



Bolana Excellence in Client Service Awards

The Bolana Excellence in Client Services Award is presented to team members who go the “extra mile” in their position with Bolana. Each recipient below was given an award and a cash award. Below are some excerpts from the presentation letters given to each employee. We feel blessed to have such exemplary team members contributing to the success of Bolana. Congratulations to all!

Flerida Thomas Bonilla

Maria Jones Brown

Ana Portillo Cabrera

Carmen Castillo

Karla Centino

Pronzella Dennis

Melvin Escobar

Tavon Felder

Guadalupe Flores

Semenawit Ghebruwubet

Jacqueline Guerra

Transito Guerra

Banessa Hidalgo

Gladys Magaly Lara

Jeri Jordan

Dina Lemus

Norman Lima

Ana Marquez

Martha Patricia Martinez

Catalina Rivas

Franklin Rivera

Dinora Segovia

Senia Villatoro

Below are some excerpts from the nomination applications that show some of the many reasons why these team members were selected for this award:

“You are a very dependable employee. Hard work led to you being promoted from a cleaner to a supervisor because you always take your job seriously. You are a fast learner who is very responsible...”

“...you have filled in at multiple locations at the last minute to make sure we have coverage. You have taken on the responsibility of training the staff on floor care... You have fostered an amazing relationship with the client and they can see your growth and ownership in the building”

“...your leadership and dedication...very trustworthy, responsible, committed, flexible and a role model in the field who is inspiring to others...you are instrumental in assisting to recruit employees and help to train them as well as flexibility to work any shift...”

“...you have shown exemplary performance and commitment to Bolana core values. You are very flexible and helpful whenever asked to assist with tasks...displayed willingness to step in to assist during times when emergency coverage was needed.”

“...you are dependable and reflect excellent leadership skills...you have taken complete ownership of the facility and several staff members under your leadership have received awards for performance...very strong manager who leads effectively with minimal complaints.”

“...site has improved since you became working supervisor...shows responsibility on the job even when called upon outside of working hours...”

“...you are a very hard worker who is always one step ahead of the client’s requests. You have developed a strong relationship with the client and have the skill to keep them happy consistently!”

Annual Alzheimer’s Walk

Team Bolana participates annually in the Walk to End Alzheimer’s, the world’s largest fundraiser for Alzheimer’s care, support and research. Ernestine’s Steppers team walked on October 9th and had a wonderful time connecting and enjoying the day while supporting a great cause. The team raised approximately \$15,000 with Bolana sponsoring each Bolana Team Member who participated.



“Jobs Not Guns” Fair at ESA



Bolana participated in the “Jobs Not Guns” East of the River Recruitment Fair. Hundreds of District residents converged in Ward 8 to attend the fair at the Entertainment & Sports Arena on November 19th which offered employment and educational opportunities as an alternative to a life of crime. “Jobs Not Guns” is an initiative designed to assist Building Blocks DC in creating jobs. The recruitment fairs are held to bring businesses, training programs and support service agencies, working in the District together. Interviews were conducted by by LeVon Dock and Sergio Serafini.

Mission of Grace

Bolana donated two generators to help the Mission of Grace ministry during the upheaval in Haiti. In response they said, *“Thank you so much for your continued prayers and your generosity. Those 2 generators will definitely help those we serve in our mission. We appreciate your kind gesture.”*



Mission of Grace seeks to meet the needs of Haitians through love and compassion. They did not build a compound to bring the needy in to, rather they are in and among them every day. The goal is not to simply improve the quality of life, but to train and equip future leaders of Haiti.

Holiday Gift Card Donations

Bolana provided Community Crisis Services (CCSI) with 30 Target gift cards worth \$30 each to be used for holiday gifts for shelter guests. CCSI presented the gift cards to the families and set up transportation to take them shopping which allowed them to choose the gifts and feel a sense of normalcy during the holiday season.



MAYOR MURIEL BOWSER PRESENTS ART ALL NIGHT

In September, Valarie and LeRoy Dock volunteered through the Ward 7 Business Partnership at DC’s free overnight arts festival – DC Art All Night. They were joined by Bolana mentee and past scholarship recipient, Precious Owens as a guest volunteer. The festival took place over two nights in sixteen (16) neighborhoods with different activities on each night, bringing visual and performing arts, including painting, photography, sculpture, crafts, fashion, music, dance, theater, film, and poetry, to indoor and outdoor public and private spaces, including local businesses and restaurants.

Bolana Receives the Arthur C. Barraclough Company Community Service Award

The Arthur C. Barraclough Company Community Service Award recognizes those building service contractors that engage in community service and outreach that makes a real impact — not just for their own employees, but for their clients and the community around them. **The 2021 Arthur C. Barraclough Company Community Service Award goes to Bolana!** Below is an excerpt of the magazine article citing the award:



"Bolana doesn't just work hard to service clients and clean facilities — they make a special effort to be a force of positive change in their community. One glance at their company newsletter makes it clear: Bolana cares about people. Led by Valarie and LeRoy Dock, Bolana focuses on community outreach to the homeless, disease prevention and health awareness, financial support to organizations that serve and protect children, preparing meals for those that need food, marching and demonstrating for the rights of the underserved and underrepresented, and speaking to youth about financial literacy and educational scholarship opportunities.

The Dock's keep it simple when they describe their attitude toward service. "If we can help someone along the way," they say about their motto, "then our living is not in vain." The list of their deeds is numerous, and their foot-print on the community is obvious. Indeed, there's almost nothing going on in society that they haven't taken strides to address. Just since last May, they've prepared hundreds of weekly lunches for the Prince George County Crisis Center, including a special inspirational note with each meal. Their team members have also purchased new clothing goods to stock the local shelters so that everyone can have access to clean clothes.

In 2020, the Dock's presented their workers with six scholarships, an annual ritual that helps recipients attend school — with an extra bonus for the highest GPAs. Meanwhile, when COVID-19 interrupted their ability to mentor local children, they instead used their resources to help kids obtain the equipment they needed for effective distance learning, such as headphones.

If the true mark of dedicated community service is a sense of perseverance in the face of challenging circumstances, Bolana has shown that they rise to the moment over and over. The impact they have made is only just beginning."

Keeping Up with Johari Branch

Johari Branch has announced that he will return for one more season next year for the University of Maryland Football team! Johari worked as an intern at Bolana and participates in the weekly lunch preparation for the homeless. Some of his latest highlights:

- Johari was presented his framed jersey at the University of Maryland football team senior dinner (see photo)
- Johari played for the Terps in the New Era Pinstripe Bowl on December 29th at Yankee Stadium in Bronx, NY
- Johari was one of 1,823 students nationwide on fall sports rosters to be named 2021 Academic All Big Ten Team. To be eligible for Academic All-Big Ten selection, students must be on a varsity team (as verified by being on the official squad list as of Nov. 1 for fall sports), have been enrolled full time at the institution for a minimum of 12 months and carry a cumulative grade-point average of 3.0 or higher.



Team Bolana is proud to be of service, "shining a little light in dark places."

Team Members' Years of Service Recognition

The following team members have hire anniversary dates in the months of October – December. These team members 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	Elba Cordova	10/16/2020
LeVon Dock II**	10/04/2010	Regina Denny	10/19/2020
Franklin Rivera-Moreira*	11/18/2013	Maria Bonilla	10/27/2020
Dinora Segovia*	10/01/2014	Arminda Gonzalez	10/27/2020
Ana Marquez Hernandez*	12/09/2015	Raymundo	
Hilda Velasquez	11/06/2017	Sonia Hernandez	10/30/2020
Xiomara Arevalo	11/15/2017	Erika Lopez	11/09/2020
Daniel Martinez	11/17/2017	Carlos Guerra	11/09/2020
Carmen Castillo	11/07/2018	Roselia Lucas Ramon	11/11/2020
Jose Lopez	12/03/2018	Orfa Cruz	11/13/2020
Zulma Sibrian Rivera	10/04/2019	Giovanna Rojas Rojas	11/13/2020
Fhany Mendiola	10/09/2019	Ericka Giron	11/23/2020
Sonia Garcia	10/16/2019	Carlos Gomez	12/04/2020
Jasmine Dutton	10/17/2019	Alicia Chuquija Cerda	12/04/2020
Effanna Swaby	10/25/2019	Ennis Membreno Guzman	12/07/2020
Shyya Smith-Bucksell	11/01/2019	Yadira Garcia	12/16/2020
Rosa Mercado	11/16/2019	Melvin Escobar	12/16/2020
Marta Amaya	11/16/2019	Jose Matamoros	12/16/2020
Luz Garcia	12/07/2019	Marta Duran	12/16/2020
Semenawit Ghebruwbet	12/16/2019	Maria Andrade Ventura	12/16/2020
Juan Garcia	12/23/2019	Gloria De la O	12/17/2020
Saira Bojorquez Garcia	12/26/2019	Julio Gomez	12/21/2020
Transito Guerra	12/30/2019	Xiomara Leiva	12/24/2020
Dora Martinez	10/07/2020	Maria Najera	12/25/2020
Gerald Babb	10/11/2020	Maricela Martinez	12/28/2020
Rashid Shabazz	10/14/2020		



10 Years of Service Award

Lenin Garcia was recognized at the Bolana Appreciation Dinner for having 10 years of service.

GOOD JOB



Congratulations Erlinda and Magaly!

Bolana Team Members, Erlinda Marquina and Magaly Lara each received Employee of the Month honors from our client at The Brooks.

"Please thank Lupe and her staff for always turning in lost items."

Message from a game attendee... 'Many, many thank yous to you and your team at the University of Maryland's Xfinity Center... your team, indeed, found my mobile phone. Really, I do not know how to properly thank you. I sent my emergency note out to your offices late last night, perhaps before midnight and you were able to find my phone before Noon. You are an impressive team of courteous, organized, and responsible people. I wish for you the same fortunes as you have given me if you are ever confronted with an emergency.'

Tom Saunders, Facilities Manager
University of Maryland Xfinity Center

"We have decided to exit our office space... I would just like to say I appreciated Bolana and the services provided to us throughout the years. I never received a single complaint regarding the cleaning in our office space. I would be glad to pass along your contact info to the new tenant."

Erik Turner, Facilities Manager
HelloWallet DC/KeyBank

Phase 1 is complete, and I just wanted to tell you I think Sergio and his team did an excellent job. It is nice to walk into a concession and not have your feet stick to the floor, and to not have oil and old food be the first thing you smell. The concessions were rough, and I know that's hard work, so I really appreciate the job they did... again, they did terrific work getting those concessions clean. Thanks guys.

Darryl Creswell
Director, Cleaning & Maintenance
Washington Nationals

I just wanted to let you know that we emptied our compactor we use for recycling for football games and the vendor that received it was very happy with how clean and free of contamination the recycling was. Please let your sorting staff know that they are doing a tremendous job.

Tom Saunders, Facilities Manager
University of Maryland Xfinity Center

WELL DONE!

Women 2 Watch Award

The Women Presidents' Organization (WPO) announced the *Women 2 Watch* of 2021, sponsored by JPMorgan Chase Commercial Banking. The list features the fastest-growing WPO members from around the world as they reach new levels of success.



Valarie Dock
Bolana Enterprises, Inc.

Bolana's Valarie Dock was honored to be named to this list which highlights the impact these diverse and vibrant women-owned and -led companies have on the WPO and the global economy through the jobs they create and communities they serve. Well done!



Bolana Corporate Team Training

Team Bolana's Corporate Team participated in Kolbe Training with Andrea Infelt Almarez from Positive Shift Partners, LLC. Each team member completed The Kolbe A Index which measures the instinctive ways that people take action and how they approach work. Team Bolana learned our individual strengths and attributes and discussed how we can each leverage them to contribute to the productivity of the team. This training provided Team Bolana insight on our personal productivity, team performance, and job alignment. We are committed to continuous improvement.



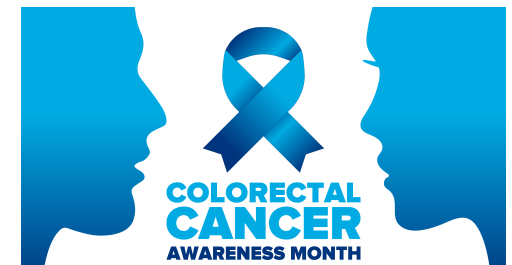
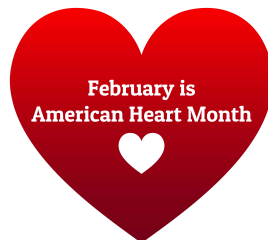
January was...



March is...



February is...



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to read our newsletter!**

WE'RE GETTING **SOCIAL**



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