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## Bolana's Annual Appreciation Dinner

Our Employee Appreciation Dinner was held on January 11<sup>th</sup> at the Metro Points Hotel in New Carrollton. It was an evening of awards, food, dancing & fun! There were award presentations, delicious food, safety BINGO games, and surveys for upcoming employee activities.

*Please see additional photos on pages 4-6.*



## Walk to End Alzheimer's "Ernestine's Steppers"

Members of our team participated in the Washington, DC 2019 Walk to End Alzheimer's on the "Ernestine's Steppers" team. The team raised over \$6,500 this year!



## Bolana's 2020 Team Member Dependent Scholarship

The Bolana Team Member Dependent Scholarship Program will award six \$500.00 scholarships to selected Bolana Team Member Dependents. Please visit our website at [www.bolanainc.com](http://www.bolanainc.com) for more information including eligibility requirements and application.



**Applications must be submitted online at our website by April 1, 2020.**

**Team Bolana enjoys an evening at the Capital City Go Go game with friends, mentees and youth in the DMV.**



**Team Bolana enjoys an evening at the Capital City Go Go game with friends, mentees and youth in the DMV (continued)**



## Bolana's Annual Appreciation Dinner (continued)



## Bolana's Annual Appreciation Dinner (continued)



## Bolana's Annual Appreciation Dinner (continued)



## Excellence in Client Services Awards 2019

The Bolana Excellence in Client Services Award is presented to team members who go the “extra mile” in their position with Bolana. Each recipient was given an award, a personalized name tag and a cash award. The name tags are worn by the team members identifying them as a 2019 award winners. Below are some excerpts from the presentation letters given to each employee. Congratulations!



## Michael Champion

*“...you deserve this award because you are a very dependable person of high character. You were also praised for your strong work ethic, leadership skills and professionalism in your position at NRL.”*

## Rugero Duenas

*“...you ‘have the qualities of a 10 star employee’, are very responsible, know your job, are dependable with minimal supervision, and you maintain good relationships with the client. Additionally it was said that you work outside no matter what the climate conditions and you are always seen working.”*

## Marbin Banegas

*“...you are a good worker who is always ready to follow instructions and you always assist others in your position at the Residences at Capital Crescent. Additionally, it was said that you are very collaborative with your co-workers and your participation in your church’s food drives is a wonderful way that you give back to your community.”*

## Gregory Barnes

*“...you are a good, dependable and responsible person that has a good relationship with other employees as well as our clients. Additionally you were praised for your growth in your position as a supervisor and your ability to professionally solve problems.”*

## Coralia Guardado

*“...you exemplify great customer service, a high standard of cleaning, and an extreme attention to detail. Additionally, you were praised for your desire to learn new strategies and train on new equipment”*

## Veronica Colin Valencia

*“...you are on top of things and always make sure everything gets accomplished. Additionally you were praised for your responsibility and handling of critical situations as well as your respectful attitude in your interaction with peers, supervisors and clients.”*

## Alicia Godoy

*“...you deserve this award because you are the ‘bedrock of The Promenade community’ and you have developed as a leader, ensuring that the property is well cared for and that each individual that works there is held to the property’s standards. You were also praised for representing ‘the ideal of a Bolana Concierge’, always being willing to help, upholding high standards of customer service, being a team player and a congenial person.”*

## Excellence in Client Services Awards (continued)

### Nelson Vides

*"...you always look to improve our quality of service at the property. Additionally it was said that your personality & humble way of seeing life is remarkable. You have also left a lasting impression on our clients at ESA who said, 'He is a hard working man'."*

### Maria Vargas

*"...you always say yes to requests and you perform very well. Additionally it was mentioned that you love what you are doing every day. You have also left a lasting impression on our clients at ESA who said, 'I never see Maria stop working'."*

### Julia Sanchez

*"...you are a very hardworking and detail oriented employee who takes your job with a lot of responsibility. Additionally, you were praised for being an employee who can be counted on, your dependability and knowing and performing your job very well with minimal supervision."*

### Juan Carlos Otero

*"...you have received high remarks from each of several sites you have supervised and you have learned to operate every machine that was put in front of you. Additionally you were praised for bringing quality additions and referring people to Bolana, while serving as a trainer and mentor to them all."*

### Maria Pineda

*"...you are always smiling and you do your job with care, never receiving any complaints. Additionally it was said you are very responsible, dependable and you maintain good client relationships, with clients at Weinberg Court and Venable II always reporting that you do a great job."*

### Faibel Chilel Yoc

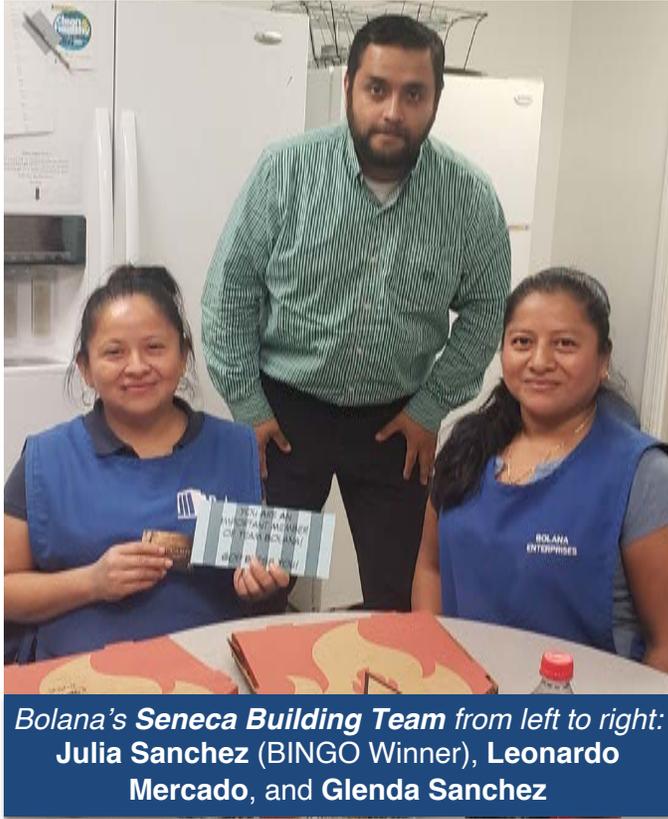
*"...you are a good and talented young man who likes to improve each day. You have also left a lasting impression on our clients at Cambridge Apartments who said, 'Faibel is a beautiful person and a hard working man'"*

## Employee Hire Date Anniversaries

The following employees have hire anniversary dates in the months of October–December. These employees have been a member of the Bolana Team for at least 1 year. Thank you for your continued commitment to making Bolana a great place to work and being an asset to the team!! \* = 5 or more years of service \*\* = 10 or more years of service.

Maritza Hernandez**	11/01/2008	Maria Ulloa	12/11/2017
La Toya Saunders*	11/27/2012	Maria Mendoza	12/12/2017
Franklin Rivera-Moreira*	11/18/2013	Abraham Baez	12/30/2017
Dinora Segovia*	10/01/2014	Monica Hernandez Caballero	10/01/2018
Wilmer Albanes*	11/01/2014	Jose Melendez Lopez	10/16/2018
Rugero Duenas*	11/10/2014	Genri Gonzales	11/01/2018
Ana Marquez Hernandez	12/09/2015	Massimo Serafini	11/01/2018
Karina Benavente Perez	10/07/2016	Jennifer Romero Velasco	11/01/2018
Hilda Velasquez	11/06/2017	Carmen Castillo	11/07/2018
Judith Horz	11/07/2017	Yanira Marin	11/13/2018
Xiomara Arevalo	11/15/2017	Jose Lopez	12/03/2018
Gregory Barnes	11/26/2017	Martha Martinez Soliz	12/03/2018
Daniel Martinez	11/17/2017	Marisol Gonzalez Raymundo	12/03/2018
Juan Otero-Ayala	12/01/2017	Veronica Meraz	12/04/2018
Charles James	12/07/2017	Maricela Martinez	12/26/2018
Mirna Portillo	12/11/2017	Celestino Hernandez	12/27/2018
Ana Cueva	12/11/2017		

## Congratulations to Safety BINGO Winner – Julia Sanchez



*Bolana's Seneca Building Team from left to right: Julia Sanchez (BINGO Winner), Leonardo Mercado, and Glenda Sanchez*

## Coronavirus: Prevention and Control for the Cleaning Industry

As of 2/6/20 there are thousands of confirmed cases worldwide and the virus has been reported in nearly 100 different countries. Our industry is committed to providing our communities with resources on how to clean and disinfect spaces and how to reduce the risk to human health.

### Precautionary Measures

You can help prevent yourself from getting and spreading the Wuhan coronavirus—and other respiratory illnesses by following these steps:

- Wash your hands often with soap & water for 20 seconds. Use 70% alcohol-based hand sanitizer if soap and water are not available.
- Avoid touching eyes, nose & mouth with unwashed hands.
- Avoid close contact such as kissing, hugging, and sharing cups or eating utensils with people who are sick.
- Cover your coughs and sneezes with a tissue or shirt sleeve, not your hands.
- Clean and disinfect frequently touched surfaces, such as toys and doorknobs, especially if someone is sick.
- Stay home when you are sick.

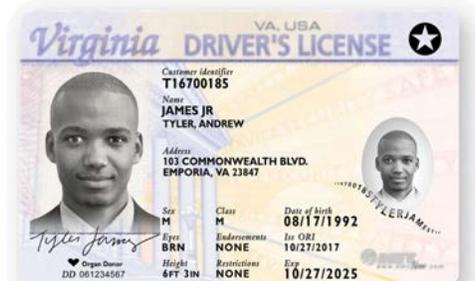
# REAL ID

## Did You Know?

Effective October 1, 2020, every air traveler 18 years of age and older will need a REAL ID-compliant driver's license, state-issued enhanced driver's license, or another acceptable form of ID to fly within the United States. Federal requirements will require you to be compliant with REAL ID in order to board commercial aircraft or gain access to certain federal facilities.

## Check for the Star

REAL ID-compliant cards are marked with a star at the top of the card. If you're not sure, contact your state driver's license agency on how to obtain a REAL ID compliant card. For info by state, including where to obtain a REAL ID, visit the DHS REAL ID website and click your state on the map.





## ISSA SHOW NORTH AMERICA 2019

Executives attended the ISSA Show North America in Las Vegas, Nevada. ISSA Show North America is the top event for professionals in the cleaning industry. Manufacturers, distributors, facility managers, building contractors, and residential cleaners come together for information sharing, training, relationship building, and product innovation.



## BSCAI Conference

In November Bolana Executives attended the BSCAI Contracting Success 2019 Conference in Las Vegas. This annual conference provides the opportunity to network with peers and learn from industry experts. Our Team attended education sessions and seminars to gain insight into industry trends and solutions.



At the CRMSDC 38<sup>th</sup> Annual Leaders & Legends Awards Ceremony at MGM National Harbor Valarie Dock accepted the Top 100 MBE award. This award was created to recognize those enterprising minority entrepreneurs that fuel the region’s economy through their innovation, sacrifices and dedication. These incredible companies are achieving the American dream despite the obstacles in their path. Their stories are real and their contributions are inspiring.



## Management Development & Education Meeting



The Bolana Corporate Team participated in a Management Development and Education Meeting conducted by Janean Merkel Perelstein, CEO of Alchemie Academy. Janean mentors organizations to grow their workplace culture, develop leadership skills and achieve a higher level of positivity and productivity.



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