

# The Knight Companies Newsletter

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Thomas Trezek  
President & CEO



Brandon Bordeaux  
Chairman & CEO  
CaravanKnight

## Quality Policy

***Committed to customer  
needs and continual  
improvement through the  
allocation of resources in  
the quality management  
system.***

## Internal Website Updates

In our quest for continual improvement, we have used feedback from users to make our internal website, also known as OWL, more efficient for its users. Each department, Financial, Human Resources, Operations, Purchasing, Safety & Training, and Sales each have a section, as well as the Quality Management's Controlled Processes, job postings, and the past and current versions of the newsletters.

Human Resources documents available include 401K information, calendars, corrective action and development information, department of labor required postings, exit paperwork, miscellaneous forms, template job descriptions, new employee paperwork, performance reviews, and the corporate phone list.

Safety and Training provides New Employee training presentations, tests, and guides, Weekly Training Talks, blank Safety Incident Report, blank Training Matrix, and the Safety Policy and Program.

The Operations' Folder contains CARs and PARs, operations supporting documents, SWIs, Task Detail Sheets, and Workload Leveling documents and tools, as well as the Site Specific Documents folder. In the Site Specific Documents folder, each site we maintain has a specific folder which contains Job Assignment Sign-Offs where the site management maintains a record that each employee has reviewed their job assignment with their manager and signed off on it, the Job Assignments folder where you can find your most current Workload Leveling, Operations Reports folder for maintaining all ISO and otherwise required reports, Quality Audits folder where the layered audit recorders are to be stored, the Site Operating Plan folder, Supplier Scope of Work folder, Training folder where you can find training records, site specific incident information, certificates, and where you upload the monthly update to the training matrix, the Workers Comp Panel folder containing the required poster listing site specific workers comp clinics and doctors determined by our workers compensation carrier, and the

site address.

Remember that this is a living website and it will take everyone's participation to keep it updated and functioning as well as possible. Familiarize yourself with the overall website, specifically your section, and keep it updated.

If you notice anything you think can function better, or would like more information available, please e-mail suggestions to the administrator, Steve Ashe at [asheknightfm@aol.com](mailto:asheknightfm@aol.com).

## Employee Recognition

Margie Faircloth (left)  
Delphine Inkton (right)  
Chrysler Mopar World Headquarters

It is my pleasure to thank you and your staff for all the effort towards making our area cleaner. The bathrooms and vending/kitchen areas are well attended, trash is emptied, paper is replenished, counters/microwaves are wiped down, wow!

It is really nice to have the glass doors in the lobby cleaned with regularity too.

**Your gals are energetic and cheerful, that is nice to see.**

**Thank you for making such a difference in our work environment, we really appreciate it.**



If you have any information you would like to see featured in the newsletter, please forward it to **Megan Kuenker** at [megan.kuenker@knightfm.com](mailto:megan.kuenker@knightfm.com)

## Employee Recognition / Customer Feedback

Rob Alward – Corporate TQMS Team



"Rob is a diverse employee who volunteers and assists on everything including asset management, ISO Certification, and transition support."

Lola Gunn, Jerome Charles – GM Warren Technical Center

I just wanted to express our (PPO Mat'l Mgt) appreciation for the quality of service that was rendered by Lola, Jerome and crew. The crew was prompt, courteous, professional and very efficient. They truly transformed the POU's dingy, dusty, dirty, dark and gloomy appearance into a bright, sparkling, polished, and clean work environment. It was quite obvious that the crew was very meticulous with level of detail and effort which was placed in freshening up the appearance and actually giving the POU a whole new look.

Great Job!! Really appreciate the service.

GM Drayton Plains SPO

Just wanted to let you know that the new sanitation workers are doing an excellent job. The bathrooms are always clean and stocked, my floor in the quality supervisor's office is swept and mopped regularly, trash cans are emptied daily and I can even see out of my office windows because they clean them daily. The people all seem to be friendly and willing to resolve issues. Please pass on and let all know that Drayton is looking and smelling good these days.  
Keep up the good work!

Deborah Black – GM Drayton Plains SPO

I wanted to pass on a note to you to on the transition to 3rd Party Housekeeping here at Drayton that was put in place on July 1, 2008. The Knight team, Tony and Phil as well as yourself, did an outstanding job in assisting and ensuring a seamless transition. Everyone came in and approaching the transition in a professional manner and immediately went to work in getting familiar with the SPO facility as well as orientated to the Health and Safety rules for the building. To date we have not experienced any issues.

The overall consensus of the facility by the feedback I have received has been positive. You have done an outstanding job in hitting the high traffic areas and bringing them up to speed. The rest-rooms, breakrooms as well as the cafeteria look outstanding. The housekeeping employees have worked well and have been more than accommodating to any requests by myself or the SPO organization here. There have been examples of employees stopping what they were currently assigned to do to take care of a water spill that was considered a safety hazard as well as cleaning the Gondola area by the drivers when it was out of service because of the trash obstructing the limit switches. All this has been greatly appreciated and has really helped ensure the successful transition.

Kudo's to you and the Knight Team.

Angela McCarty – GM Bedford

Just wanted to send you an e-mail on your new housekeeping crew. I really do appreciate our offices being swept now. It does make a difference.

Last Wednesday, I had dropped a pen on the floor and noticed my floor was cleaner. I asked Nichole if our floors had been swept, and she said yes. These floors are old and I could tell a difference. Your crew seems very conscientious about their work are determined to do a good job. I believe that within the next few months the plant will really see and believe a difference. You do a fantastic job as a caring and "get the JOB done" supervisor. You should be very proud of yourself. I am! I have even heard comments from other supvs. about your crew cleaning outside (within the plant), and it being a very pleasant surprise.

YOU GO GIRL!

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**Megan Kuenker** at  
[megan.kuenker@knightfm.com](mailto:megan.kuenker@knightfm.com)

Warren Kilgore  
Chrysler Mopar Centerline



"Warren Kilgore is an outstanding worker who goes over and above to get the Job Done."

GM Drayton Plains SPO

I just wanted to take this opportunity to tell you "what a great job" that your new sanitation crew has been doing. I have never seen the offices, restrooms, cafeterias, and other areas so clean before. Wonderful attention to detailed areas and they are there as soon as I call them. They are a great group of people and are a pleasure to work with.

Keep up the good work. "Hat's off to Sanitation".....

## New Form I-9

The basic Form I-9 remains substantially the same as compared to earlier versions, although the form and accompanying instructions appear to be more user-friendly than prior versions. The most significant changes were made to the form instructions, including:

Five documents have been removed from List A of the List of Acceptable Documents:

- Certificate of U.S. Citizenship (Form N-560 or N-561)
- Certificate of Naturalization (Form N-550 or N-570)
- Alien Registration Receipt Card (I-151)
- Unexpired Reentry Permit (Form I-327)
- Unexpired Refugee Travel Document (Form I-571)

One document was added to List A of

the List of Acceptable Documents:

- Unexpired Employment Authorization Document (I-766)

All the Employment Authorization Documents with photographs in circulation are now included as one item on List A:

- I-688, I-688A, I-688B, I-766

According to the USCIS, the new I-9 Form (dated June 5, 2007) can and should be used immediately. The previously authorized I-9 Form, dated May 31, 2005, is scheduled to be accepted until December 7, 2007.

The Updated form is available on the Internal Website in the Human Resources section. If you have any questions, please contact Kristi Kolka at [kristi.kolka@knightfm.com](mailto:kristi.kolka@knightfm.com).

Yellow – Employee Section  
Red – Employer Section

**Form I-9, Employment Eligibility Verification**

**Section 1: Employee Information and Verification** (Yellow background)

**Section 2: Employer Information and Verification** (Red background)

## Dealing with Disgruntled Workers

Excerpt from HRinsight newsletter February 2008, vol. 4, no. 10

The ideal scenario, of course, is to prevent employee discord before it even happens – and the best way to do that, says Mark Benjamin, president of ADP Total Source, is to communicate all policies and expectations clearly and often. “When both managers and employees understand their rights and responsibilities, the potential for discord is greatly reduced,” he says.

Other effective preemptive tools? Regular employee evaluations (at least annually), a comprehensive and easy-to-understand employee handbook, individual recognition for good work, candid communication about the company’s goals and plans, and adequate pay and resources.

But unionized or not – work stoppage or not – many organizations feature disgruntled workforce at some point. The consequences can be serious: 42 percent of employees say they have worked with coworkers who have abused workplace rules and regulations, according to a recent study by the Employment Law Alliance.

What’s the best way to deal with

employees who, reacting to something they perceive as being unfair in the workplace, have bad attitudes?

“I’ve worked with clients ranging from Bayer Corporation to The Boeing Company as well as international airlines, retail companies, plus lots of small- and medium-size organizations that struggle with exactly these kinds of questions,” says Amie Devero, founder of The Devero Group, a consulting firm specializing in organizational change.

Here are the most important steps companies should take, says Devero, who’s spent more than 15 years consulting companies on the subject:

### Recognize the Scope and Scale

“Like most crises that involve whole communities of people, a workforce becomes disgruntled and proactive about it over time, usually through management’s neglect or denial that there is any validity to persistent complaints,” says Devero, author of *Powered by Principle*. “To really deal with such an extreme level of employee unhappiness, such as a work stoppage or strike, requires a wholesale reevaluation and transformation of the organization. That includes revisiting the culture of the organization and the strategy it is meant to support.”

### Work on Leaders’ Credibility Instead of Blindly Firing Workers

Usually, systemic unhappiness in a workforce can be traced to a credibility gap between what management says it values and what employees believe is the real agenda, Devero says. “This crops up in a lot of ways. But without the leadership acknowledging the contradiction, dealing with it, and correcting it, the situation will continue, even with entirely new employees,” she says. “That makes the idea of scrapping the current employees and replacing them a poor remedy.”

### When Firing Is Called For, Be Final

“On the occasion that there really is no basis for the employee unhappiness and it stems from one or a few bad apples with toxic attitudes, management should be final in firing those employees,” Devero says. “That may sound harsh, and if it’s handled in a cavalier fashion, it will be disastrous. But if there is ample evidence over time from multiple and independent sources that the discontent is being bred by someone in particular, then trying to ‘work with’ that person is an exercise in futility and naiveté.”

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# Safety and Training Minute – Forklift Procedures

## Forklift Rights, Wrongs, Risks, and Rules.

Each year approximately 100 deaths occur due to the nearly 95,000 forklift related accidents. (BLR Forklift Training, 1999) It is important to remember that only trained and authorized personnel are permitted to operate a forklift, to keep pedestrians away from the operating zone of a forklift, and to lockout unsafe lifts as determined by the pre-operation inspections. Following are some rights, wrongs, risks, and rules regarding forklift operations. Take some time to review this list, and remember, getting home safely is your responsibility, too.

### Rights:

- **Inspect** the forklift daily and have any problems fixed before you use it.
- **Refuel** or recharge only in designated areas- do not smoke there.
- **Keep** loads low (6-8 inches above ground), with mast tilted slightly back.
- **Keep** wide loads centered.
- **Be sure** you have overhead protection; wear a hard hat if required.
- **Keep** the load uphill on inclines.
- **Drive** in reverse if the load blocks your vision, except on sloped.
- **Back out** slowly after unloading, checking over your shoulder.
- **Park** on flat surfaces away from traffic. Lower and flatten forks, and set the parking brake. If you have to park on slope, block the wheels.

### Wrongs:

- **Don't** carry passengers or lift people unless the truck has approved man-lifting devices
- **Don't** load the truck beyond its rated capacity.
- **Don't** carry a load that is so high it can cause the forklift to tip over.
- **Don't** raise or lower loads while your moving.
- **Don't** let anyone walk under the loads while you're moving.
- **Don't** let anyone walk under the forks.
- **Don't** travel with forks raised when unloaded.
- **Don't** reach through the mast.

### Risks:

- **You** can be injured or killed if the forklift tips over.
- **Others** can be injured or killed if they walk under the load, trip over the forks, or are hit by forks or improperly loaded materials.

### Rules:

- **Don't** speed.
- **Stay** on the lookout for pedestrians.
- **Slow** down for turns and on wet or slippery floor surfaces.
- **Stop** and blow your horn at crossings, blind corners, or before reversing.
- **Stay** at least three vehicle lengths behind the vehicle ahead.
- **Obey** all signs and speed limits.

## Equipment Update

An equipment reliability committee has been formed to ensure consistent treatment of maintenance and repair of our fleet of cleaning and other machines. Committee members include chairs Tom Trezek and Rob Alward, and committee members Dennis Argyle, Danie Waltenburg, Dave Hoffman, Jay Mikoleizik, Josh Purcell, Mark Yohannan, Corey Fila, Brian Yaw, and David Bernard. We look forward to full participation and an improved and streamlined system of checks and balances.

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Name  
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 City, State Zip Code