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Update

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

Team Effort Brings Home The Gold Marsden “off and running” with Green Cleaning Program.

Marsden Bldg Maintenance expanded their partnership with Liberty Property Trust, who recently was awarded a Gold Certification from the U.S. Green Building Council (USGBC) for their project at the Lake Smetana Business Center in Eden Prairie, MN. According to Kristi Zelenka, Liberty Property Trust Associate Property Manager, “Marsden was able to hit the ground running with our green requirements”.

Marsden clearly met the standards set by the USGBC LEED (Leadership in Environmental and Energy Design) rating system for green cleaning with their “Always Clean. Always Green®.” program. This program means low environmental cleaning with sustainable cleaning systems, sustainable, green products, use of chemical concentrates & appropriate

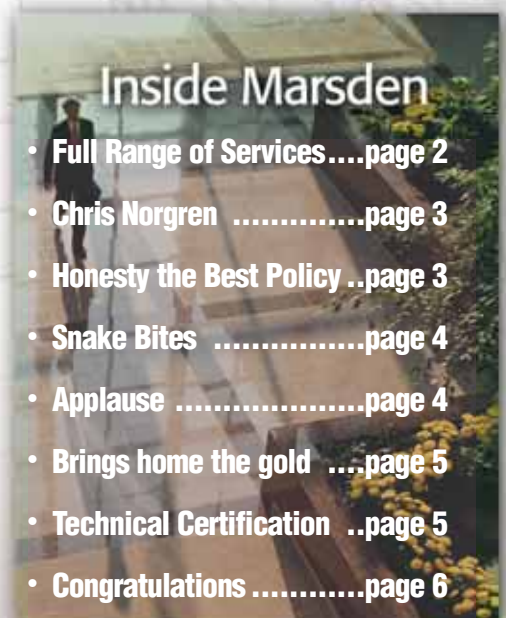
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“Congratulations to Liberty Property Trust on achieving the gold LEED certification. Marsden is thrilled to be their service provider.”

Pat Haggerty
Vice President



Liberty Property Trust building at Lake Smetana



Marsden offers a range of services unmatched in the Twin Cities

Services

- Janitorial
- Window cleaning
- Carpet and floor maintenance
- Parking lot and garage sweeping and stripping
- Construction and vacancy clean up
- Flood clean up and water damage Restoration
- Gym floor refinishing
- High dusting
- Furniture, upholstery and panel cleaning
- Event clean up
- Consulting and budget planning
- Emergency services
- Chandelier cleaning
- Marble maintenance and restoration
- Consumable supplies
- Exterior maintenance



Diane Lewis, Pat Haggerty, Rick Catchman, Geri Van Den Bloom,
Rick Field, Kelly Thies, Julie Grant, James Thorson (middle)
and 2000+ employees who make up the Sales Team

"Always Clean. Always Green®."
Cleaning Program has been
designed to meet the
certification of the USGBC
(United States Green Building
Council) LEED building
rating system.

The difference is in the details®

Chris Norgren, New President



Chris Norgren
President

Marsden Bldg Maintenance is pleased to welcome Chris Norgren as our new President.

With over 20 years experience in the janitorial supplies industry, Chris brings a wealth of knowledge and experience to his new position at Marsden.

A marketing degree from the University of Wisconsin led

Chris into his family's business in 1985. In 1992 he was named president of Brissman-Kennedy and later became the CEO in 1997.

After a successful sale of the family owned business to AmSan in 1999, Chris assumed the role of Group President of the Upper Midwest Region. He oversaw acquisitions and the continuation of sales growth as a hub distribution location of American Sanitary.

As AmSan grew, Chris took on other roles as Division Leader, Regional President and Sales

Honesty is still the best policy.

As children we are taught to be honest, to tell the truth. The adults in our lives may have used different words or ways of conveying this, but basic honesty is an expectation of society. Some will argue that even if no one is monitoring their honesty, that they would behave the same way.

We're all given opportunities to be honest when no one is looking. One Marsden employee, Mike Martineau, who works at the Flint Hills facility recently showed just how honest he is.

A Flint Hills employee left their billfold in the break room area on a vending machine. While cleaning, Mr. Martineau found the wallet and promptly reported this and delivered it to the security guard.

Leader. His most recent role, before joining Marsden Holding, was directing the Corporate Sales Group for \$1.5 billion publicly held Interline Brands Corporation, who purchased American Sanitary in 2006.

Chris has worked through three ownership groups in one company. He brings to Marsden, values shared in a family-owned business, a venture capital group and a publically-owned corporation.

He is passionate about people – our employees, our customers and our communities.

"I am incredibly energized by the opportunity here at Marsden. I see great people, long time customers and a culture of trust, respect and success. I hope to continue the great tradition built by Skip Marsden and Guy Mingo of a company that is Best in Class!"

Chris grew up in the Twin Cities area with the hard work attitude that is notorious in the Midwest. He and Lori, his wife of 23 years, live in Carver, Minnesota with their 3 children; Noah, 11, David, 18, and Joshua, 20.

The security guard notified our client, who was extremely pleased and very favorably impressed with Mr. Martineau's honesty. The client contacted Marsden and praised both our employee's integrity and our company.

Mr. Martienau, who really only did what we are all supposed to do, to be honest even when no one is looking, is the model of integrity we all should aspire to.

A letter of commendation for Mr. Martienau's action is on display in the Marsden Headquarter office in St. Paul.

Thank you Mr. Martineau for your honest actions.

What do snake bites and severe weather have to do with safety?

A recent email from one of our associates asked why we were spending time on safety briefings that are not work related. Last month we had an associate in Wisconsin bitten by a rattlesnake, and as you well know, our operations in Iowa and Wisconsin have been affected by recent severe weather. The fact is, these are work related events. We have to be prepared for anything and everything. Severe weather and even coping with a snake bite affects our work and our well-being. Being prepared means just that; expect the unexpected and be prepared to deal with it.

We go beyond safe behavior at work to have a safe attitude for life, where we're committed to 100% safety, 100% of the time. This doesn't start when you arrive for your assignment and end when you leave after your shift. Our goal of zero accidents and zero injuries means safety must be attended to every hour of every day.

OSHA requires employers to provide a safe work environment and employees to work safely by following policies, procedures and work practices. We receive training to perform our jobs safely and correctly, and that contributes to our safe habits and behaviors.

Our Safety Pledge states:

- Work safely.
- Identify and report unsafe acts or conditions.
- Accept personal responsibility for the safety of others.
- Follow all Marsden Cardinal Rules of Safety.

The safety briefing, safety warm-up, safety posters and hazard awareness process gives us the opportunity to remind ourselves we are part of an operation that values well-being.

APPLAUSE



Doug Lee and Rick Field

A well deserving Doug Lee was applauded by Marsden management in June 2008. Mary Marsden and Rick Field, Sales & Marketing Executive, went to Genmab* to give him his gift and congratulate him on "A job well done". Doug is a full time cleaner working at both Genmab buildings. The building in Plymouth is a one person account that Doug takes care of on his own. He treats the building as his own home and it is spotless. He

finishes the rest of his time in the Brooklyn Park headquarter office of Genmab. Rick Field stated, "Doug's quality of work and customer service skills are outstanding. His attention to detail in everything he does makes him a credit to our industry."

Doug's hobbies include fishing and paying special attention to the home-town baseball team – the Twins!

*Genmab is a new name for PDL. PDL was purchased within the last year by Genmab.



Bill Zindler
Safety Director



Safety 1st

“Team Effort Brings Home The Gold” Cont. from Page 1

solution, proper training of maintenance personnel and use of equipment that reduces impact on indoor air quality. These practices have been implemented not only in LEED certified buildings, but all buildings Marsden maintains. Many customers such as Liberty Property Trust require green cleaning.

To achieve the Gold Award Certification, Liberty Property Trust, and their tenant, Compellent, followed the LEED program from the ground up. 90 percent of all tenants work spaces were positioned to be exposed to natural light. The environmental footprint was greatly reduced, and it has a lighter impact on the natural resources being used. Liberty was able to reduce reliance on water by using such innovations as waterless urinals which provide a 30 percent reduction annually, and a 20 percent reduction in water was achieved by using motion sensing faucets. Planting drought resistant and native landscaping



Mel Javier and Melquel Moreno

around the exterior of the building has reduced irrigation by 50 percent annually. Nearly 35 percent of all materials used on the project utilized post-consumer and post-industrial recycled materials, and over 40 percent of all materials used were of material manufacturers and/or extracted locally which reduced transportation emissions.



Nancy Boyd
Area Manager

Nancy Boyd, Marsden Area Manager, feels fortunate that as part of this project, she has enhanced her knowledge of LEED requirements and has been able to achieve the results that meet satisfaction of both the customer and their tenants.

Marsden’s Technical Certification Training Courses Teach More Than How to Clean

What, Where, When, Why and How? These questions and many more are answered in Marsden’s on-going series of Technical Certification Training Courses. Created by Marsden and presented by our service partners at AmSan the courses cover five topics: Chemistry of Cleaning, Medical Disinfection & OSHA, Green Cleaning, Carpet Care and Hard Floor Care. Each course involves a combination of classroom lecture, small group activities and hands-on experiments.

The Chemistry of Cleaning course provides managers, supervisors and lead workers with the foundation for all other courses. Students are taught the chemical composition of different types of stains and when to use an alkaline, an acid, a solvent or an enzyme cleaner to remove them. Students are also taught why time, agitation, concentration and temperature are all important to ensure our cleaning products work as designed.

The Medical Disinfection & OSHA course teaches students about the invisible soil – micro-organisms. Different types of disinfectants and sanitizers are discussed, students are taught how to avoid

cross-contamination and which OSHA regulations apply to the cleaning industry.

The Green Cleaning course provides students with an understanding of why the U.S. Green Building Council’s LEED rating system is important and how they can make decisions aimed at cleaning to protect health without harming the environment.

The Carpet and Hard Floor courses teach students how to identify different types of carpet fibers and floor types and what precautions to take when cleaning certain floors. Students also view videos showing the manufacturing process of the most common types of carpet and hard floors.

Designed to prepare Marsden associates for advancement, the Technical Certification Training courses provide our managers, supervisors and lead workers with in-depth knowledge of many subjects directly related to their daily tasks and build upon more basic skills and cleaning techniques taught in our Best Practices Guides. Approximately 70 associates are expected to attend all five of the courses every year.

Congratulations!

| Name | Years* |
|------------------------|--------|
| KEENAN, JEROME S | 45 |
| HANSON, WANDA M | 30 |
| MINGO, GUY | 30 |
| KILSDONK, MICHAEL | 25 |
| POSUSTA, ROBERT H | 20 |
| SMITH JR, CARL | 20 |
| BLAIDO, THOMAS P | 15 |
| DAVIS, ARTHUR P | 15 |
| HAYES, TERRI L | 15 |
| JACKSON, LEONARD R | 15 |
| LUNCEFORD, THERESA L | 15 |
| NGUYEN, KY | 15 |
| VOILES, STEVEN M | 15 |
| AGUIRRE, SONIA | 10 |
| ANDRADE, JOSE S | 10 |
| BRITTON, DANIEL L | 10 |
| BROWN, DEROTHY | 10 |
| JOHNSON, GLORIA J | 10 |
| KRUEGER, DAVID L | 10 |
| LOPEZ SIERRA, ANGEL | 10 |
| MAGNUSSON, MARY S | 10 |
| MOHAMUD, HANI Y | 10 |
| SAID, AISHA A | 10 |
| WALTER, ROSE A | 10 |
| BLACIO, CECILIA C | 5 |
| CARLSON, RICK E | 5 |
| CARRASQUILLO, GLADYS | 5 |
| CASTANEDA, FELICIANA | 5 |
| CASTELLANOS, RUDY A | 5 |
| DIAZ, ANGEL | 5 |
| DOAN, THUONG V | 5 |
| EBERT, CHRISTOPHE R | 5 |
| FECADU, YORDANOS | 5 |
| FOLIVI, POVI D | 5 |
| HADZIC, ASIM | 5 |
| JAVIER, MELQUIADES L | 5 |
| KANG, IN S | 5 |
| KASPER, LAURA L | 5 |
| LE, KATHY | 5 |
| LEDERER, JOSEPH D | 5 |
| MARRIE, ANTHONY R | 5 |
| MCCULLOUGH, BRYAN K | 5 |
| NGUYEN, CHAU H | 5 |
| OCHOA AGUILAR, ANA D | 5 |
| OLSON, BONNIE J | 5 |
| OSMAN, MAHADI M | 5 |
| OTTERNESS, RICHARD E | 5 |
| PAGEL, JACK | 5 |
| PARKS, JULIE R | 5 |
| PEREZ, EVERARDO | 5 |
| PLIEGO, LUDIVINA | 5 |
| POTARACKE, CARL B | 5 |
| RENTERIA-CORTES, EMA | 5 |
| RIOS DIAZ, CARMEN L | 5 |
| RIVERA, CLARA L | 5 |
| RUBIO-GUZMAN, MARTHA G | 5 |
| SAEED, HIBO A | 5 |
| SINGHROY, RONALD | 5 |
| VENTURA, HUGO J | 5 |

*Years of Service

Help with life's problems, big or small.

Life isn't always easy. In fact, problems can sometimes feel like a crushing weight on you.

We've teamed with Blue Cross and Blue Shield of Minnesota to offer the Employee Assistance Program to help you through difficult times. Professional counselors are available 24 hours a day, 365 days a year to discuss:

- Marriage and relationship concerns
- Mental health and stress issues
- Family & parenting issues
- Legal concerns and referrals
- Financial matters
- Grief
- Work-related issues
- Substance use

Completely confidential and it's FREE to you

Help is just a phone call away. Counselors have helped many others in similar situations and want to help you, too.

Employee assistance program
(651) 662-0900 or 1-800-432-5155



BlueCross BlueShield of Minnesota

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BluePrint for Health® employee assistance program



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