

The Knight Companies Newsletter



Deforest Davis
Chairman
Thomas Trezek
President & CEO
Steve Michell
COO & Vice Chairman

Upcoming Events

- Feb 1 – March 31: Make sure your OSHA 300 log is posted
- February 29: Have your 2008 W-4 filed with payroll
- March 27: ISO Pre-assessment audit

Quality Policy

***KnightFM Inc,
CaravanKnightFM LLC
and Knight Industrial
Services Co Ltd will
consistently provide
services that meet or
exceed the requirements
and expectations of our
customers.***

Letter from the President

2007 was a good year for all our corporations (KnightFM, CaravanKnightFM, ADT Facilities Management, and Knight Industrial Services, Thailand.) I want to express my appreciation for your commitment, attitude and loyalty, your performance was vital and key to the success we have.

Brandon Bordeaux, Chairman of CaravanKnightFM, and his people, with the support of the KnightFM staff made our successes greater. Now it's 2008, new issues new challenges and a huge amount of opportunity are presenting themselves. As a member of the corporations' team, each individual will be as vital and key in 2008 as you were in 2007, perhaps more so. There are times when each of us in a self evaluation questions how good we really are. I can answer that question for you in this way, read it carefully and remember it, you are as good as the best thing you ever did. As always, it is the consistency as we implement those characteristics which makes you perform so well.

At the end of 2008, providing we meet the challenges and opportunities in front of us, we should see our

companies double in size. As you will agree this is huge – this year is our super bowl, our Olympics, our world series – our chance to prove to our customers and the world that we are the best. I assure you it will take place. I am confident in that statement because what will happen is directly proportional to your involvement and your performance. Individually we do a good job, as a team we cannot be stopped.

Shanghai, China and Pattaya, Thailand will be a vital factor in our growth during 2008. Our performance to date in the Asia Pacific theater has been unbelievable positive. Eight thousand miles away and not being able to speak the language, we still perform better than our completion. Our corporations certainly have been equal to the challenges and opportunities that present themselves.

The months ahead the challenges will present issues, both predictable and unpredictable, we must concentrate on keeping the lines of communication open at all times. We are an industrial family second to none and I am proud to be your president



Brandon Bordeaux
Chairman & CEO CaravanKnight



ADT Facilities Management Focus Green in 2008



Robert Dodge
Vice President Asian Operations

ADT Facilities Management, our joint venture in China, is seizing the opportunity in 2008 to continue the progress toward being the integrated service provider customers turn to for any facility need. This year, we are adding our green service brand image to our existing customers in paint shop technical services, industrial cleaning, industrial manufacture and non-manufacture equipment, security, cleaning, maintenance, landscaping and customer services, and we are focusing on expanding our market reach to airports, stadiums and the Shanghai Expo.

The north and south technical service teams in both industrial and commercial service fields will render services to various operations

projects nationwide under the coordination of the corporate office with the goal to make ADT the domestically integrated service provider second to none.

Photos of the China State Bank public housing development construction site managed by Knight Industrial Services Co, Ltd. Thailand



2008 Goal - ISO 9001 Certification

KnightFM, CaravanKnightFM, and Knight Industrial Services Co, Ltd have made it their goal to become ISO 9001.2000 Certified by July, in order to ensure we offer our customers consistent, quality services. To do this we need the support of all of our employees.

We have implemented the Employee Log-in section, "OWL", on all of the applicable websites. Though it is a work-in-progress, and currently only available to Site Managers, Operations Directors, and Corporate personnel who are responsible for disbursing the information to their employees, the Employee Log-in allows access to our companies' ISO processes and associated documents, Human Resources documents, selected safety and training documents, Workload Leveling, and more.

Please make sure you have read and understand everything that applies to your position and remain current and up-to-date on any changes.

We are truly excited about the improvement opportunities the ISO process will bring to light for our companies and look forward to this new chapter with its accelerated growth and development.

If you have any questions about the ISO process or the website, please contact a member of the TQMS department. Virginia Kuenker, Vice President Global TQMS, Daniel Waltenburg, Industrial Processes Director, Robert Alward, Facilities Management Process Director, Megan Kuenker, Technical Documentation/Human Resources Director, and Steve Ashe, TQMS Process Coordinator.



From left to right

Mark Yohannan
Vice President Operations



Dennis Argyle
Vice President Finance

Virginia Kuenker
Vice President Global Total
Quality Management Systems





E-Time



A new e-time technology, biometric hand scanner, is being tested in Chrysler's Belvidere Assembly facility. This technology allows for increased efficiency with a punch time of approximately five seconds, increased accuracy with the hand scan's ease and immediate notification of an accepted punch, and increased security with no issues of lost cards, sharing cards, or sharing pin numbers. After a study of actual efficiency, payroll and financial will perform a site-by-site analysis of the most effective means of time keeping for the workforce.

The Knight Companies Internal Document Database "OWL"

As part of the Knight Companies commitment to continuous improvement, and as a tool for ISO process implementation, we have recently implemented an "Employee Log-in" section to the web-sites. This Log-in currently takes the affected employees to an internal document database with access to Financial, Human Resources, Operations, Purchasing, Safety and Training, Sales, Workload Leveling, and most importantly, ISO Processes and supporting documents.

The database allows Site Manager obtain to the most current company, eliminating the wonder if the document you are using is the correct one, for everything from new hire paperwork to weekly safety talks. Sites can also upload to the database, allowing a stable place to manage

site-specific documents. The accessibility of this information will allow us to share gains across the company.

Future improvements already in the planning phase include an internal job posting section and a vendor and/or customer log-in section. In addition to this, you will soon be seeing a new and improved website itself, with the ability to submit applications and vendor packages, among other features.



New Year, New I-9 Form

Excerpt from HRinsight newsletter January 2008, vol. 4, no. 9

The US Citizenship and Immigration Services (USCIS) has released a revised Employment Eligibility Verification Form (I-9) and the updated Handbook for Employers, Instructions for Completing the Form I-9. You must begin using the 2007 edition of the I-9 NOW – all previous versions of the form are no longer valid. *The new version is available on the OWL system.*

1. I-9 Refresher

Section 1 of Form I-9 must be completed by the employee at the time he is hired. You must then review the employee's original documents and complete Section 2 within three days. *The Knight Companies use the E-Verify program, so I-9s must be verified either at the site or by HR within three days of hire. NO EXCEPTIONS.* Be mindful not to specify which documents you will accept for I-9 purposes or to ask employees for particular documents. Rather, simply ask employees who are completing Form I-9 for a document from List A or a document from Lists B and C.

Though you are not required to by federal practice, the Knight Companies require you to photocopy the documents an employee presents. Make sure you follow the same procedure for all employees, but don't go back and ask current employees for their documents again. All I-9s must be sent to Human Resources immediately for E-verification, receipt confirmed, and the originals mailed. They should not be retained at the site do to the sensitive information they contain.

2. Who Must Fill One Out?

You must have a properly completed I-9 for all employees hire in the United States after November 6, 1986. You're required to complete the new I-9 form only for new hires, not existing employees, but you must use the new form if one of your employees requires re-verification.

3. ID, Please

The revised I-9's most significant change is the elimination of five documents from List A (documents that establish both identity and employment eligibility). You can no longer accept the following documents when completing the

form: certificate of US citizenship (Form N-560 or N-570), certificate of naturalization (Form N-550 or N-570), alien registration receipt card (Form I-151), unexpired reentry permit (Form I-327), and unexpired refugee travel document (Form I-571).

You may accept, however, the most recent version of the employment authorization document (Form I-766), which was added to List A. A complete list of documents you may accept for I-9 purposes and the most recent version of the form may be found online at www.uscis.gov/files/form/I-9.pdf.

4. New Form, New Instructions

You should note that the instructions from Section I of the I-9, which relates to social security numbers, were also revised. Now an employee isn't obligated to provide his social security number in Section 1 unless you participate in the USCIS' Electronic Employment Eligibility Verification Program, or E-Verify. *The Knight Companies do participate, so please remind your employees, we are required to record this information.*

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Meet Your Coworkers



Rob Wolfbrandt
Position: Workload Leveler

Workload Leveling

Workload Leveling is refining processes with the addition of the OWL website as it will standardize the process leading to more consistent and efficient service. Sites will be able to have instant access to their most current job assignments.

A reminder, please don't make changes on your site specific job assignments, we're good, but we can't read minds. Simply fill out QMS-WLL-010 Workload Leveling Service Request Form letting us know important details and helping us give you the best service possible.

HR Minute

Sexual Harassment

Sexual harassment is any unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct of a sexual nature when

1. submission to such conduct is made either explicitly or implicitly as a term or condition of a person's employment
2. submission to, or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individuals
3. such conduct unreasonably interferes with an individual's work or creates an intimidating, hostile or offensive working environment.

Sexual harassment is behavior that:

1. is unwanted or unwelcome
2. is sexual in nature or gender based
3. is severe, pervasive and/or repeated
4. has an adverse impact on the workplace

What can you do? First, make sure your behavior cannot be construed as sexual harassment. Second, if you witness sexual harassment, or feel you've experienced sexual harassment, tell the person to stop immediately and report the incident to your supervisor who will then contact Human Resources.

Remember, we are at work to perform a service for the customer, and while on the job, that should be our primary commitment.

Safety & Training Minute

Reduce Noise Exposure and Protect Your Hearing

- Have your hearing tested if you're exposed to high noise levels
- Use assigned hearing protectors: earmuffs, earplugs, or canal caps
- Don't use cotton or other homemade protection
- Replace broken, cracked, stiff or loose hearing protectors
- Use hearing protection for exposure to loud noise off the job
- Clean hearing protectors regularly, following manufacturers' instructions
- Store hearing protectors in a clean, dry place
- Report trouble hearing, ringing in the ears, etc.

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