

International Cleaning Week

Thank you - our cleaners.

International Cleaning Week is celebrated every year during the last week of March. International Cleaning Week takes place March 24- 30, 2024. The week-long event hosted by ISSA, the worldwide cleaning industry association, is a global celebration to honor frontline cleaning professionals and advocates for the industry.

For four consecutive years, ISSA has hosted National Cleaning Week. Based on the event's tremendous success in the United States, this year ISSA is expanding the reach of this week-long public acknowledgment of the industry's positive impact on the economy as well as the value of clean as it relates to improving public health.



International Cleaning Week represents a unique opportunity to celebrate the Value of Clean®, raise public awareness, and honor your peers. Supporting cleaning industry companies and organizations can partner with ISSA to further spread public awareness.

This year to show our appreciation to our cleaners we raffled gifts. The winners and prizes are listed:

- Cámara de timbre -**Irma Tapia Garcia**
- JBL Wireless Speaker-**Wieslawa Kulak**
- \$200 Mastercard-**Arizvet Rubi Torres**
- Fogo De Chao Gift Card-**Jessica Marisol Lastra Gualpa**
- Argentina vs. Ecuador Soccer-**Maria Figiel**

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Picture Left to Right - Senor Director of Facilities John Yelen, Maria Hernandez, Epifanio Roman, Project Manager Hayde Reynoso, Director of Facility Megan St. John

Safety Champion

Epifanio Roman

By: Hayde Reynoso and Gisel Delgado

Epifanio Roman has been with Crescent since Sept 2023 and his empathetic eye has led him to success. Part of being in a team is like being on a boat with other people and making sure no one drowns. Epifanio Roman is that watchman. How so?

As observant as Epifanio Roman is, he looks out for the little things and tells his teammates to watch out for the hazardous things and reminds them about the priorities on safety. For example, making sure wet floor signs on wet floors, notices exposed wires, reports any potential water damage. Epifanio won't deny a request and will do what you ask. He has excellent work ethic. He sets Crescent and his personal values first. Epifanio cares about the wellbeing of our staff, and he also encourages others to do the same. On the basement unit repairs and construction

tools and cables were left unsupervised. Epifanio Roman grabbed the cords and wrapped them all around to keep people from tripping. Epifanio also moved tables around, so the crowds won't bump or get squeezed through them.

How does he know when something is hazardous? Epifanio has safety training from his former job as quality control which comes in handy at the Lyric. If he sees water dripping, he knows there might be a leak and action needs to be taken before it becomes a bigger problem.

When something is wrong or off, what does he do? Epifanio will take note of the problem, call his supervisor right away and if it's something small or minor Epifanio will handle the problem himself. Keep up the great work Epifanio.

Inside Scoop

Crescent changes

Insurance. This means there are changes that will affect you. Here's how.

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Pride Walkers Needed

Crescent Cleaning is seeking crew members that want to participate in the Pride Parade

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New Team Leaders

Crescent Cleaning just added new leadership. Let us introduce you to them.

Page 04

Promotions!

Crescent promoted team members. Let's congratulate them!

Page 03

New Accounts/New Team Members added

Federal Reserve Bank

To start the year, January was a big deal. Crescent acquired three accounts! One of the accounts that Crescent Cleaning acquired was The Federal Reserve Bank in Downtown. This expands the Crescent Cleaning Team, and we love it. This team has dedicated their time to this building, and they continue to be as dedicated as ever. Give the following team a welcome!

- | | |
|---------------------|----------------------|
| Piedad Alvarado | Marlen Lobato Nava |
| Adrian Cano | Alina Lomianska |
| Maria Castaneda | Flora Marcelo Flores |
| Maria Castro | Eva Martinez |
| Patricia Galvan | Alejandro Montano |
| Jose Gonzalez | Rosalba Perez |
| Manuel Guaylacela | Gloria Rodas |
| Milorad Jaksic | Mariia Rudnytska |
| Guadalupe Jaramillo | Andre Smith |
| Margarita Jaramillo | Maria Tigre |
| Danuta Korys | Zofia Wielobob |

Project Manager: Alma Gonzalez



La Salle Downtown gets Crescent



Another account that has joined Crescent Cleaning Team is 120 N. LaSalle. This team has been maintaining this building clean and has been hard at work. Please give this team your best welcome!

- | | |
|--------------------|------------------------------|
| Isamar Cano | Krystyna Karkula |
| Stanislawa Furczon | Agnieszka Kloskowska |
| Kevin Giblin | Leonor Sanchez |
| Cesar Gonzalez | Carolina Villasnil Hernández |

Wacker ‘Welcomes’ Crescent

After the previous two accounts transitioned to Crescent, another account was ready to join. Surrounded by the history of Wacker Drive and located along the Riverwalk, this art deco inspired building has a style and location that sets it apart. There’s a design and historic sophistication to this building that you just can’t reproduce anywhere else. This building has a lot of history and it’s located in the heart of Chicago Downtown. The team served the building and its tenants before Crescent Cleaning acquired the account. The West Wacker building team that joined Crescent Cleaning are:

- Tomasa Cano
- Martha Sánchez
- Ricardo Serrano

We are glad they have joined the Crescent Team and hope they feel the same. Crescent team be sure to welcome them!



Crescent Promoted Team

As a company, we see the potential from within. We like to give first dibs to our crew when opportunities arise. To see our team rise from within is our goal. These members have dedicated their time and efforts for many years and have shown potential as they continued in their day-to-day duties. Their passion and dedication didn't waver but showed how much love they had for their job therefore trust was built for their next step with Crescent Cleaning.

Teresa Peña

District Manager



Teresa Peña started with Crescent in 2019 and has been successful in her responsibilities. Peña has been with Crescent for over five years and has stayed strong. Her previous position was “Operations Support Manager” and as of February 1, of 2024, she took on the new role of “District Manager” for Crescent. Her new role will expand her responsibilities, but she will continue to manage some of her current accounts. Most of you know Teresa because of her sense of humor and joyful persona. Area and Project Managers have an

excellent Manager that will oversee them since her approach is filled with enthusiasm, and smiles, as the Project Guys are very aware. She's always on call and this position will bring teaching moments for her and expand her growth. Changes will be heading her way as she recently purchased a motorcycle, so she'll be coming at you at the speed of sound.

Gisel Delgado

Operations Support Specialist



Gisel Delgado started at the Lyric Opera of Chicago back in 2005, spending 19 years as a Project Manager. Her day-to-day duties were pervasive.

Her time at the Lyric has been timeless and valuable. Delgado's compassion, integrity, dedication and earning her team's trust is what catapulted her forward into this new position.

In January of this year, she was promoted to Operations Support Specialist. She works with a new team implementing policies and procedures.

Delgado said, “I sought a work environment that aligned more closely with my values and aspirations, where I could contribute meaningfully and be part of a team that fosters innovation and collaboration. Ultimately, I saw transitioning to a new role as an opportunity for personal and professional development, allowing me to pursue my career goals with renewed enthusiasm and purpose.”

Hayde Reynoso

Project Manager



Hayde Reynoso possesses experience in the service industry, which has aptly honed her customer service skills. Over the years, she has developed an understanding of customer needs and expectations. Reynoso is someone who is ready to assume a management position as she demonstrates a combination of leadership qualities, relevant skills, and a history of success.

Additionally, she possesses

excellent decision-making abilities, able to weigh numerous factors and make informed choices that benefit the team and the organization. Hayde showed a commitment to continuous learning and development, actively seeking opportunities to expand her knowledge and start her managerial career.

Jorge Rodriguez

Senior Project Manager



February 1, Jorge Rodriguez took the new role of Senior Project Manager at the Shedd Aquarium. Shedd Aquarium has gone through major changes within the last few years that require leadership that can manage the up-and-coming changes and the challenges that come with managing the Shedd Aquarium. Rodriguez has developed the skills and experience to guide our crew at the Shedd, throughout their construction,

and projects, professionally, while delivering superior results.

Rodriguez is very dedicated and has an eye for detail. His leadership style is unique. He has insight, a sense of humor, is sensible, astute, perceptive, a strategist, and very understanding. Which is why he is a great addition to The Shedd.

New Team Leaders

Dusanka Petrovic
Area Manager



Dusanka Petrovic, is from Yugoslavia. She has over 33 years of commercial cleaning experience. She had her start with National Cleaning Company as a Janitor and quickly moved up to Supervisor. Dusanka gained more experience as an Area/Project Manager with Unicco, Able and ABM. She joined Crescent in February of this year to manage Suburban accounts.

Tom Frye
Vice President of Business Development

Tom Frye has over 14 years in the commercial real estate industry including Business Development roles with Harvard Maintenance and Millard Group, in addition to a property management role with Colliers International. Tom is responsible for Crescent's brand development, continued growth, and ensuring our client's needs are met with the highest standards.



Alma Gonzalez
Project Manager



Alma Gonzalez brings over 20 years of Project Manager experience. Her start in commercial cleaning was with Kimco as a Custodian. She has an eye for detail and is a great problem solver. Give Alma a Crescent smile when you see her! Alma is the Project Manager of the recently new account The Federal Reserve Bank.

Anniversary January

Maritza Del Carmen Benitez,	5
Elvira Cruz,	2
Juana Estrada,	2
Maria Figiel,	25
Dayana Y Garcia,	2
Edith Garcia,	6
Irma Tapia Garcia,	1
Vukosava Gligorevic,	1
Arturo Gomez,	1
Alfredo Hernandez,	1
Anna Lubowicka,	1
Armanda Medel,	2
Sara Mondragon,	2
Arturo Navarro,	1
Arturo Ornelas,	3
Miriam Perez,	3
Carlos E Ramirez,	2
Cristian Sanchez,	1
Abby Serrano,	1
Ana Adalgisa Villagran,	1

February

Sergio Bautista Rodriguez,	1
Simon Benitez,	1
Juan Miguel Lugo Perez,	5
Milagros Ortega,	5
Lucia Rodriguez,	3
Eliana E Romero,	1
Lucio Sánchez,	5

March

Ofelia Arroyo,	1
Largime Asani,	1
Maria I Avalos,	1
Ernesto H Barrios,	1
Yuritzi Brito,	2
Carlos A Cabral,	1
Pablo Ceballos,	2
Shan Chodhari,	1
Cupertina Cruz,	2
Maria A Figueroa,	1
Mayra Guerrero,	1
Maria Y Gutierrez,	1
Edith Jimenez Ortiz,	1
Anthony Johnson,	4
Jaromira Krizkova,	1
Damaris Martinez Gomez,	1
Mirsad Mevic,	1
Martha C Oliva,	1
Dilan Peña,	1
Romualda Perez,	1
Gustavo A Reyes,	2
Maria Robles,	1
Rogelio Rodriguez,	1
Minerva Sandoval Flores,	1
Melchor V Santacruz,	8
Jonathan Telles,	20
Jorge Vela Jr,	12

THIS IS HOW WE DO IT!

Congratulations to Maritza Del Carmen Benitez who received high praise from our client Cindy Firing a tenant from The Supera building! Maritza does general cleaning for the building. Keep up the good work Martiza! You made us proud!

Last, but certainly not least, Maritza continues to do a great job and goes above and beyond to make sure we are well taken care of. I really appreciate her caring ways.

With appreciation,
Cindy

Crescent Picnic coming up

Mark your calendars! Crescent Cleaning Annual Picnic is coming August 3rd, 2024, at 12pm at the new location, Robinson Woods. More details are going to be brought to light. Planning has started.





A workplace injury can lead to questions about medical treatment for an injured employee. TravCARE nurses are always available to immediately determine the appropriate level of medical care for your injured employees so they can return to work as soon as medically possible.

TravCARE Nurse Line Features

- The TravCARE Standard FNOL nurse triage program gives injured employees access to medical advice from registered nurses who can recommend the appropriate level of care using evidence-based medical guidelines.
- Available 24 hours a day, 365 days a year.
- English/Spanish-speaking nurses with access to a language line for other languages.
- Telemedicine – bringing the latest conveniences to your injured employees. Telemedicine provides the use of digital tools by healthcare providers to diagnose and treat patients from a distance.

Program benefits

- Once you call, the TravCARE nurse immediately starts the claim process – helping the injured employee return to work as soon as medically appropriate.
- There is no need for you to file the claim separately – this is already taken care of.

TravCARE nurses can suggest the appropriate level of initial treatment – a medical facility or telemedicine video visit.

For Care Call:

855-310-6630

Policy Number:

UB-8X943623-24-43-G

Accessing the nurse line

The TravCARE Standard First Notice of Loss nurse triage program is available for any new workers compensation injury, accessed from the Travelers Guaranteed Cost claim reporting line.

Following is the phone number and prompts to access the nurse line:

- Call **855.310.6630**
- **Press 1** to indicate you are calling about a business insurance claim
- **Press 1** to indicate you are calling to file a **new** claim
- **Press 4** to indicate you are calling to file a **workers compensation claim**
- **Press 2** to indicate your company is **not** a large employer with a national presence
- **Press 2** to indicate that the injured employee has **not** yet received medical care
- **Press 1** to indicate that the injured employee **is** available to be brought onto the call
- Call will be routed to the TravCARE Nurse Line

For more information, please contact your Travelers representative.

travelers.com

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Starting 2024 with our...

Employees of the month!

By: Hayde Reynoso

Juan L Cano

January 2024 Employee of the Month

Congratulations Juan L. Cano, for winning the nomination for Employee of the Month! Juan L. Cano has been with Lyric for over 22 years. Juan L. Cano has remained loyal to his team, consistent and persistent with his job. His attention to detail is admirable! Juan L. Cano is patient, an amazing teacher, full of wisdom and knowledgeable. Juan will take the time to make sure we understand the ins and outs of The Lyric. Juan L. Cano will find the solution to any problem. Juan L. Cano's day-to-day duties include post cleaning, setups, and detail cleaning, when needed. What do they like about working with Crescent? Juan likes working with us because we are a solid team, and we look out for each other. What does he do in his free time? Juan L. Cano likes to spend time with his family and friends. Juan L. Cano also likes to garden and spend time in the outdoors.



Picture: Left to Right - District Manager Teresa Peña & Juan L. Cano



Picture: Left to Right - Project Manager Alma Gonzalez, Manuel Guaylacela, District Manager Teresa Peña, EVP Robert Collins

By: Alma Gonzalez

Manuel Guaylacela

February 2024 Employee of the Month

Congratulations Manuel Guaylacela! Manuel Guaylacela won the nomination because he is always willing to help on everything he can. He goes above and beyond and helps open doors. Manuel Guaylacela makes sure everyone has the help they need and that his areas are also completed. Manuel Guaylacela helps me check every area in the building. What does Manuel Guaylacela do? Manuel Guaylacela trains every new hire. He steps in for his manager when they are not able to be there physically. Manuel Guaylacela is responsible for working on projects in building. Why do they like working with Crescent? The Crescent staff is friendly. What does he do in his free time? He loves to spend time with family and go to friend reunions. Thank you, Manuel Guaylacela, for all you have done. We appreciate you!

By: Laura Carrillo

Jericho Manalang

March 2024 Employee of the Month

Jericho Manalang is a recent addition to Crescent. He joined our team in August 2023. Since he joined our team, Jericho has demonstrated dedication to his hard work and trustworthiness. Jericho Manalang's strong sense of responsibility is evident, and he has an open communication with both the company and building management. Jericho Manalang makes a positive impression on everyone at WGN due to his helpful nature and persistent smile. His commitment to his work and his cheerful demeanor makes him an asset to our team. "First thing I do when I come to work in the morning is check all the restroom supplies and then clean it. Clean the cafeteria and The Make-Up Rooms. Vacuum front and north entrance. Dust the chairs and mop the floor. At the end of the day, I check the restrooms again, take out the trash and clean." What do you like about Crescent? "Management is good, especially my manager. I can ask for days off when needed for my doctor's appointment. Good benefits and we never run out of supplies. I spend most of my free time on religious debate groups on Facebook. Sunday is Church, rest and buying groceries." Thank you, Jericho!



Picture: Left to Right - Jericho Manalang & Area Manager Laura Carrillo

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International Cleaning Week

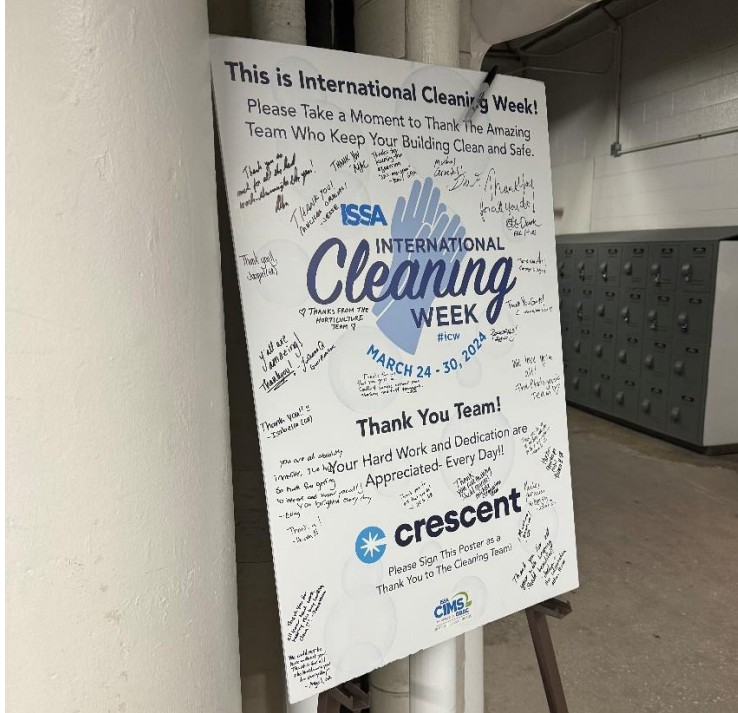


Picture: (Top - Bottom) Left to Right - Martha Oliva, Maria Gutierrez, Ramulda Perez, Maria Robles, Minerva Sandoval De Flores, San Chodhari, Ofelia Arroyo, Asani Larigne, Jaromira Krizkova, Columbia Team

...Continued

International Cleaning Week

We are grateful to everyone that participated in writing their appreciation for our cleaners. Many tenants wrote a meaningful gesture of gratitude to our cleaning team, and they are here being displayed for you to see. Your efforts are not in vain, and they don't go unnoticed. Thank you, Crescent Cleaning Crew! We appreciate you!



Picture: Shedd Aquarium Team Poster



Picture: Monroe Team Poster



Picture: Michelle Perez standing with Urban Innovations Poster



Picture: Left to Right - Jericho G Manalang & Ji Suk Yi of Spotlight Chicago

...Continued

International Cleaning Week



Picture: Abby Serrano standing next to Urban Innovations Poster



Picture: Left to Right - Miguel Lugo, Liliana Diaz, Director for CHM Terrance Lewis Facilities, Vanessa Lugo & Jonathan Lugo, CHM Team

...Continued

International Cleaning Week



Picture: Wieslawa Kulak standing next to Sanders Poster



Picture: WGN Team Poster with Vice President Robert Collins



Picture: Left to Right - Ramiro Herrera, Elena Lopez, Monica Serrano & Ramiro Alaniz with Higgins Poster

...Continued

International Cleaning Week



Picture: Left to Right - Monroe Poster - Edwin Escarcega, Agripina Castillo, Alka Dzeko, Martha Bautista, Veronica Ramos, Dilan Peña & Supervisor Sergio Rodriguez



Picture: Left to Right - Property Manager Kevin, CCC Porter Rosa Tenorio, President Mike Navin & Vice President of Business Development Tom Frye

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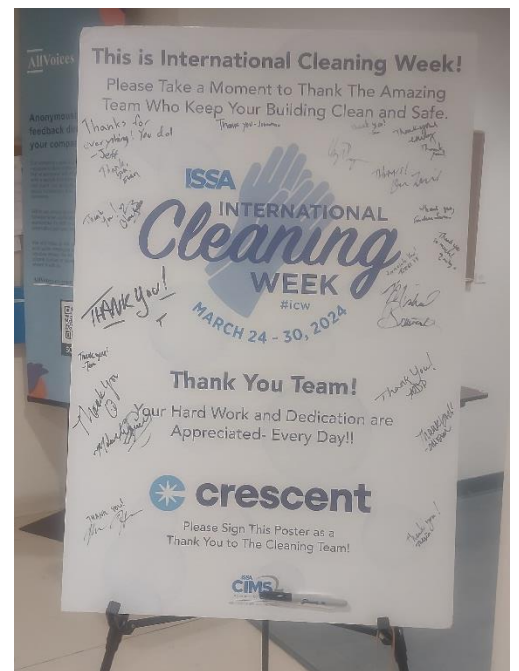
International Cleaning Week



Picture: Left to Right - Magali C Atiencie, Miguel A Marchan & Maria S Mendoza



Picture: Left to Right - Project Manager Hayde Reynoso, Maria Hernandez & Epifanio Roman



Lyric Team Poster

...Continued

International Cleaning Week



Picture: Left to Right - Irma Tapia, Zdzislaw "Ziggy" Sawicki, Ana Adalgisa Villagran & Eliana Romero



Picture: Left to Right - Angela Hernandez & Sandra Romero

Crescent Cleaning needs...

Pride walkers for Pride Parade



Hello Crescent Cleaning Team!

The Pride Parade is coming up on Sunday June 30th from 12p - 3pm. Crescent will participate by walking in the parade to promote inclusivity. If you wish to participate, **click on the rainbow below to register**. It is free to sign up. Let's show support! If you have any questions, please call the office at 312-726-7200.

