



Perseverance

I'm happy to report that we've carried the momentum of 2022 into the first part of 2023, and there are no signs of slowing down. Thank you all for your hard work and dedication to make this happen.

This work ethic is a big part of our hard-driving organization. Our passion to do things the right way, to back up what we

say, and deliver on our promise to exceed customer expectations. This fuels our engines and enables us to advance down the path of growth.

Of course, growth isn't always easy. I am incredibly impressed by the perseverance each of you have shown as we battled through the challenges of COVID, supply chain disruptions, an extremely tight labor market, rising costs across the board and relentless pressure from customers to reduce costs. Not only have we grown through this turbulence, but we've been able to do so without compromising our values or the quality of our services. This is a truly remarkable feat!

I recognize that perseverance requires hard, tiring work that can sometimes seem thankless. I assure you that it's not. The phenomenal feedback we receive through customer satisfaction surveys is just one example that underscores this point. It is without question that you are making a positive difference for the company and for our customers.

I encourage everyone to make the time to recognize and acknowledge the many bright spots that surround us every day and to celebrate all of our successes, both big and "small." Let's continue to cultivate our relationships, pick one another up when we fall down and raise our hand when we see opportunities to get better. Let's resist allowing any shadow to block our bright light, because again, we are making a difference and we all have a lot to be proud of.

I can't predict that the challenges we're facing will go away any time soon, or that there won't be other ones that come our way, but I do know that there isn't anything we can't weather. We are a collection of incredibly talented people, who selflessly work together to make this company special. We are MPS!

Thank you for everything that you do. I wish everyone a joyous and safe summer.

Charlie Williams, Chairman & CEO

MPS Group Chairman & CEO Helps Drive Results

Support and Compassion

Marvin McQueen is bed ridden and hasn't left his mother's house in nearly four years because of hydrocephalus, cerebral palsy, a seizure disorder as well as a host of other medical conditions.

Debra Westbrook, Marvin's mother, was looking for a wheelchair van to take him to doctor's appointments and improve his quality of life. "Until we met Charlie Williams, we couldn't get to appointments at all," Debra said. "There are a series of doctors that he needs to see that don't make house calls."

To raise funds to purchase a wheelchair van, Debra set up a [GoFundMe](#). This is where Charlie Williams, MPS Group's Chairman and owner, got involved. "I worked as the city of Detroit's water department director for 10 years," Charlie said. "And several people I knew, who also worked in the department at the same time, called me about Debra Westbrook's situation. She was secretary to the deputy director during my tenure, but it had been 30 years since I worked there," he noted. "I didn't remember Debra, but when I learned of her story, I was truly moved. I saw she had a fund which had raised \$9,000. I then checked back a couple of days later and it was at \$12,000."



After the third week, Charlie noticed Debra's [GoFundMe](#) was stuck at \$14,000 and he knew she wasn't going to get the van. "I talked to Mobility Works, a company that specializes in custom vans for people with disabilities, to find out what a custom van would cost. Mobility Works said they had a van that would accommodate Marvin's wheelchair, but the cost was about \$42,000."

Faced with this daunting cost, Charlie emailed friends and family explaining Debra and Marvin's situation. "I told them I was contributing \$10,000 to her fund and needed help getting the fund higher," he said. "Several days later, we had \$30,000 in contributions. So, I sent out another email with my name and the name of everyone who had already contributed. My business partner and key driver for this charitable act, Tony Soave, then emailed me back and said he'd take care of the rest."

Debra then went to see the van and realized it was not automated enough for her to use, so Charlie had it upgraded. "I sent out another email and received a lot more responses with additional funding," he said. "The additional work on the van raised the total to \$50,000. We also gave Debra an additional \$8,000 to cover expenses and future repairs."

Charlie was blown away by his friends' immediate response and for their support and compassion for others. "We brightened the lives of Debra and Marvin and their extended family. I want to thank all of those who helped make this dream happen."

Jerry Sarasin from MobilityWorks shows off the new van to Debra.



Human Resources Corner

Meet Your Recruiting Team

Tricia Jones, Human Resources Manager



Tricia joined MPS as the Labor Relations Specialist in December 2019. She was promoted to the HR Manager in March 2020 and is located at the corporate office.

Tricia comes to MPS with over 20 years of Labor Relations and HR experience in both the telecommunications and auto industries.

Tricia holds a bachelor's in labor relations from Wayne State University. She held an elected union position for over 10 years.

Tricia is responsible for management of HR staff, Benefits Administration, Recruitment/Staffing, Employee and Labor Relations and all other aspects of Human Resources.

She enjoys traveling in her spare time and shopping.

Rita Clark, Corporate Recruiter



Rita joined MPS in November 2021. She works at the corporate office and reports to Tricia Jones.

Rita holds a bachelor's in public relations from Wayne State University and a Master of Business Administration in Human Resource Management.

Rita is responsible for recruiting for salaried candidates and hourly production candidates in the Midwest and Canada.

In her spare time, Rita enjoys curating natural-clean sustainable beauty products and walking. She drives through the Arizona desert every summer!

Tamika McClendon, Corporate Recruiter



Tamika joined MPS in July 2022. She is located at the corporate office and reports to Tricia Jones.

Tamika holds a bachelor's in business management from Central Michigan University and a certificate in Diversity, Equity & Inclusion for Michigan State University.

Tamika is responsible for recruiting and assisting

with hiring needs across the entire organization. She has passion for health and fitness; in her spare time, she enjoys spin class and biking.

Shruti Majalikar, Talent Acquisition Assistant

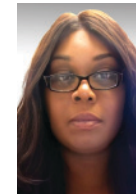


Shruti joined MPS in September 2021, she is located at the corporate office and reports to Tricia Jones.

She is responsible for pre-hiring tasks and onboarding of all new hires.

Shruti is an avid crocheter and vegetarian cook. In her spare time she crochets lap blankets for the Veterans Hospital and keepsake memorial blankets for mothers in mourning.

Denise France, Regional Recruiter



Denise started at MPS in December 2022 and reports to Tricia Jones.

She is pursuing a Business Management degree at the University of Rio Grande in Ohio. She is responsible for hiring efforts at the MPS Ohio office and throughout the Midwest region.

In her spare time, she enjoys time with her family, reading self-help books and watching documentaries.

MPS offers benefits, discounts and incentives that help you save money and provide health benefits. Visit the HR & Payroll SharePoint to learn more! mmsgroup.sharepoint.com/sites/190-HR/

Marketing Corner

MPS Group Web Store!

Our new online store is available 365 days a year and features a variety of MPS logo items for personal purchases at your expense as well as MPS bulk orders (details below). All products have been pre-negotiated to secure the best available pricing.

Visit our online apparel store at mps.hwgfx.com/.

For bulk and special orders, suggestions, questions or concerns please email

marketing@mmsgroup.com.



Shown from left to right: Erricka Reed, Kristie Lozelle, Tricia Jones, Kelsey Jones, Arielle Shay, Samantha Grzech, Hayley Ehnis and Tara Reaume.

On Thursday, October 27th the MPS corporate office sponsored a Fall Harvest event. Employees were encouraged to wear flannel, jeans, and attire. In the morning, employees enjoyed donuts and cider from Franklin Cider Mill. At lunch time the Chili Cook-off began; many employees brought in their best to share with the team. Crockpots filled with chili of all kinds including beef, vegan, turkey, venison, and white chicken chili filled the kitchen. Everyone had the opportunity to vote for their favorites! Hayley Ehnis (HR Coordinator) took home 1st place for her Spicy Beef Chili, Dawn Pietron (Staff Accountant) placed 2nd for her Turkey Chili and Arielle Shay (Sr. Project Manager) received 3rd place for her venison chili.

Employees also had the opportunity to get active with a quick game of cornhole and then share their creative talents with the pumpkin painting contest! Tara Reaume (Payroll Assistant) placed 1st for Harry Potter inspired pumpkin, Kelsey Jones (Project Manager) placed 2nd with her scared face pumpkin design and Hayley Ehnis (HR Coordinator) placed 3rd with her polka dot decorated pumpkin. Darrin Stafford (COO) used his creative talents to design MPS logo inspired pumpkin design!

After our chili cook-off, employees enjoyed the pie bar. Many brought in their favorite pies to share including Noah Lawrence's (Project Manager) Nutter Butter pie that did not last long! In addition, we also kicked off our canned and boxed nonperishable goods drive; all items were donated to Forgotten Harvest www.forgottenharvest.org! This was a day filled with great food, fun, giving back and team camaraderie; a tradition that will last for years to come at MPS!

Erricka Reed

Business Development & Marketing Manager

Erricka joined MPS in September 2021. She is located at the corporate office and reports to Director of Sales & Marketing, Bart Kocik.

She comes to MPS with over 10 years of professional and sales experience working with clients in various capacities and holds a bachelor's in Business Administration from Kentucky State University and a Master of Business Administration from Walsh College.

Erricka is responsible for seeking out new business development and fostering relationships with existing and future customers. She is also responsible for all MPS print and digital marketing needs.

In her spare time, Erricka enjoys cooking, traveling, volunteering and spending time with her husband Corey and her two-year-old daughter Charlee.



Safety Corner

What is a Safety Culture?



Since the creation of the Occupational Safety and Health Act over fifty years ago, worker deaths in the United States has decreased by 60% and worker injuries and illnesses are down by 74%. There is no doubt that the OSH Administration and safety standards are directly responsible for these significant trends. Today, however, Safety has undergone a transformation so comprehensive that many of us lose sight of the fact that it's not a separate department or activity within an organization, but first and foremost something fundamental to human nature. It only stands to reason that safety, like quality, is a basic necessity for the continued success of any organization. It should be instinctive that we provide quality services **safely**.

Safety and Quality can best be compared to a coin, where one represents the head and the other the tail. You obviously cannot remove one side of a coin from the other as they are, of course, inseparable. If the coin represents the service we provide to customers, why would we operate in a manner that tries to separate or compartmentalize 'safety' from 'operations'? The obvious answer is, we wouldn't.

We need to conduct business knowing that safety and quality are integral ingredients of any endeavor. Safety, therefore, is not something upheld and enforced by 'safety' people. It is upheld and enforced by every employee, no matter the position or function within the company. Far too many employees self-identify as being part of it or belonging to another camp, like operations, marketing or management. For companies to develop a true safety culture, it requires everyone to act with good conscience

for the protection of human health and life. Everything else is just a tool to achieve this. And when faced with the myriad of training programs and safe work procedures, safety observations and safety audits, it is imperative that we understand the intent behind these tools: to give employees the knowledge, the resources and the means to act safely, and to ensure that our "Safety Culture" is instinctive and not just a catch phrase.



New to the Safety Team



We are excited to announce Jeannine Reddy joined the Corporate Safety team in 2021 as its new Corporate Health and Safety Coordinator, with nearly 12 years' experience in nursing and medical case management. She received her Bachelor of Science degree in Biology and minored in Chemistry. She also earned a degree from the Breckenridge School of Nursing.

"While I'm involved in all aspects of Corporate Safety, my focus will be injury care and claims management, medical records, driver qualification files and the MPS ISO program." In her spare time, Jeannine coaches Northville High School and DCFC Club soccer. She enjoys spending time and traveling with her girls, Julia (12 years old) and Jojo (9 years old) with her husband Jimmy.

MPS Passes ISO Recertification Audit



There was never any doubt! MPS successfully passed its ISO recertification audit conducted by the Certification Body of TÜV SÜD America, Inc.

"We continue to be dual certified under an integrated Quality and Environmental Management System, certified to the International Standards of ISO 9001 and 14001," said Darrin Stafford, COO. "The

nearly four-day audit took place from March 14 to March 17 last year. We congratulate all who participated, along with everyone who continues to make our Quality and Environmental program robust and meaningful."

While MPS first achieved ISO certification in 2000, it's the first recertification audit with zero nonconformities. "The ISO standards—in combination with Q&E Management System—has played an important part in the reorganization and growth initiatives we began many years ago," Stafford said. "As a result, we have seen incredible and positive changes in our leadership team, management philosophy, processes, operations and the stable growth of our company. We have all the confidence that our QEMS program will continue to be integral to our growth."

In March of this year, MPS successfully passed an ISO surveillance audit through TÜV SÜD. We are again proud to announce there were zero nonconformities. Congratulations team!

25-year Employee Milestones

Darrin Stafford

MPS Group Chief Operating Officer

Happy 25th anniversary to Darrin Stafford, MPS Group's Chief Operating Officer! In this position since 2013, he oversees the daily operation of the MPS Business Units, safety programs, and sales and marketing. He's been immersed in the environmental services industry for nearly 32 years, including 25 years with the MPS Group.



One of the things that attracted Darrin to MPS when he first started was the incredible opportunity that comes with being part of a growing organization... and grown they have. "MPS experiences double digit growth on a consistent basis and there's no end in sight in terms of the company's potential. This is what motivates me to stay on and continue to help drive the sustainability of the company," he said. "One of the things we do here at MPS is create an environment that provides the opportunity for everyone to be successful." Darrin's career at MPS is just one of many success stories across the organization.

Darrin gives credit to MPS Group employees at every level of the organization, who go above and beyond the call of duty every day to make the company great "I am truly honored and humbled to work with such a capable and talented group of professionals, and I value the relationships and all of the learning moments I've had along the way".

Darrin added that he has had a great journey during his 25 rewarding years of work at MPS. "And I look forward to many more years of helping MPS maximize its potential," Darrin said. "I can testify that MPS will continue to support its loyal, dedicated and diverse team of employees, who are the foundation of this company."

Tonya Burrell

Tonya Burrell has been with MPS for 25 years. A lot has changed in those years, and Tonya is a consistent and integral part of the MPS team. Tonya says, "I appreciate my years at this really good company, and I enjoy working with the entire MPS team". She has been through all the ups and downs that go with working in the automotive industry, and has remained a valuable and trusted member of the MPS team. Congratulations Tonya!

Employee & Family Recognition

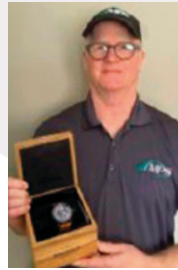
Congratulations to All!

- A heartfelt congratulations to **Rob Haggerson** on his recent retirement from MPS! Rob has been a key component of our Sales and Management Team since 2011 and carries with him 38 years of industry experience. Rob's hard work and intense focus to help build our Facilities Services Group business unit will forever be



recognized, helping to grow that business to many full time multi-year contracts. Additionally, he was a true champion in leading our efforts to secure and successfully perform dozens of large projects for our Industrial Services Group. We sincerely appreciate Rob as a colleague, mentor, leader and a friend - he will be dearly missed by MPS and our customers alike. Rob, good luck and best wishes in all that this next chapter of your life brings!

- Happy retirement **Mike Leffler**! Mike received his degree in chemistry at SUNY Buffalo. Prior to joining MPS in 2007, he worked at Waste



Technology Services / Eastman Kodak where he honed his waste characterization and lab-packing skills. Mike has been a Resource Manager at MPS for 15 years; first at the GM Tonawanda Engine plant and later, in 2016, he joined the GM Non-Man team where he proved to be an outstanding addition.

Now that he's retired, Mike plans to pursue his passions, which include fishing, skiing, gardening and travel. Those of us who work with Mike will miss his humor and pragmatism. We are grateful to have had the opportunity to work with Mike and wish him all the best.



- Congratulations to **Judge Darnella D. Williams-Claybourne**, daughter of Chairman & CEO Charlie Williams, who was re-elected to the Wayne County Third Circuit Court (Criminal Division) in November 2022 for a 6-year term.

Phillip Cherrod Sinclair *January 8, 1969 – December 19, 2022*



We would like to pay tribute to a great man and co-worker, Phillip (Phill) Sinclair. To say Phill will be missed is an understatement.

He was the heart and soul of the MPS-WTAP team, as well as a terrific leader who supported our Facilities team in many of our sites. Phil was much more than that. He was a mentor, teacher, great listener, wonderful mediator and hilarious storyteller.

Phill began his career with MPS in 2016 at FCA Warren Truck Paint Shop. Phill was the perfect addition to our team. He had the experience and relationship with the customer that created trust and support. This contributed to an additional contract extension with Warren for three years. While Phill was the leader to the team at Warren Truck, he was quick to offer his support to help launch a new account with Ford in Louisville, Kentucky. Phill continued to oversee the Warren operations from afar while he was on site and delivering first class operations at Ford with the exceptional team there. Phill enjoyed the relationships he was able to build with the Ford/MPS team while he was in Louisville.

Once Phill permanently returned to Warren Truck he was promoted to Complex Manager and was able to mentor the teams at both DS & WS Paint Shops. He also supported the team at GM Factory Zero, which was added at the end of 2021.

What he loved most was bragging about his family and spending time with them in Michigan and sunny Florida: Raquel, Marcus (Teagan), Emani and Colby. Phill was thrilled for the birth of his grandson Kamron this past year. On any given night, Phill may be found entertaining friends and family with amazing music in his man cave. He had a passion for cuisine while trying new restaurants as well as traveling. He loved a smooth whiskey and a good cigar.

Phill touched so many lives throughout his time and we are lucky to have known him. The world is a little less bright without him in it.

Have an Idea for a Story?

MPS Pulse reports on professional and personal successes of team members. Story ideas include: updates or changes in business, accomplishments by employees or family, employee appointments, events, or awards. Photos greatly enhance any story. Please send your story ideas and photos to: marketing@mpsgrp.com



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2023 Anniversaries

25 Years

TONYA BURRELL
DARRIN STAFFORD

20 Years

DAVID JOHNSON
DONALD JOHNSON
JEFFREY PARKER

15 Years

ANN ARTHUR
FRANK POLING
JAMES ROBERTSON

10 Years

MOHAMED ALRAMAMNEH
SHAWN BENEDICT
MARC BOWDEN
KENNETH HATTON
RALPH HILL
HARMONY JAGGER
MITCH MARSZAL
JERRY PACE
TAYLOR PEREIRA
DAWN PIETRON
KERI POPA
VINCENT RANALLI
ANTONIO SCHIPPONO
ARIELLE SHAY
JACOB STEFFES
CYNTHIA WALCZAK

5 Years

BRIAN BANKS	LARRY MAYES
DAVID BLEEDORN	LAUREN MCCLELLAN
SHAKELA BRANTLEY	BELINDA MCCOY
ADRIAN BRASHER	KIMBLE MILLER
PEGGIE BRIDGEWATER	DANNY MOORE
LAKISHA BROWN	SARA MOORMAN
THOMAS BROWN	GUILLERMO NINO
GILBERT CONTRERAS	JEREMY PALMER
LUIS DIAZ	ANGELO PARISI
SHAWN ERNST	CURTIS PAUGH
CHRISTOPHER EVANS	DARREN PRINTZ
DURAYE FOSTER	JESSIE ROBINSON
AUSTIN GROUT	TIMOTHY ROWE
MARY HAUSWIRTH	ALAA SALAM
JAMES HAWKINS	MICHELLE SENFT
LISA HAYNES	TRACI SIMS
ANDREA HOOKS	KIMBERLY SPARKMAN
JOHN JANNEY	TERRY STENGER
SPENCER JAYE	DARICK TRAINER
LAVANDRIS JOYNER	MATHEW TRICE
RONALD JULES	RONNIE WHITE
CRAIG KORTE	DAVID WILLIAMS
MARIO LEWIS	BRYAN WILLIAMS
CHRISTOPHER MARCUM	