

THE KLEEN SWEEP

Winter 2025, Volume LVIII

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PRESIDENT'S CORNER

As we close out 2024 and enter a new year, we are grateful for the opportunities we've been given to continue to expand with existing and new partners. As we continue to grow, controlled growth is essential to us and especially as we deal with the continued low unemployment in our region. Our primary daily focus continues to be a team effort on how to better **recruit, motivate, and retain employees**. We also invested significantly in our recruiting department and have a great team in place!

Getting out in the field to visit existing team members and recognizing/rewarding their great behaviors have really made a difference. This will continue to be a primary goal for all of us.

I want to personally thank all our outstanding team members and partners for your continued support. **Mister Kleen celebrates our 49th 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 2025!

**Ernie Clark, CBSE
President**

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THANK YOUR CLEANER DAY



On October 16 we celebrated Thank Your Cleaner Day, a day observed every year throughout our industry to appreciate the work our cleaners do, which often goes unnoticed. Our teams work around the clock to maintain safe, hazard-free facilities for our clients. Throughout the year we show our appreciation for our team with quarterly awards such as Employee of the Quarter and You Make a Difference. We also promote teamwork with our Building Excellence Competition. And when our clients praise our cleaners, we ensure our employees know we appreciate the effort and pride they put in their work, which reflects positively on **Mister Kleen**.

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.



*We had an incident in different areas a few weeks ago and **The Mister Kleen team** was quick to remove all carpet tiles and cubicle covers with hazardous material, ensuring that the area was not hazardous to the rest of the employees. Within an hour or two after the event the area was back to normal. Thank you, from the facilities team!*

*I will add to this kudos by saying I know that I can always count on **Brandon, Nicole, Chris** and team to respond to these emergency cleanup situations in a timely and professional manner. This is just another example of how quick and efficient they are when we need them on the fly. You are all appreciated very much & I want to thank you for the hard work you put in (especially with the messy situations you guys can run into)! This team is the best!!*

~ Client at a High Security facility



*I am delighted to acknowledge **Joe's** attention to detail and initiative ... your actions speak volumes about your strong work ethic and dedication. Your proactive approach and eagerness to maintain a clean and safe environment are commendable. Your efficiency, pride in your work, and friendly demeanor are truly assets to our team. We are indeed fortunate to have you on board, and I want to express my gratitude for your unwavering commitment to excellence.*

~ Client at a High Security Facility



*This is a note of appreciation for **Marlena**, who went above expectations during one of our recent workshops. She consistently made sure trash cans were emptied before every class and helped remove cardboard boxes for recycling.*

~ Client at a High Security Facility



*It has been great to work with **Gloria** again! She for sure goes the extra mile in everything she does. I love that she is always smiling and happy to be at work, very much appreciate her attitude!*

~ Client at a High Security Facility



*A guest from a very prestigious agency commented on how efficiently the **Mister Kleen team** maintains the cleanliness of the ladies' room! The guest was very impressed. Thank you Ms. **Flor!***

~ Client at a High Security Facility

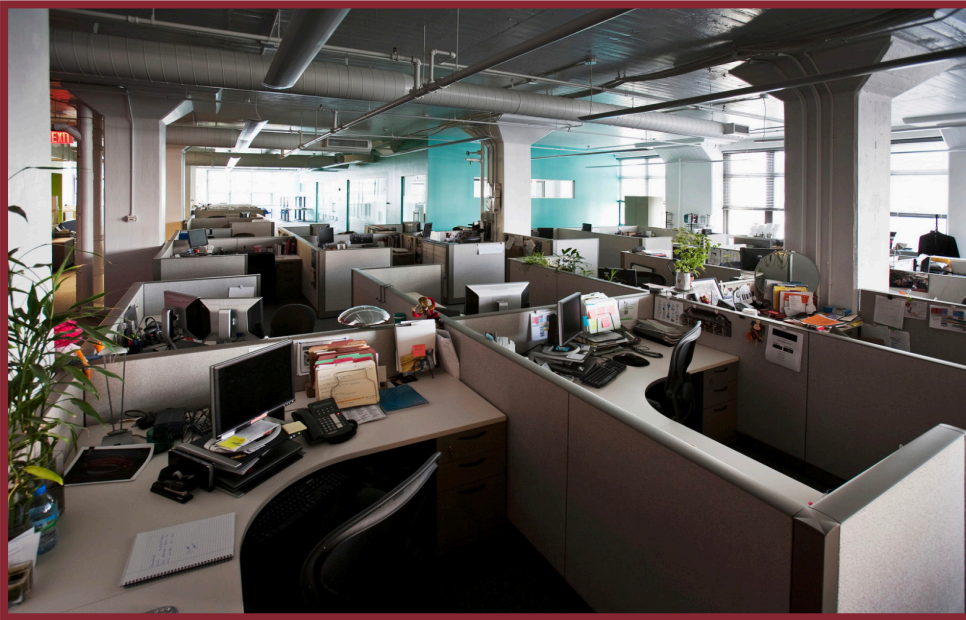


***Arndres Martin** is doing a good job. The residents love him and he is always willing to lend a helping hand. Arndres has a good routine to get everything done, without disturbing the residents.*

~ Eddie K, Property Manager

SPECIALTY SERVICES: SPRING CLEANING CHECKLIST

Spring Cleaning Your Commercial Office: A Checklist for a Fresh Start



As we look forward to winter winds subsiding and the days growing longer, it's not too early to think about giving your facility a thorough spring cleaning. A clean and well-maintained environment can significantly impact employee morale, productivity, and overall business impression.

While a basic office cleaning routine is essential, a deep spring clean requires a more comprehensive approach. **Mister Kleen** can offer a range of services to ensure your space is spotless and sanitized.

Key Benefits of Professional Commercial Cleaning

Improved Air Quality: Regular cleaning and dusting can help reduce allergens and pollutants, leading to a healthier indoor environment.

Enhanced Employee Morale: A clean and organized workspace can boost employee morale and productivity.

Positive First Impressions: A clean and welcoming space can create a positive impression on clients and visitors.

Reduced Health Risks: Professional cleaning can help prevent the spread of germs and bacteria, reducing the risk of illness.

Increased Property Value: Regular maintenance can help preserve the value of your commercial property.

Partner with Mister Kleen for a Brighter Spring

At **Mister Kleen**, we understand the importance of a clean and healthy commercial environment. Our team of experienced professionals is dedicated to providing top-quality cleaning services that exceed your expectations.

By investing in professional commercial cleaning, you're investing in the health, safety, and productivity of your business. Let us help you create a brighter future for your commercial space.

What to Expect from a Professional Commercial Cleaning Service

Thorough Cleaning: A deep clean of all surfaces, including floors, walls, ceilings, and hard-to-reach areas.

Disinfection and Sanitization: Elimination of germs and bacteria from high-touch surfaces.

Window Cleaning: Improved visibility and natural light.

Carpet and Upholstery Cleaning: Removal of dirt, stains, and allergens.

Customized Cleaning Plans: Tailored cleaning solutions to meet your specific needs.

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:

July

Fire safety & 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 Protective 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.

November

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

Performance management: Supervisors received training on how to manage, document and formally assess employee performance.

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.

Sensitivity training, and harassment & discrimination: Employees learned legal and employee relations issues, as well as **Mister Kleen's** policies on harassment and discrimination.



BSCAI CONFERENCE



The Mister Kleen team took over Las Vegas at the BSCAI Contracting Success Conference in November! This year **Michael Weiss** (Senior VP of Branch Operations), **Yesenia Morales** (Operations Specialist), **Chad Clark, RBSM** (Director of Contract Administration), **Yolanda Rathbone** (Area Manager), **Dianna Clark, RBSM** (VP of Operations), and **Walter Gesford** (Senior Project Manager) 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.

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 2024 Building Excellence Competition is a building in Washington, DC. Congratulations to Area Manager **Danilo Ponce** and the team for outstanding service and dedication to **Mister Kleen**, our client, and each other – Great job!

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!**



GLORIA PACHECO - JULY 2024

"She comes to work every day on time and ready to tackle anything that's assigned to her. She works at 3 to 4 accounts for us. I can't think of or have a better person in my arsenal to be thankful for. The customers would also agree."

Craig Dufour, Area Manager



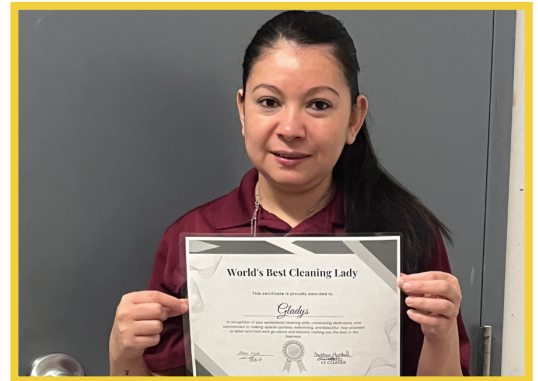


ANNUAL HALLOWEEN FUNDRAISER

Project Manager **Walter Gesford's** annual Halloween fundraiser for Make-A-Wish this year raised a new high of \$2,661 for the national nonprofit that grants wishes to children with critical illnesses. Walter and his all-volunteer team created a haunted house and outdoor activities that brought in 65 customers to this charitable event!

CLIENT RECOGNITION CERTIFICATE

We are thrilled when members of the **Mister Kleen Team** are recognized for their efforts. Recently a client issued their own certificate for **Gladys**: "In recognition of your exceptional cleaning work, unwavering dedication, and commitment to making spaces spotless, welcoming, and beautiful. Your attention to detail and hard work go above and beyond, making you the best in the business." Congratulations Gladys!



HOLIDAY PARTY

Mister Kleen celebrated a successful 2024 with a holiday party at Topgolf with games, good food, and a white elephant gift exchange!

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:

- Christian Edward Schad
- Dung My Quan
- Giovanna Teodora Carrera
- Jamaal Rasheed Lee
- James Anderson Bryant Jr.
- Maria Concepcion Lizama Ramos
- Mary Louise Meadows
- Melinda Ann Szymanski
- Pam Phouminh
- Stacy Renee Starks

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

- Flor Margaret Naranjo

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!

BOTS: The Hidden Players of the Digital World

What are Bots?

Bots, short for "robots," are automated programs designed to perform tasks online. They can range from simple scripts to complex artificial intelligence systems. While some bots are beneficial, others can be detrimental to online experiences.

Why we should be aware of Bots

Understanding bots is crucial for several reasons:

- **Security:** Malicious bots can be used for hacking, spamming, and spreading malware.
- **Privacy:** Some bots track user behavior to collect personal data.
- **Fairness:** Bots can manipulate online systems, such as social media and search engines, to gain unfair advantages.

Good Bots vs Bad Bots

GOOD BOTS perform helpful tasks, such as:

- **Search engine crawlers:** Indexing websites for search results.
- **Customer service chatbots:** Answering customer inquiries.
- **Social media monitoring bots:** Tracking trends and sentiment.

BAD BOTS can be harmful, such as:

- **Spam bots:** Sending unsolicited messages.
- **Click fraud bots:** Generating fake clicks on ads.
- **Credential stuffing bots:** Attempting to login to accounts using stolen credentials.

How you can identify Bots

While it's not always easy to distinguish between humans and bots, here are some signs that you might be interacting with a bot:

- **Inconsistent or unnatural language:** Bots may struggle with context or use repetitive phrases.
- **Rapid responses:** Bots can process information and respond much faster than humans.
- **Lack of personal information:** Bots may be hesitant to share personal details.
- **Suspicious behavior:** Bots might engage in unusual activities, such as following a large number of accounts or liking multiple posts in a short time.

By understanding the different types of bots and how to identify them, you can better protect yourself and your online activities.