

THE KLEEN SWEEP

Summer 2025, Volume LIX

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PRESIDENT'S CORNER

I hope your summer is off to a great start and hopefully finding some time to spend with friends and family. While 2025 has certainly had some uncertain and difficult times for some, we have focused on what we can control and what opportunities might exist...I'm pleased to announce that our continued **focus on employee retention and recruiting** for new team members has really paid off. Our pipeline of open high security positions is the best we've seen in years and our recruiting team has been working hard to

place folks who might have been let go as part of the federal government reductions. Speaking of retention, you will see we have some team members who are celebrating anniversaries of 10, 15, and some 20 years!

Mister Kleen has its own big anniversary on the horizon, and we will celebrate **our 50th anniversary in 2026**. Thank you for being a part of the Mister Kleen family!

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

Ernie Clark, CBSE
President

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29TH ANNUAL YOUTH FOR TOMORROW GOLF CLASSIC



Mister Kleen is proud to once again support and sponsor this year's Youth For Tomorrow's 29th 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, Ryan Burch, Ernie, Tom Scavone, and Eric Kraus.

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.

“

*A few months ago, **Miguel** took over the Twinbrook Metro Center day porter responsibilities for us. He has been with us for years on the night crew, so he already knew the building, but he brought us peace of mind when our day porter left. Miguel is as thorough as anyone we have ever had at the building and has an eye for detail that is unmatched. The owner of our building is extremely detail-oriented, and so am I, so Miguel really has to be on his toes. His attention to detail is unmatched, as I see him doing things that may never have been done before.*

~ Greg M, Senior Manager - Office Services

”

I just wanted to commend your cleaners that we now have at this site. They are the most competent and professional cleaning crew that we have had in a while.

~ Client at a High Security Facility

“

I know I told you thanks, etc. last night, but I was specifically asked to reach out again and let you know—on behalf of the team who hosted the conference yesterday. They received many compliments on how clean and nice the facility was in the auditorium, conference rooms, lobby, etc. Please make sure your team knows about the kudos—they are very much appreciated. Thanks for the support. The conference was a huge success.

~ Client at a High Security Facility

KEEP YOUR PARKING GARAGE IN TOP SHAPE: SPECIALTY SERVICES THAT MAKE A DIFFERENCE



By midsummer, your parking garage has likely taken a beating—from residual pollen buildup to grime, oil stains, and fading parking lines. As one of the most heavily trafficked parts of your property, a clean and well-maintained garage speaks volumes about your facility's standards.

Mister Kleen's Specialty Services are designed to help you keep your garage looking professional, safe, and welcoming year-round.

Power Sweeping and Scrubbing: Clean Beyond the Surface

Even after peak pollen season, fine dust, dirt, and debris continue to accumulate. Combined with vehicle traffic and high humidity, these particles can embed into surfaces and reduce traction, posing risks for both pedestrians and drivers.

Our **power sweeping and scrubbing** services use heavy-duty equipment to remove layers of dirt, dust, and debris from every surface—floors, curbs, corners, and ramps. We target buildup that regular maintenance misses, improving both safety and the overall look of your garage.

Power Washing: A Deep Clean Where It Matters

Summer heat and moisture can intensify stains and odors in parking structures. From oil spots to mold, mildew, and grime, your garage surfaces deserve more than just a rinse.

Mister Kleen offers **professional power washing** services that cut through tough stains and restores your garage to a clean, odor-free condition. Our team uses advanced equipment to lift contaminants from concrete and other hard surfaces—preserving structural integrity while delivering noticeable results.

Restriping: Improve Safety and Visual Impact

Faded or poorly marked lines can cause confusion, slow traffic, and create liability issues. With increased summer foot traffic and event activity, clear parking and traffic markings are more important than ever.

Our **restriping services** include repainting parking stalls, directional arrows, crosswalks, fire lanes, ADA-compliant zones, and more. A fresh coat of paint boosts curb appeal, improves traffic flow, and helps reinforce safety protocols on your property.

Why Facilities Trust Mister Kleen

With over 45 years of experience, **Mister Kleen** is a trusted partner for property managers across the D.C. Metro area. We understand the unique challenges that come with maintaining large-scale parking structures, and we deliver reliable, high-quality results—on time and with minimal disruption.

Whether you manage a commercial office, residential building, or high-security facility, our team is equipped to handle your garage maintenance with professionalism and precision.

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: Train employees to recognize and prevent slip, trip, and fall hazards.

OSHA/Managers Only: Review OSHA regulations and post OSHA 300's in buildings.

February

Biohazards/Bloodborne Pathogens: Ensure employees understand the procedures and proper handling of bloodborne pathogens and other potentially infectious material.

Footwear Guidelines: Learn how to select footwear and avoid pain and discomfort and prevent slips, trips, and falls.

March

Hazard Awareness Training: Discusses common workplace hazards for cleaners and safety measures to prevent illness and injury.

April

Sexual Harassment: Ensure employees understand the legal definition of sexual harassment, MK's policy, and complaint reporting process. Also addresses promoting a culture of respect and professionalism.

May

Chemical Handling/ Safety Data Sheets: Provide training to all staff to ensure products are being used correctly and that they are GS- 42 compliant.

Equipment Training: Training for managers and supervisors to ensure the equipment is being properly maintained and in excellent condition at all times.

June

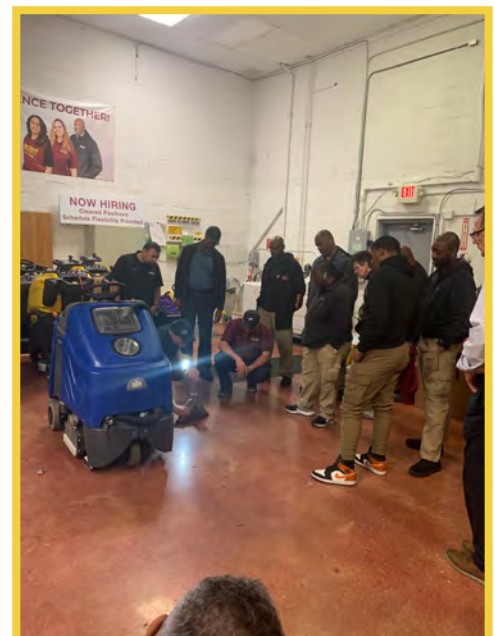
Safe Lifting Training: Review proper procedures for lifting.

Footwear Guidelines: Learn how to select footwear and avoid pain and discomfort and prevent slips, trips, and falls.

Driver Safety: Led by HR- Webinar/Video training for employees who drive MK vehicles AND those who regularly drive their own vehicles.

Skillsoft Supervisor Training: All managers are required to use video for Zoom meetings.

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



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:

- James Covington Torrence
- Nori Estefanny Guevara Ulloa
- Kevin Jerome Johnson
- Hillary Clark Gesford
- Sulma Guadalupe Mejia Acosta
- Eva Guzman de Merino
- Bobby Gene Rathbone
- Antonio Dominique McLean
- Silvia Aracely Fernandez
- Prempre Chaiyakan
- Eleni Girma Tedla
- Danilo Felipe Ponce Pinel
- Maria Elena Abaunza

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

- Miguel Villegas
- Silvia Marisol Santos Larin
- Anthony Thomas Porter

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

- Roy Wayne Drummonds

Mister Kleen's recipients for **20 YEARS** of dedicated service are:

- Lorena Roxana Diaz-Escobar

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 January 2025 Building Excellence Competition is a secure government site in Northern Virginia. Congratulations to the Area Manager **Yolanda Rathbone**, Supervisor **Maria Elena Abaunza**, 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!**



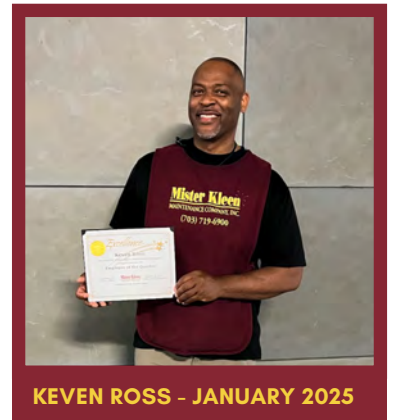
***Ingrid** has been an asset to our custodial services team since joining us. She is detail-oriented, energetic, and proactive. Having superb work ethics, and being a thorough custodian, her ability to detail clean is second to none. She makes herself available to assist all in need and continually provides quality work. She is professional and reliable. Ingrid takes great pride in her work.*

Steven Rowe, Project Manager

***Keven** is the definition of a team player. In the past quarter he has helped train new employees on how to use our floor machines in the atrium of the site and also helped run machinery to sweep the parking lot.*

Keven also volunteered to help on a special services job to scrub floors and clean carpets and took the lead to communicate with management to ensure the job was completed. He has a great attitude and is always willing to do whatever is necessary to help team Mister Kleen.

Steven Rowe, Project Manager



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 3 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.



EMPLOYEE APPRECIATION LUNCH

Members of the Kleen Team were treated to lunch in March as part of Employee Appreciation Day.



NELILUZ' BABY SHOWER

The Mister Kleen team hosted a baby shower for HR Generalist, Neliluz Martinez, in April. Congratulations Neli, the Mister Kleen team wishes you and your family the best in this journey, and we hope to see you soon.



YOU MAKE A DIFFERENCE AWARD



Congratulations to Rocio Martinez, Rubio Bonilla, David Hardy, and Monique Sanders – 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!



ROCIO MARTINEZ

Rocio is an employee that is always at work and on time ready to tackle her daily duties. She is detailed and efficient in her work and I can always depend on her. This quarter she has brought stability to the team through her work in our daily production. I know I can always count on her for anything that we need.

Maria Elena Abaunza,
Site Supervisor



RUBIO BONILLA

Rubio is an employee who collaborates very well with the team and is willing to help in what is needed. He does his job well and goes above what is asked of him. He is also always on time and is dependable.

Maria Elena Abaunza,
Site Supervisor



DAVID HARDY

David has worked for Mister Kleen for over 3 years, is a strong asset in his role and our team is incredibly fortunate to have him. He is dedicated and hardworking and always brings positive energy to work every day. David consistently goes above and beyond expectations when completing any task that is assigned to him. When we are short staffed, he takes on extra work to help the team get all tasks completed. David easily develops and fosters relationships with new employees and customers. He actively participates in meetings and events which enable him to understand the work that is expected daily.

Antonia Tibbs,
Project Manager



MONIQUE SANDERS

Monique shows up on time everyday and gets straight to work. She offers to help others and to stay after for projects and weekend work. Monique is a ray of sunshine to her peers. She is very strict and careful in her cleaning ways, always making sure things are done to the T. She takes control of a situation if need be and is always writing down issues or concerns with her areas.

Nena Sizemore,
Project 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 Mister Kleen Team, our customers, and everyone he touched.

According to Steven Rowe, Project Manager, this year's winner, **Smith Chaayakan**, is the Jayden Daniels of the Mister Kleen Team at his facility. Steven also adds that "Smith is always multitasking to get things done. Like the Washington Commanders, Smitty meets challenges head on, anywhere, any place. He has helped Special Services clean carpets. He has covered shifts when needed. He proactively takes care of areas in need when he sees them. Smith has care and thoughtfulness for his co-workers and is a true reflection of Mister Kleen's mission statement: We shall strive for excellence in all endeavors. We shall give the customer more than they ask for. We shall achieve success through service."

THE SECURITY CONNECTION UPDATE

The Importance of Training for Janitorial Staff Within High-Security Facilities

In a high-security environment, every individual who steps inside your facility plays a role in safeguarding sensitive information, people, and operations — and that includes the janitorial team. Far from being a background service, properly trained cleaning personnel are an essential layer of your facility's overall security and compliance strategy.

At Mister Kleen, we recognize that in secure environments, technical skill alone isn't enough. That's why our janitorial staff are carefully vetted, cleared, and continuously trained to operate within the highest security standards. Here are some steps to help you recover your account.

Specialized Environments Require Specialized Training

High-security facilities — from government agencies to secure contractor sites — present unique operational challenges. Cleaning crews must not only perform their duties efficiently and discreetly but must also maintain constant awareness of security protocols and emerging threats. The margin for error is virtually zero.

To meet this need, Mister Kleen provides rigorous, ongoing training designed specifically for cleared employees. Our programs ensure that janitorial staff are not only experts in your facility's unique scope of work but are also fully prepared to navigate the complex security expectations of the environments they serve.

Training as a Continuous Commitment

At Mister Kleen, training isn't a one-time event — it's a continuous process. Regular safety and security meetings keep our teams updated on the latest threats and best practices. We emphasize that maintaining security awareness is an everyday responsibility, not just a box to check.

This culture of continuous improvement translates directly into better protection for our clients. It means that our janitorial teams are not only highly skilled at cleaning but are trusted partners in upholding security, confidentiality, and compliance.

Why It Matters

An untrained or inadequately prepared cleaning team can introduce hidden vulnerabilities into a high-security facility. Conversely, a well-trained, security-conscious janitorial team becomes a critical asset — helping to maintain the integrity of the facility and contributing to mission success.

In environments where the stakes are high, trusting your facility to a janitorial provider that prioritizes security, training, and vigilance is not optional — it's essential.



Comprehensive Training Programs

Mister Kleen's training approach is multi-faceted and proactive, covering key areas critical to high-security operations:

- **Security Training:** All employees undergo mandatory security briefings that cover proper access control, safeguarding sensitive areas, and emergency procedures. Annual refresher sessions ensure that security knowledge remains sharp and current.
- **Safety Training:** Team members receive specialized instruction on maintaining a safe work environment, adhering to OSHA guidelines, and mitigating risks unique to secure facilities, such as working near sensitive equipment and/or information.
- **Cybersecurity Awareness:** As cyber threats grow, physical actions can have digital consequences. Our training emphasizes vigilance around IT infrastructure and reinforces safe practices to prevent cyber vulnerabilities.
- **Clearance Maintenance Awareness:** Employees are educated on the importance of proactive behaviors that protect their security clearance, including lifestyle choices, reporting obligations, and compliance with security policies.
- **Insider Threat Training:** We actively train staff to recognize and report suspicious behavior or security anomalies, strengthening the overall protective posture of client facilities.
- **Ongoing Training:** In response to real-world incidents or emerging threats, Mister Kleen delivers spontaneous, targeted training sessions to address specific concerns as they arise, ensuring our teams remain adaptive and responsive.