



JUNE 2007
VOLUME 5 • NUMBER 1

Update

Newsletter for & about employees of Marsden Bldg Maintenance, LLC.

Marsden Grows in Western Wisconsin

Marsden Bldg Maintenance has acquired Technical Service Specialists, Inc. based in Eau Claire, Wisconsin. TSSI is a significant player in the western Wisconsin market, and the acquisition of this well-run operation with its expertise in local market conditions and customer expectations is a major step forward in Marsden's long-term strategic goal of growth in Wisconsin.

MBM Branch Manager Jason Herheim, responsible for both Stevens Point and now Eau Claire, notes that the acquisition on January 1st was accompanied by other significant growth for Marsden: "Along with the purchase of TSSI, we started two large accounts in January. One was SGI in Chippewa Falls. This account has four large buildings requiring a cleaning staff of 12 persons. The other new account was Wausau Paper's Mosinee Mill.

(Continued on Page 5)

“With the acquisition of TSSI, we are now a major player in the Eau Claire area.”

Jason Herheim
Branch Manager



TSSI's Eau Claire Office is Located in Banbury Place, a former tire factory.



Easy Cleaning For Health

Imagine having one simple-to-use yet effective tool that helped you accomplish most of the tasks you needed to do every day. Alpha-HP is an all-in-one multi-surface cleaner used by Marsden Bldg Maintenance associates to perform daily cleaning of windows, walls, counter-tops and carpet spots. It's also used to perform daily cleaning of many restroom surfaces, including: mirrors, sinks, toilets and floors. Formulated with a patented, accelerated hydrogen peroxide, Alpha-HP blends commonly used chemicals with low levels of hydrogen peroxide to form a new product, which works at selected dilution levels to leave surfaces sanitary.



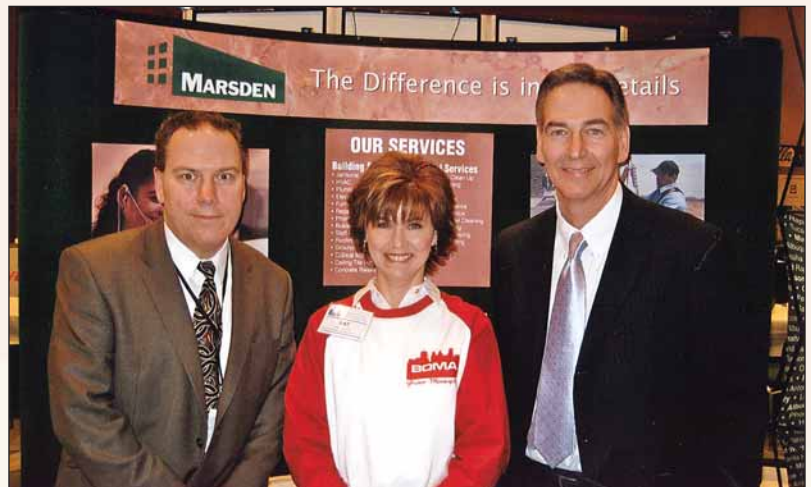
ALPHA-HP

In addition to its cleaning properties, Alpha-HP has the added distinction of being one of several products currently used by Marsden Bldg Maintenance which meet the Green Seal GS-37 standard for industrial and institutional cleaners based on their environmental friendliness. Marsden purchases Alpha-HP in RTD (ready-to-dispense) containers, meaning the cleaning associates never need to touch the concentrated chemical, and the dilution of the final product is always accurate.

Alpha-HP was introduced to Marsden's associates as part of the JohnsonDiversey product line which Marsden began using in December, 2006. The product replaced six chemicals in the previous line-up of products, making it a great addition to the TECH (Teach Easy Cleaning Habits) general cleaner training program used by Marsden managers to assist associates in forming long-lasting easy cleaning habits. Because it's easy to use and performs so well on a variety of surfaces, it's the perfect tool for today's high-productivity cleaning.

Always in there Pitching

Marsden Bldg Maintenance's Sales staff never misses an opportunity to get the word out! The 2007 BOMA (Building Owners and Managers Association) Greater Minneapolis Resource Fair was held on March 6th at the Minneapolis Marriott City Center. The purpose of this annual event is to provide local property managers with a variety of resources to assist them in the care of their buildings. Marsden's participation included an exhibit booth, and working the booth, from left to right, are Richard Catchman, Pat Haggerty and Jim Thorson. Also attending, but not pictured, was Greg Theroux.



Richard Catchman

Pat Haggerty

Jim Thorson

Annual Marsden Awards Banquet

The annual Marsden Bldg Maintenance Awards Banquet was held on Thursday, April 26th, at the Radisson Hotel Roseville. More than 100 Marsden employees attended the luncheon to celebrate the accomplishments of their co-workers. This year's honorees include:

President's Award

The President's Award recognizes associates who have been employed in management with the company for more than one year and who lead by example in the areas of professionalism, quality and customer service. This year the award was given to:

| | |
|----------------|---------------|
| Sandy Caviness | Gale Packard |
| Jose Flores | Jeff Arne |
| Robin Kemp | Dao Mahavong |
| Sara Prince | Brian Jackson |
| Walter Tigula | |

Customer Dedication Award

The Customer Dedication Award recognizes those employees who stand out in the area of customer service, based on rave reviews from their customers or co-workers. This year Marsden Bldg Maintenance honored:

| | |
|----------------|------------------|
| Gene Bahr | Pooran Bisnauth |
| Sandy Stanhope | Randy Stuffleck |
| Sherri Wann | Alma Sacic |
| Matthew DeVeau | Derrick Mehok |
| Gary Ledstrom | Muwali Blabuh |
| Jorge Zuniga | Bryan McCullough |
| Bob Jordan | Bonnie Hageman |
| Comal Mahadeo | Patti Lederer |
| Daniel Britton | Chris Marier |
| Ron Milligan | Nichole Stafford |
| Maria Jackson | |

Distinguished Service Award

The Distinguished Service Award recognizes those managers and professional office staff who have been with the company for more than ten years and who demonstrate consistent high standards and a high level of commitment to customer service. They also regularly represent the company, themselves and our industry in a positive light. This year's award was presented to:

| | |
|--------------|-------------------|
| Cam Trinh | George Mullins |
| Scott LeMire | Vicki Hildebrandt |
| Caryl Pfuhl | |



Awards Banquet was held at the Radisson Hotel Roseville.

The Safety 1st Leadership Award

Given to any director, manager or supervisor who has displayed excellence in the development and leadership of the Safety 1st process. This year the award was given to:

Dave Laska
Dan Sundseth
Jason Herheim

The Safety 1st Rising Star Award

This award recognizes any director or manager who not only has displayed Safety 1st Excellence in the performance of their duties, but has also led their area to marked safety improvements.

The award was presented to:

Stevens Point Branch



Safety 1st Rising Star award

Congratulations to all the award recipients for 2007! You make the difference for Marsden's customers and your fellow employees.

Marsden Bldg Maintenance to Implement NorthWrite Worksite



Marsden Bldg Maintenance, in partnership with NorthWrite Software and American Security, has announced that it will begin installation of NorthWrite's WorkSite applications platform. The announcement follows the City of St. Paul's launch earlier this month of NorthWrite's CityWorkSite platform sponsored by American Security.

"NorthWrite's WorkSite applications will absolutely revolutionize our customer communications and back-office processes for all of our companies," says Sita Morantz, Chief Administrative Officer for Marsden Holding L.L.C. "Marsden Holding has engaged NorthWrite as our field services management software provider. Together with NorthWrite, we are able to offer a "one window" approach to managing communication and information between the companies and our customers, regardless of which services they buy from us.



Chris Clifton, President and COO for Marsden Bldg Maintenance

WorkSite provides a broad suite of applications, called WorkSite Tools, that are easily managed and customized for each organization. Each WorkSite will include company-wide communications and information-sharing applications, project and document management modules, online training, electronic incident reporting and scheduling functions, among other capabilities.

"We are very excited about the process improvement that WorkSite brings to our operations," said Chris Clifton, president and chief operating officer for Marsden Bldg Maintenance. "We believe it will deliver real, substantial benefits to our organization – and our customers – in terms of rapid communications, efficient use of corporate resources and improved consistency. We believe our relationship with NorthWrite will become a real differentiator for customers when they are making a choice about where to award their business."

19 Marsden Managers Qualify for RBSM Certification

Marsden Bldg Maintenance is proud to announce that 19 managers have achieved the status of Registered Building Service Manager (RBSM) by successfully completing the rigorous courses and examinations of BSCAI (Building Service Contractors Association International).

RBSM certification is of great value to both the organization and the individual, demonstrating his or her desire to excel at their job, keep abreast of industry standards and competencies, and contribute to company and personal growth.

To be eligible, candidates must be in a management position for at least one year. Subjects covered by the courses run the gamut from cleaning techniques through employee relations to industry technology.

Congratulations to the managers who have qualified!

- | | | | |
|----------------|---------------|----------------|--------------|
| Sandy Caviness | PJ Zimmerman | Linda Meyer | Nancy Boyd |
| Lori McEachern | Jerry Reimer | Bonnie Hageman | Bryan Wrich |
| Scott LeMire | Chris Ebert | Gary Ledstrom | John Heise |
| Walter Tiguila | Brian Jackson | Dan Sundseth | Nate Simmons |
| Kerry Foty | Mike Mehok | Jeff Arne | |

Marsden Grows In Western Wisconsin Continued From Page 1



The Eau Claire Management Team.
From left to right; Kathy Kinney Area Sales Manager, Jason Herheim Branch Manager, Matt Nostrant Operations Manager, Matt Sterling Area Manager, and Paula Hoover Area Manager.

It was a really big challenge getting all these things coordinated and started with no issues. My management team really stepped up! Hats off to Nate Simmons and Matt Nostrant for their efforts, as well as the rest of the team!"

With the acquisition of TSSI, Marsden now services over 50 accounts out of the Eau Claire office. Among the larger accounts coming to Marsden as part of the acquisition are Royal Credit Union Corporate Center, Andersen Windows, Pactiv, Menards and Silgan Containers. The RCU Corporate Center, in particular, is an interesting account. With more than 100,000 square feet, the center features some very unique surfaces like cork flooring, marble and other high-end materials that require special cleaning practices.

Kathy Kinney, former owner and general manager of TSSI, started the company in 1995. She has stayed on with Marsden in a sales role and is enjoying success in growing the account base in the area. TSSI's other management personnel have also stayed on with Marsden in supervisory roles.

The new Marsden offices in Eau Claire are in a rather unique setting. The former Uniroyal Tire factory in downtown Eau Claire has been converted into an office center called Banbury Place. A restaurant and fitness center share the same floor with Marsden's offices.

Jason Herheim has had a full plate this year, but he loves the challenge and opportunity that Marsden's growth provides. Jason, who started with Marsden in 2001, notes that growth is good for everyone: "The acquisition was great! We had a relatively weak presence in the market prior to purchasing TSSI. We're a major player now. We can promote people internally and provide employees a chance to grow and succeed."

Honoree Has Interesting Background



Cam Trinh Receives a Distinguished Service Award from Guy Mingo

One of the recipients of the Distinguished Service Award at this year's annual Marsden Bldg Maintenance Award Banquet has a unique story to tell.

Cam Trinh, currently Account Manager for three properties in Edina, including the Edina Corporate Center, was born in Saigon in what was then South Vietnam. She worked for the U.S. Army as an accountant, which did not endear her to the new rulers after the fall of the South Vietnamese government.

In 1992, she was able to leave Vietnam with her husband Ky and son Peter, traveling first to her sister in California and then shortly afterward to Minnesota.

One of the first things she saw was a help-wanted ad for Marsden. She applied and has been with the company ever since.

Troy Marcotte, Senior Operations Manager, has only praise for Cam: "She has risen steadily in the ranks, from cleaner to supervisor within one year, and now she has been an Account Manager for some time. She works with her husband Ky and they do an excellent job. Kind of a dynamic duo!"

Cam notes that working for Marsden is a real family affair. In addition to her husband, Cam's brother Simon also works for the company and her son Peter was an employee until he started college.

"I love Marsden," says Cam. "When I came to this country I had only my two hands and my mind. Now I have a home and a new life. I will stay with Marsden until I cannot work anymore!"

We certainly hope so.

Congratulations! *

| | | | | | |
|-------------------------|----|-----------------------|----|---------------------------|---|
| HAGGERTY PATRICIA | 30 | VELEZ JARA MATILDE | 10 | JACOBO MEZA MARIA | 5 |
| BISNAUTH POORAN | 25 | VICKERY BRIAN | 10 | KALLIO JIM | 5 |
| HOFER MICHAEL | 25 | YAZEL SHARON | 10 | KLICK JUDY | 5 |
| MULLAN ARLEAN | 25 | ABDI FARHIYA | 5 | KROMAH AMIE | 5 |
| KURTH ROBERTA | 20 | ABDULLAHI TAHIR | 5 | LOPEZ-RAMIREZ LUCIANA | 5 |
| MANLY MARK | 20 | AFOLABI JOHN | 5 | MADISON KITTY | 5 |
| PREMSUKH BHOJ | 20 | AHMED ASHA | 5 | MISHLER CHERYL | 5 |
| FORBERG JOYCE | 15 | AHMED KIMIA | 5 | MOHAMED HAKIMA | 5 |
| GELKING DANIEL | 15 | ALAGNO KODJO | 5 | MOHAMED ABDIKADAR | 5 |
| GIVENS SHIRLEY | 15 | ALI SAMIA | 5 | MOLDENHAUER TODD | 5 |
| HANG SOKUN | 15 | ALI ANAB | 5 | MUHUMED RUN | 5 |
| ROBINSON PATRICK | 15 | BARBOZA MANUEL | 5 | MURILLO GERARDO | 5 |
| URIBE ROSA | 15 | BASHIR DEKO | 5 | MUSSA ROWDA | 5 |
| AMARTEFIO VERONICA | 10 | BURNS DAWN | 5 | NIANG FODE | 5 |
| ARNE JEFFREY | 10 | CARDENAS URUCHIM ROSA | 5 | PACHECO VENANCIO | 5 |
| ASHEL JUDITH | 10 | CARDONA YAMILA | 5 | PEREDES LOPEZ ANGELA | 5 |
| BERGLOF MERLE | 10 | CARREON DELGADO ISAAC | 5 | PETERSON RANDOLPH | 5 |
| CASTELLANOS FLOR MARTIN | 10 | CASTILLO VICENTE | 5 | PRINCE SARA | 5 |
| GONZALES PERIAS MILTON | 10 | CERDA ELVIA | 5 | PUOL ANGUET | 5 |
| GUACHICHULCA ENMA | 10 | CRUZ PAZ MARIA | 5 | RIOS ZAMBRANO ELIZANDRO | 5 |
| GUIZA MAGDALENA | 10 | DELEON RAUL | 5 | ROBLES MARIBEL | 5 |
| HERZBERG JEFFREY | 10 | DO HOANH | 5 | SALMERON BENITEZ DIOMEDES | 5 |
| JAMA SUAD | 10 | DUENAS ANA | 5 | SAXTON DOUGLAS | 5 |
| LEMA EDGAR | 10 | FERREYRO ARNULFO | 5 | SESSOU ANANI | 5 |
| NAGUIB OMAR | 10 | FINK DAVID | 5 | SMITH PETER | 5 |
| PEPEL MARY | 10 | FONKEN LOUMERE | 5 | STAMPS DAVID | 5 |
| PEPEL JR ERNEST | 10 | GARZA JUAN | 5 | STANHOPE SANDY | 5 |
| PETCU ROZALIA | 10 | GNASSO-SESSOU AKUAVI | 5 | SUNDSETH WENDY | 5 |
| ROSENBERGER TIMOTHY | 10 | GUINAN JODY | 5 | TORRES JOSE | 5 |
| SANDOVAL DANIELA | 10 | HAGEMAN BONNIE | 5 | TRINH THAO | 5 |
| TIGUILA WALTER | 10 | HAREED SAHRA | 5 | VIVEROS TAPIA LETICIA | 5 |
| TOGBA NEIPORLOR | 10 | HAYES VICTORIA | 5 | WERDICK ANTHONY | 5 |
| VANN VINCENT | 10 | HUSSEIN ABDULLAHI | 5 | WILLIAMSON KELLY | 5 |

*Years of Service

NEW ARRIVAL!

On May 12, 2007, Idali Vargas gave birth to 7.4 lbs., 19-3/4" long baby boy named Cesar Alegandro Valencia.

Marsden Bldg Maintenance, L.L.C.
Mary Marsden
1717 University Avenue West
St. Paul, MN 55104

PRESORTED STD
U.S. POSTAGE
PAID
CHAMPLIN, MN
PERMIT NO 3388