

The Knight Companies Newsletter

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Thomas Trezek
President & CEO



Brandon Bordeaux
Chairman
CaravanKnight

Quality Policy

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

ISO Certification / TQMS Update

Robert Alward

There has been a lot of anticipation over the last few months in regards to our ISO Certification. It is finally official; Knight Facilities Management, Inc., Caravan/Knight Facilities Management, LLC. and Knight Industrial Services, Ltd. have been approved for ISO 9001:2000 Certification by the Executive Committee at Perry Johnson Registrars, Inc., our external auditors and registrars.

Congratulations and thank you to you all!

With obtaining our certification behind us it is time to look to the future, to putting our processes to work and to continuous improvement. Everyone in this organization has a voice. Using the CAR & PAR processes to express your suggestions, concerns, ideas, etc., is encouraged by ISO to help us to grow as a company

through improvement on the things we do today. Remember all CARs & PARs must be emailed to steve.ashe@knightfm.com, so they can be monitored and communicated.

The Quality Management System (QMS) itself has already begun to change for the better. We are in process of making several improvements in efficiency to our QMS. You will see some required documentation go away and you may see some new additional documentation appear. The purpose of this isn't to add more work and responsibility to those on the floor, it is merely to make our system more user friendly and efficient, while at the same time still meeting the standard requirements deemed necessary by ISO 9001. I will keep you all posted as changes occur. Thank you all again for the consistent effort and for making our TQMS a certified system.

Faurecia

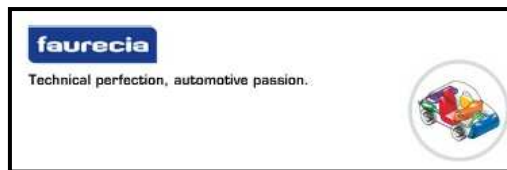
Faurecia has named KnightFM as one of three strategic partners providing full facility management services at locations yet to be determined.

As a global player in the automotive industry, Faurecia now counts all the world's automakers among its customers. With sales of almost €12.7 billion in 2007, the Group ranks second among automotive suppliers in Europe and eighth in the world.

Faurecia is one of the world's leading providers of engineering solutions and automotive parts, specializing in seating, vehicle interiors, front ends and exhaust systems. With 60,000 employees at 190 manufacturing sites and 28 R&D centers in 28 countries, Faurecia is fully aware of the challenges facing automakers today, and focuses on creating and providing innovative products, technical solutions and services that offer quality, competitiveness and added value.

www.faurecia.com

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



Employee Recognition

Britni Tompkins - Chrysler Museum

I just wanted to let you know how much we appreciate Britni's help at the Museum. The Museum just had a red-carpet event yesterday and we needed everything pristine. She did an excellent job of making the Museum shine for this event and was very helpful at the event, as well.

Just thought you should know.

P.S. We're keeping her.

Employee Recognition / Customer Feedback

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.

Sean Dixon –
Chrysler Warren Truck



“One of the hardest working men I have ever seen and he deserves a huge pat on the back for all of his efforts. Every time I see him he is working. All the new janitors are good workers but Sean really stands out.”

Denise Vanden Bossche
GM Pontiac SPO

I just wanted to drop you a quick note to tell you that Denise is doing an awesome job cleaning the Center Office. It has never looked so clean before. She is a very pleasant person and she always has a smile. What a nice change! Thank you!

GM Wilmington

Just wanted to let you know how pleased we were with the work that **Robert Davis** did in cleaning our floors in medical. Our bathroom floor and drug room floors have never looked so clean. He did a great job.



*Redethia Thompson and
Dearma DeShields*

I just want to advise and thank you for the quality of housekeeping in our engineering area. This facility is the cleanest that it has been in quite some time. The one issue that I am personally pleased the most about is that team takes initiative to do task in past we had to ask for.

Our housekeeper for area Bey-Bey (**Redethia Thompson**) saw that our floor needed cleaned and took the initiative upon herself to ask when was the best time for her to clean it. At 10:00 AM her and another person (**Roy Hurd**, new hire) came back and completed the task. In 31 years of working at this plant. No has EVER asked when can I clean floor and what is the best time to do this.

Keep up the Work. It is appreciated!

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

GM Wilmington

Just wanted to pass a note along to recognize the outstanding job that **Robert Davis** did in cleaning my workspace this Wednesday!



Iris Miller

Additionally, I'd like to mention the fine job that **Iris Miller** does every day!

I thought I just send you a note to let you know how much we enjoy our new house keeper **Iris Miller**. She has done an excellent job of keeping the Bodyshop complex clean and orderly. She is a pleasure to work with and is very helpful.



Just wanted to let you know that Iris Miller and J Fitts are doing a great job. Here in Body Shop and to add Iris is keeping our office better than it ever was.

Listening

Excerpt from work911

Communication may be one of the essential life skills, since it's clearly related to success with family, friends and success in the workplace. If you look at successful people, you'll almost always find they have the ability to communicate with others, either one-to-one or in groups, far more effectively than less successful people.

Common misconceptions about listening

Listening is a little more complex than most people realize, and there are various misconceptions about the listening process. Here are a few common misconceptions adapted from *Speech Communication*, by William D. Brooks.

Listening ability is related to the intelligence of the listener.

Research indicates that while there may be a slight link between the intelligence of the listener and listening ability, the relationship is very slight.

Daily use of listening eliminates the need for special training

Listening is a learned skill, and while we are all able to "listen" to some degree, listening skills can be honed and developed to a high level through training and effort. Some listening can occur and develop naturally through interaction, but training is important. That probably fits your experience that people simply aren't good listeners much of the time.

Opportunities are often missed because we are broadcasting when we should be listening.

Improving reading ability also improves listening ability

Obviously one has to understand the language of the speaker to be able to listen and comprehend, but research indicates there is no relationship between reading ability per se and listening ability.

Listening is easy

This is probably the biggest misconception about listening. Most

people believe they are listening, when, in fact they are not, or at least are doing so minimally or ineffectively. It requires the focusing of attention, being open and wanting to really understand another person, and putting aside one's own agenda. These things, and the other requirements for effective listening, need to be practiced, and learned, and above all, effort needs to be made.

What are the major barriers to listening that I should consciously try to overcome?

Effective listening doesn't just happen. It takes some work and diligence to improve. Here are some of the most common barriers to effective listening from the point of view of the listener. You can begin to consciously address these in your everyday interactions.

- Being and remaining preoccupied and not listening.
- Being so interested (and focused on your own desire to speak) in what you have to say that you listen mainly to find an opening to get the floor.
- Formulating and listening (preparing your argument) to your own rebuttal to what the speaker is saying.
- Listening to your own personal beliefs about what is being said.
- Evaluating and making judgments about the speaker or the message.
- Not asking for clarification when you know that you do not understand.

What is critical listening?

Critical listening is a form of listening that if usually not mentioned, since it involves analysis, critical thinking and judgment. Making judgments during listening is often considered as a barrier to understand a person, and there's a lot of truth in that.

However, critical listening occurs when you still want to understand what the other person is saying, but also have some reason or responsibility to evaluate what is being said to you and

how it is being said. For example, if there's an upcoming election and you need to decide who to vote for, you probably use some form of critical listening when you watch a televised debate. You listen, AND you evaluate.

While experts on learning and communication almost universally demean the importance and value of critical listening, when it comes to real life, listening critically is used every day.

The key though, is to try to understand the other person FIRST, before one evaluates.

Listening increase the chance that you will be heard

We have a tendency to be more interested in speaking and being heard, than in listening and hearing and understanding others. Most of us are afflicted with this minor touch of egotism. So, we tend to try to speak more than listen, and compose our responses while the other person is talking.

Instead of listening to what is being said to them, many managers are already listening to what they are going to say.

However, there's an interesting paradox that operates. There is a strong tendency for people to be more interested in others who show an interest in them. When you listen and try to understand someone, the other person develops a sense of rapport, and that tends to push them into wanting to hear about what you have to say.

It's true that this doesn't always happen. We've all been in situations, with boorish or self-centered people where, no matter what we might do, they will never listen to us, since they aren't interested in anything or anyone else but themselves. There's not much we can do with those people, but then again, you never know when making a sincere effort to understand someone - even a boor, will encourage them to take an interest in what you have to say.

Wilmington Workers Shine through Customer Interaction and Service

Albert "Mac" McCluster, Site Manager

Though they have only been working the entire GM Wilmington Assembly as a whole for 30 days, the CKFM Housekeeping and Paint Mod personnel have received continual accolades and praise for their work ethic and on the job professionalism.

Personnel have begun to develop relationships within their perspective departments. From just daily greeting to direct interaction with the customer, personnel have claimed "Ownership" of their jobs.

Customers have went as far as taking pictures of CKFM personnel at work, such as Iris Miller who strives daily to find what problems exist for her customers and initiates immediate corrective action. "I just like doing a good job," states a beaming Miller after she was told of the email and picture praising her work.



Sean Singleton

Within the administration section many of the office workers both GM and UAW alike have exclaimed their pleasure with the services provided by Admin Housekeepers, Carla Brown, Christina Jackson and Redethia Thompson.

Commentary in regards to the "shine" that the office flooring is developing due to the diligence and hard-work of CKFM special projects crew; Robert Clark, Joseph Gibbs, John Payne and Antonio Rojas continue to roll in as CKFM personnel "lock in" weekly special targets to meet and exceed the customers current expectations.

"Since we went to the new janitor

Debbie 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.

services we have seen a big improvement in our office area and personal offices. It's been a long time since someone has took the time to do their job properly. Trash is being picked up on a regular basis and the floors have never been so clean." – John Arena, Senior Manufacturing Engineer Wilmington Assembly

These personnel are CKFM's most visual and "seen" personnel, but without the waste management, transport and distribution personnel much of the work receiving praise would not be possible.



Elmer Smith

Elmer Smith, CKFM's Primary Fork Truck operator and Supply/Distribution lead has not missed a day of work since he was hired in May 2008. As well as Tugger/Scrub Truck operator, Craig Dennis who states "I like doing a good job...to some it may sound funny, but I LIKE my job!"



Craig Dennis

The same holds true for CKFM's Maximo/Yard personnel, Robert Whitehead and Vernal McDermott. The two are a "dynamic duo" when it comes to "knocking out" daily Maximo tasks. Everyday they receive a stack of what needs to be done and by mid-shift they are back reporting satisfied customers and asking the question, "What do you have for us next?"



Vernal McDermott and Robert Whitehead

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Safety and Training Minute – Workplace Violence

What is workplace violence?

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths. However it manifests itself, workplace violence is a growing concern for employers and employees nationwide.

Who is vulnerable?

Some 2 million American workers are victims of workplace violence each year. Workplace violence can strike anywhere, and no one is immune. Some workers, however, are at increased risk. Among them are workers who exchange money with the public; deliver passengers, goods, or services; or work alone or in small groups, during late night or early morning hours, in high-crime areas, or in community settings and homes where they have extensive contact with the public. This group includes health-care and social service workers such as visiting nurses, psychiatric evaluators, and probation officers; community workers such as gas and water utility employees, phone and cable TV installers, and letter carriers; retail workers; and taxi drivers.

What can these employers do to help protect these employees?

The best protection employers can offer is to establish a zero-tolerance policy toward workplace violence against or by their employees. The employer should establish a workplace violence prevention program or incorporate the information into an existing accident prevention program, employee handbook, or manual of standard operating procedures. It is critical to ensure that all employees know the policy and understand that all claims of workplace violence will be investigated and remedied promptly.

In addition, employers can offer additional protections such as the following:

- Provide safety education for employees so they know what conduct is not acceptable, what to do if they witness or are subjected to workplace violence, and how to protect themselves.
- Secure the workplace. Where appropriate to the business, install video surveillance, extra lighting, and alarm systems and minimize access by outsiders through identification badges, electronic keys, and guards.
- Provide drop safes to limit the amount of cash on hand. Keep a minimal amount of cash in registers during evenings and latenight hours.
- Equip field staff with cellular phones and hand-held alarms or noise devices, and require them to prepare a daily work plan and keep a contact person informed of their location throughout the day. Keep employer provided vehicles properly maintained.
- Instruct employees not to enter any location where they feel unsafe. Introduce a "buddy system" or provide an escort service or police assistance in potentially dangerous situations or at night.

How can the employees protect themselves?

Nothing can guarantee that an employee will not become a victim of workplace violence. These steps, however, can help reduce the odds:

- Learn how to recognize, avoid, or diffuse potentially violent situations by attending personal safety training programs.
- Alert supervisors to any concerns about safety or security and report all incidents immediately in writing.

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City, State Zip Code