Lot: First Impressions and Beyond



Your parking lot or garage is often the first impression customers and tenants have of your business. A clean, well-maintained space not only projects a professional image, it also promotes safety and extends the life of your pavement. Commercial cleaning companies such as **Mister Kleen** can help your parking areas appear spick and span.

More than just aesthetics, regular cleaning offers a range of benefits:

**Safety:** Dirt, debris, and spills can create slippery surfaces, increasing the risk of falls for pedestrians and drivers. Proper cleaning minimizes these hazards.

**Durability:** Debris like gravel and sand act like sandpaper, wearing down pavement over time. Regular sweeping extends the lifespan of your parking area.

**Curb Appeal:** A clean parking lot creates a welcoming atmosphere and reflects well on your business. It can also discourage littering, keeping the space cleaner for longer.

**Drainage:** Clogged drains from leaves and debris can lead to standing water, damaging pavement and creating breeding grounds for pests. Regular cleaning ensures proper drainage.

#### Mister Kleen's Parking Lot Cleaning Services

We understand that every parking area has unique needs. Our professional cleaning services can be tailored to fit your specific situation, including:

**Sweeping:** Our powerful sweepers efficiently remove dirt and debris.

**Power Washing:** For tougher grime, oil spills, and gum removal, our pressure washing services can leave your surfaces sparkling.

**Line Striping:** Crisp, clear parking lines are essential for safety and organization. We offer high-quality line striping services.

Don't let a dirty parking lot be a negative reflection on your business. **Mister Kleen** can help you create a clean, safe, and welcoming environment for everyone!

# EMPLOYEE TRAINING UPDATE

**Mister Kleen** is committed to continuous training of our employees to better serve our clients.

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**.

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.

**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.

## March

**Hazard awareness training:** The **Kleen Team** learned about common workplace hazards for cleaners and safety measures to prevent illness and injury.

**Field supervisor training:** Training covered best practices for motivation and retention, policies, and procedures for disciplinary action and workplace injuries, as well as unconscious biases and DEI.

## April

**Sexual harassment:** Sexual Harassment training helped ensure that employees understand 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.

## June

**Safe lifting training:** Staff reviewed training for the safety procedures for lifting.



## SUPERVISOR TRAINING



**Mister Kleen** is committed to continuous regular training of employees to better serve our clients. Earlier in the year, we conducted Supervisor Training that covered employee engagement and retention, giving effective feedback, and unconscious biases. The training included real work situations and best practices for integrating new hires for success.





## 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!**



**EBONY MURPHY- JANUARY 2024**

*"Ebony comes in every day to work, and the customer is very pleased with her. She has been conscientious and dedicated to the job since she has joined **Mister Kleen**. I never have to worry about having proper coverage with Ebony on the job."*

*Craig Dufour, Area Manager*



**RUDY MONTES DE OCA - APRIL 2024**

*"Rudy volunteers or helps out any time I need help, such as escorts, carpet cleaning or any other projects. He consistently gets the top scores on his evaluations. Last but not least, the customer loves him and has made him one of their own. That's how important he is to the **Mister Kleen** mission."*

*Craig Dufour, Area 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 Spring 2024 Building Excellence Competition is a secure government site in Northern Virginia. Congratulations to Area Manager **Yolanda Rathbone**, Project Manager **Emma Ventura** and the team for outstanding service and dedication to **Mister Kleen**, our client, and each other – Great job!



## YOU MAKE A DIFFERENCE



Congratulations to **Tonya Shelton** and **Rosa Galan** – 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 the call of duty. Thank you for all your hard work!



**TONYA SHELTON**

*"Tonya is always helping the customer, is very conscientious about her job, and helps her team members whenever she can."*

Supervisors Peggy Allen/Marlene Gamez



**ROSA GALAN**

*"Rosa does an excellent job at work. She is detailed in her work and does it right. Rosa is a team player who is willing to help with no hesitation when asked."*

Supervisor Maria Abaunza



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

- Ana Jancy Gonzalez Rodriguez
- Anthony Lynn Holland
- Dorothy Jean Staggars
- Douglas Curtis Watts
- Elsie Marie Moore
- Howard Lee Cook
- Johnnie Lee Pittman
- Joseline Andrea Chirinos Flores
- Katrina Louise Williams
- Laflecia Baltimore Poe
- Marie Christine Sherman
- Marlene Del Carmen Gamez Cabezas
- Pamela Ann Thompson
- Richard Lee Morgan
- Tony Duran
- Kathryn Ann Walls
- Terry Antonio Henderson
- Steven John Rowe

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

- Gladys Stella Murcia De Tabarez

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

- Hector De La Luz
- Tonya Denise Shelton

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!



## 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.

Area Supervisor Craig Dufour says this year's award winner, **Andy Reyes**, has been "a lifesaver for me" during the previous year. Andy works at several high security facilities, and "all of us managers usually fight over him weekly because of his reliability, dedication and attention to detailed work. He reminds me of Tom Miller. I can't think of ANYONE more deserving of this prestigious company award. All of the customers he supports would agree!"

Congratulations, Andy, on winning the Tom Miller Team Player Award!



## KLEEN TEAM NEWS



### PARKINSON'S MOVING DAY

Members of the **Kleen Team**, including executive leadership, have supported charitable causes around the DC Metro region for decades. This year, **Mister Kleen** employees and family members participated in the Parkinson's Moving Day walk on May 4 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).



### ANNUAL MISTER KLEEN SPRING KLEEN

This year, 24 employees participated in the **Annual Mister Kleen Spring Klean** on May 24, when they were provided complimentary 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.





# THE SECURITY CONNECTION UPDATE

## Have You Been Hacked on Social Media?

Scammers are ingenious when it comes to trying to get your personal information. If you've been hacked on social media, here are some steps to help you recover your account.

### Signs That Someone Hacked Your Account

Hackers try to take over your accounts. Some might want to steal your personal information — like your usernames and passwords, bank account numbers, or Social Security number — to commit identity theft. Others might want to spread malware or scam others.

So, what are some indicators that someone hacked your account and changed your password?

- You can't log in to your account.
- You get a notification about a change to your username or password— but you didn't make that change.
- You get a notification that someone logged into your account from a device you don't recognize or a location you're not at.
- Your friends or family report getting emails or messages you didn't send, sometimes with random links or fake pleas for help or money.

### How To Get Back Into Your Hacked Account

First, make sure your computer security software is up to date, then run a scan. If the scan identifies suspicious software, delete it, and restart your computer. Then, follow the provider's account recovery instructions.

### What To Do After You Take Back Control of Your Hacked Account

After you get back into your hacked account:

- Take steps to secure your account
- Check for signs that someone had access to your account
- Notify your contacts about the hack



### Take steps to secure your account

1. Change your account password. Create a strong password that is hard to guess.
2. Sign out of all devices. That way anyone who's logged in to your account on another device will get kicked out.
3. Turn on two-factor authentication (2FA), also known as two-step verification, if it's available on your accounts. With 2FA, you'll have to enter your password and something else to log in. That could be a PIN or a one-time verification code you get by text or email or from an authenticator app.
4. Check your account recovery information. Make sure the recovery email addresses and phone numbers listed are ones you entered and have access to.

Source: <https://consumer.ftc.gov/articles/how-recover-your-hacked-email-or-social-media-account>