



THE KLEEN SWEEP

Winter 2021, Volume L

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PRESIDENT'S CORNER



Ernie Clark, Jr., CBSE President

We enter 2021 marking a major milestone in our corporate history: Mister Kleen celebrates **45 years in business**. We take pride in our reputation as a leading provider of contract cleaning services to Commercial and High Security facilities since my parents, Ernie Sr. and Mary Ann Clark, started **Mister Kleen** in 1976 out of our family home.

Over the last four and a half decades, we have met and overcome significant challenges. Through it all, we have remained committed to our quest for excellence and achieving success by providing the highest levels of customer service. Today the company is led by the second generation of Clarks (myself and my sister Dianna), with the third generation (Christy and Chad) also involved in the day-to-day management.

If you'd like to know more about how our family grew Mister Kleen into the successful company it is today, please visit **Our History** on our website. You'll find that we are no strangers to pivoting our business in anticipation of our clients' needs. Early on we added specialty and restoration services, and we later shifted our core focus to servicing **High Security** facilities following the terrorist attacks of Sept. 11, 2001.

The last year has been another for the record books, with COVID-19 posing the greatest risk to human health since the 1918 flu pandemic. I am so very proud of our **Kleen Team**, who have stepped up on the front lines as COVID-19 Heroes from the start. We developed our **Enhanced Kleen** program to keep our nation's essential infrastructure operational and to pave the way for commercial enterprise to safely resume. We move into 2021 continuing this essential work, which often happens behind the scenes and after hours.

I am grateful for the loyalty and dedication of our team, and extremely appreciative of our clients for their continued support. We could not have grown into the successful company we are today without you all. I look forward to Mister Kleen continuing to serve our clients for another 45 years and beyond.

I wish you all the best in 2021!

INSIDE THIS ISSUE

Specialty Services	2
Our Clients Say it Best	3
The Security Connection Update..	4
Employee of the Quarter	5
You Make A Difference Award	5
Safety Crusader Award	6
Employee Training Update	6
BSCAI Conference	7
Employee Tenure	8
Kleen Sweep Flashback	9

SPOTLIGHT FEATURE: Maintaining a Healthy Facility Through Flu Season & COVID-19



This flu season is like no other as facility managers deal with the annual influenza outbreak during a global pandemic. While the two illnesses share many similarities, there are some key differences that may affect how you maintain a healthy work environment for your occupants. In this issue, **Mister Kleen** provides information, resources, and services to help our clients avoid a "winter twindemic" from running rampant in their facilities.

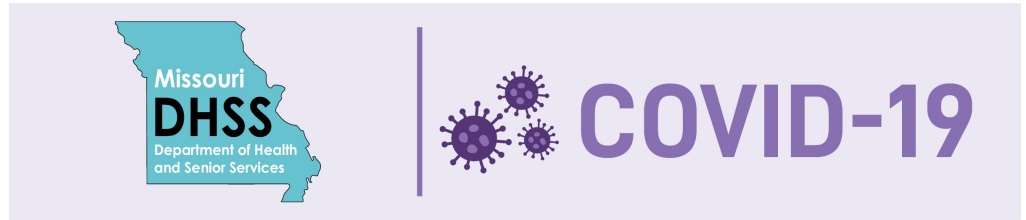
KEEPING YOUR FACILITY SAFE DURING FLU SEASON

How can I help employees and tenants remain healthy?

It's not too late to get a flu shot, so encourage employees and tenants to get the flu vaccine if they haven't done so already. Communicate the importance of getting a flu shot this year and provide resources about where they can get a flu vaccine. Also, consider hosting a flu vaccine clinic at your facility.

Provide resources and materials to promote preventative actions. For example, install no-touch soap dispensers and faucets in restrooms, and place hand sanitizing stations at high touch, high traffic areas like elevator lobbies. Mister Kleen offers hand sanitizing stations and hand sanitizer refills for purchase as a convenience for clients who may be having difficulty sourcing these items.

Regularly review your scope of work for an ongoing cleaning and disinfection plan. Consider increasing the cleaning schedule and using day porter services dedicated to applying disinfectants throughout the day.



CORONAVIRUS vs. COLD vs. FLU vs. ALLERGIES

SYMPTOMS	COVID-19*	COLD	FLU	ALLERGIES
Fever	Common (measured at 100 F or higher)	Rare	High (100–102 F), can last 3–4 days	No
Headache	Sometimes	Rare	Intense	Sometimes
General aches, pains	Sometimes	Slight	Common, often severe	No
Fatigue, weakness	Sometimes	Slight	Common, often severe	Sometimes
Extreme exhaustion	Sometimes (progresses slowly)	Never	Common (starts early)	No
Stuffy nose	Rare	Common	Sometimes	Common
Sneezing	Rare	Common	Sometimes	Common
Sore throat	Sometimes	Common	Common	No
Cough	Common	Mild to moderate	Common, can become severe	Sometimes
Shortness of breath	In more serious infections	Rare	Rare	Common
Runny nose	Rare	Common	Sometimes	Common
Diarrhea	Sometimes	No	Sometimes**	No
New loss of taste, smell	Sometimes	Rare	No	Rare
Chills, shaking with chills	Sometimes	Rare	Common	No

* Information still evolving.

** Sometimes for children.

Sources: DHSS, CDC, WHO, National Institute of Allergy and Infectious Diseases, American College of Allergy, Asthma and Immunology.

The sight of porters regularly performing disinfection services to high touch areas such as lobbies, elevators and stairwells can help instill confidence and peace of mind for office occupants.

Have an emergency plan in place in the event of a confirmed or suspected case of COVID-19. **Mister Kleen** responds to Emergency Disinfecting Service requests 24/7 – even in High Security facilities that require cleared personnel. Ask about our Enhanced Kleen program. After ensuring surfaces do not contain visible dirt, our specialty teams apply fast acting disinfectants from the EPA's List N using innovative Electrostatic Spraying technology along with conventional application methods.

With the proper planning, you may be able to help your tenants and occupants working safely and in good health through the winter flu season. Mister Kleen is here to help – please feel free to contact us by calling 703-719-6900.

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 cannot help but notice the important work that is performed by the Mister Kleen staff. ... the Mister Kleen staff that I encounter have consistently done a good job at keeping our spaces clean, and just as importantly, they do so with dedication and good cheer. It is a pleasure to see them each day as they go about their jobs. I want to especially recognize **Charles Marshall, Christopher Marshall, Steven Earley, Roy Drummonds, Cody Sine, Marie Moore, and Mike Williams**. Keep up the good work! It is appreciated.*

~ Mister Kleen Client

”

My tenant had great feedback on your team. They were on time, professional and 'everything went extremely well.' They were also impressed with the quick turnaround time.

~ Mister Kleen Client

“

***Julio Ramirez**, as always, thanks for your hard work and the great job your team does.*

~ Mister Kleen Client

”

*I wanted to send along my appreciation to the following individuals for all their hard work: **Bilic Bonilla, Jose Mendoza, Atem Morfaw, Miguel Vasquez**. These gentlemen were very professional and quickly answered any questions we had and addressed any concerns immediately. Mister Kleen is fortunate to have these employees as part of their staff. Please pass along my appreciation to all the guys.*

~ Mister Kleen Client

THE SECURITY CONNECTION UPDATE

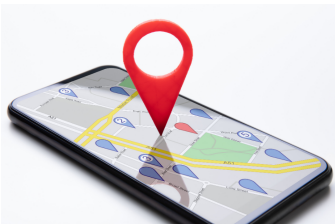
7 Ways to Keep Your Kids Safe Online



Some tips from the Better Business Bureau and other experts on protecting your children's internet privacy:

1. Teach the language of online privacy. Together, look up the meaning of common terms: personal information, cookies, third party, license, user content, and so on.
2. Read privacy policies together. Make it a game! Have your kids read the privacy policies and terms of use of apps they want to use. If they grumble that it takes too long, remind them of the importance of knowing what they sign up for.
3. Learn about settings. All social media apps offer a suite of privacy settings. Read and understand these so you can help your children make wise choices.
4. Avoid sharing your location. These days, nearly every app automatically tracks a user's location. It's a good idea for children to disable this feature. Plus, advise them not to geotag posts with their location.
5. Use parental controls if necessary. Although the best way to keep a child's online privacy safe is to teach them to manage it themselves, it doesn't hurt to have their backs by using parental controls, especially when they're young.
6. Share with care. What is posted online can last a lifetime. Teach your kids that any information they share online can be copied and is almost impossible to take back.
7. Personal information is like money. Educate your kids about the value of their information and about how to be selective regarding apps and websites.

6 Tips to Limit Location Data Exposure



Smartphones and other mobile devices inherently trust cellular networks—after all, that's their job. The trouble is, depending on your industry, company role, and the nature of your work, you may want to hide data from the network. In particular, you may not want to share your location data at all times. This has become enough of a concern for the National Security Agency to issue a recent alert about the risks posed by mobile and Internet of Things devices, as well as apps that love to gather location data.

Here are some tips to keep your whereabouts to yourself:

1. Disable location service settings on your devices. Also, be sure to engage privacy settings within apps so their access to your data is minimized.
2. Disable Bluetooth and wifi when they aren't in use. Also, consider turning on airplane mode when you're not using your device.
3. To the extent possible, avoid apps that are heavily dependent on location data; maps, compasses, and fitness apps all fall into this category.
4. Disable advertising permissions as much as possible, and reset your device's advertising ID at least on a weekly basis.
5. Disable apps such as FindMy that allow tracking of lost devices.
6. Use a virtual private network, or VPN. Also be sure to enable privacy settings on your web browser, and minimize web browsing on mobile devices as much as possible.

Not all of these strategies are necessary at all times; remember, this is an NSA directive focused on workers who often deal in extremely sensitive information. However, there's no getting around it: When the exposure of location data could compromise a mission, users must prioritize mitigating risks to the greatest extent possible.



EMPLOYEE OF THE QUARTER



ELENA HESTER – JULY 2020

*"**Elena** is 100% committed to providing our customers with excellent customer services. During the COVID-19 pandemic Elena has covered for other employees. Elena has always been a great employee. She leads by example. You will never find her sitting on the job or giving any less than 100%. I have been told many times by customers that we are lucky to have Elena on our team. They are right."*

Walter Gesford, Project Manager



KARLA CACERES RODRIGUEZ – OCTOBER 2020

*"**Karla** is the defining example of Mister Kleen. Every day that she works is a better day for Mister Kleen. Karla always gives 150% and ... is universally respected and admired for her work ethic. Her personality and laugh are so infectious, and just like a ray of sunshine, she can light up the room. All of her clients adore her."*

Brandon Caison, Project Manager



YOU MAKE A DIFFERENCE AWARD



DONALD BARNES – JULY 2020

*"**Donald** is truly a joy to have as an employee. He has the respect of his co-workers as well as myself for his tireless dedication to his job. He comes to work daily with a smile on his face and jokes. He is always prompt, courteous, and helpful to anyone. His work speaks for itself, and it screams exceptional! Batman is Donald's favorite comic book character, and just like Batman, he has saved the day for us on numerous occasions. Donald is more than deserving of his recognition and accolades. Mister Kleen is a better company with someone like Donald on its staff."*

Brandon Caison, Project Manager



DIANNE TUTWILER – OCTOBER 2020

*"**Dianne** doesn't miss any work period unless it's vacation. She arrives daily on time and leaves on time. Her work is always completed with no complaints from her or the customer. She has been with the company since 2003 - that itself is quite an achievement. The company could use more people like her. I'm so glad and lucky she works on my team."*

Craig Dufour, Area Manager



SAFETY CRUSADER AWARD

Safety is very important to **Mister Kleen!** The Safety Crusader program is designed to promote a safe work environment for our employees and the tenants of the buildings we service. Our employees earn the opportunity to be recognized and rewarded by proactively making suggestions and identifying safety risks. Congratulations to our winners:

Terri Hott-Stotler, James Lee Sr., Marie Sherman, Andre Thomas!



Terri Hott-Stotler took action to ensure employees remained safe around a device.



James Lee Sr. recommended special training on how COVID-19 is passed from person-to-person to help with compliance and safety.



Marie Sherman provided operational suggestions that enhanced employee safety relating to supplies and inventory.



Andre Thomas encouraged employee compliance with COVID safety guidelines.

We appreciate your observations. Thank you for a job well done!

EMPLOYEE TRAINING UPDATE

Mister Kleen is committed to continuous regular training of employees to better serve our clients – which we recognize sets us apart.

Training related to COVID-19 has been the priority over the last six months, and we have been holding regular sessions with team members to relay CDC guidelines on protecting yourself and others from COVID-19.

In addition, our managers have been taking supplemental training courses related to working safety and routine disinfection techniques specifically for COVID-19. These managers recently passed Building Service Contractors Association International's **COVID-19 Disinfection & Safety Course** and received their certifications:

- Pam Barnes
- Lynda Bennett
- Brandon Caison
- Craig Dufour

- Joyce Garner
- Walter Gesford
- Margaret Joyner
- Danilo Ponce

- Yolanda Rathbone
- Steve Rowe

Mister Kleen Attends BSCAI Contracting Success+ Virtual Experience



Mister Kleen's leadership team is committed to staying on top of industry trends to better serve our clients. One way we do that is by attending Building Service Contractors Association International (BSCAI) events. BSCAI represents a worldwide network of more than 1,000 member companies from across the United States and 15 countries worldwide. These members provide cleaning, facility maintenance, security, landscaping and other related services to building owners and managers.

This year, BSCAI pivoted its annual Contracting Success+ Conference to a virtual experience for the first time to accommodate safety concerns due to the global pandemic. The Contracting Success+ Virtual Experience took place Oct. 14-15 and 21-22, and offered a full complement of real time and on-demand virtual educational offerings.

Motivational speaker Kevin Brown opened the conference with his keynote opening session, The Hero Effect® - Creating a Culture of Heroes at Every Level. Other keynotes included:

- Leading Your BSC Business through the Crisis with entrepreneur and business talk show host Troy Hazard of Troy Hazard International.
- How to Create a Differentiated Experience to Deliver World-Class Results with business culture catalyst and former Hard Rock International executive Jim Knight.

Other sessions included:

- The Human Element of Cyber Incident Prevention, which featured risk experts who discussed how to identify the biggest anticipated threats and learn how everyone shares responsibility for protecting their organization. They also discussed the latest trends and terms, as well as valuable best practices to enhance corporate cyber policies.
- Networking roundtables on new HR Best Practices, Cleaning for Health, Employee Retention, and Industry Innovation.

Representatives from Mister Kleen who attended the virtual conference included President **Ernie Clark, Jr.**, CBSE; COO **Tony Simon**; and Director of Sales **Carolyn Callahan**.

—EMPLOYEE TENURE—

As we celebrate our 45th Anniversary this year, we'd like to recognize the loyal employees below who have grown with us over the years. We appreciate all of our team members, and we have held small ceremonies throughout the year to recognize employees who celebrate milestone anniversaries of 1 year and more.

Employees with **30-40 YEARS** of dedicated service are:

- Ernie Clark, Jr., CBSE
- Dianna Clark, RBSM

Employees with **20-30 YEARS** of dedicated service are:

- Christy Da Silva, RBSM

Employees with **10-20 YEARS** of dedicated service are (in order of length of service):

- | | |
|-----------------------|---------------------|
| • Gloria Zelaya | • Luis Garcia |
| • Chad Clark, RBSM | • Craig Dufour |
| • Danyelle Clark | • Shawn Calhoun |
| • Alba Bermudez | • Hector De La Luz |
| • Dianne Tutwiler | • David Martin, Sr. |
| • Lorena Diaz-Escobar | • Tonya Shelton |
| • Jose Andrade | • Flor Naranjo |
| • Vanessa Pendergrass | • Roy Drummonds |
| • John Scott, Jr. | • Julia Benavides |
| • John Cox | • Don Lee, Jr. |
| • Juana Gil | • Harold Cruz |
| • Maria Mejia | • Adolfo Camberos |
| • Yolanda Rathbone | • Martha Contreras |
| • Ronald White II | • Victor Zevallos |
| • Levi Chavez | • Raymon Pulido |
| • Michael Ford | • Samuel Johnson |
| • Danilo Ponce | • William Zimmerman |
| • Brandon Caison | • Rhelda Wilson |

**We appreciate all the hard work and dedication you have shown over the years.
We look forward to many more. Thank you!**

RESIDENTIAL HIGHLIGHTS

Only the Best for Our Clients

The Residential Division constantly strives to improve the way we do things at Mister Kleen. Our goal is to give our clients the best possible service. So far this year, we have implemented two major changes with excellent results.

A NEW PRODUCT : Recently, we began using products from Microfibers, a company that offers a wide variety of professional cleaning products. We began by choosing the cloths for dusting and cleaning, as well as the floor mops, which will remove 60 percent to 70 percent of bacteria from restrooms and other surfaces. This is another way to help create a healthier environment for you and your family.

A NEW POSITION I am very proud to announce that Aracely Rodriguez, who has been with Mister Kleen since 1997, has been promoted to the newly created position of Lead Supervisor. Seven years ago, she became a member of the Mister Kleen team. In 2001, we recognized her potential and drive and promoted her to Team Leader. Through hard work and perseverance, Aracely has attained her newly appointed position. Her primary focus is training. She has taken a hands-on approach by using the following system: Do, Show, Tell, Review. Aracely as Lead Supervisor has and will continue to enhance the quality of work that we provide to our clients.

We will continue to analyze new methods and equipment to ensure our level of service is of the highest quality. We look forward to serving you in the future.

*Anthony Gaines
Production Supervisor*

GIVING BACK

March of Dimes: Saving Babies Together!

On April 28, 2004, Mister Kleen participated in the March of Dimes Walk America Springfield, held at Lake Accotink Park. We are proud to say Mister Kleen has been a sponsor as well as a participating team in this event since its introduction four years ago.



The Mister Kleen team consisted of co-workers, family and friends—both two-legged and four!

Our clients, vendors, co-workers, friends and family members donated money, participated in the walk and/or donated their time to this worthy cause. And we want to give you all a resounding "THANK YOU!"

The day was a huge success. For the third year in a row, Mister Kleen was one of the top three fundraising teams, raising \$3,931. Each year that we have participated, we increased our donations significantly. We

would like to extend a special congratulations and thank you to Cindy Green of State Farm Insurance for being Mister Kleen's top walker by raising \$787!

It was a great day, spending time with family and friends and making new ones. There were numerous activities for children to enjoy, and we all got some exercise. It gives us a wonderful feeling to be able to give back to the community!

We look forward to having more participants next year, so if you would like to join our team or make a donation, please contact Christy Clark (our team captain) at 703-719-6900 ext. 26, and we will put you on our call list. For more information on the March of Dimes, please visit www.modimes.com. Hope to see you there next year!



*Ernest Clark, Jr., CBSE,
receives award from BSCAI
President Ryan Hendley.*

Clark Earns International Recognition

Ernest Clark, Jr., CBSE, President of Mister Kleen, was presented the Outstanding Committee Chairman award by the Building Service Contractors Association International (BSCAI) during its 2004 Annual Convention and Trade Show held in Las Vegas. The award is presented to the committee chairman who makes the greatest contribution and effort toward the development of meaningful programs and services for BSCAI and the industry overall. He was recognized, in particular, for his chairmanship of the 2003 Annual Convention and Trade Show in Chicago.

In addition to volunteering his time to serve on numerous industry-related forums, Ernie will also continue to serve on the Board of Directors for BSCAI in 2004.