

The Knight Companies Newsletter

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Quality Policy

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

MVPs - Raymond James Stadium Employees

With all the construction going on in the stadium before the first pre-season game and the hard work my staff had to clean everything and get the stadium back to game day

ready the Bucs and TSA recognized all my staff as MVP winners. Each of my employees received a certificate and a pin. I am very proud of my staff for their ability to get the job done and that finally that they were recognized for a job well done.

Employee Recognition

Jay Hayes – PMN Recipient
Fort Wayne Assembly



Tom Trezek
President & CEO
The Knight Companies



Brandon Bordeaux
Chairman
Caravan/KnightFM

Wang Zhenjian
General Manager
ADT Facilities Management



Robert Dodge
Vice President
Knight Industrial Services

How to Manage Anger

Excerpt from TopHealth

Frequently losing your temper not only alienates others, it can contribute to health problems, including headaches, upset stomach and heart attack.

To take control:

Count to 10.

When something angers you, give your body time to defuse before you react. Take three or four deep breaths. Ask yourself, "Will this really matter a week or a month from now?"

Walk it off.

Go for a short stroll until you calm down.

Helpful: Find a quiet place where you can think things through calmly and take a second to look at how you're reacting to the situation.

DISTRACT yourself.

Example: Instead of pounding the horn in a traffic jam, play soothing music or listen to an upbeat program.

KEEP a log.

Monitor hostile thoughts to discover how frequently your temperature rises.

Benefit: You'll help sort out the real causes of your anger, which are often things over which you have no control.

ASK for help.

If managing outbursts seems impossible, don't be afraid to try counseling, meditation, lifestyle changes or other kinds of ongoing psychological help. Your health – and your relationships – may depend on it.

GoToMeeting - Communication Enhancing Tool

Communication is vital for the success of our organization, and can take many different forms. As Tom Trezek has mentioned that we as a company have many ways to communicate between ourselves and with our customers. We have previously discussed our internal website, OWL, as a method for ensuring you have the latest version of corporate documentation. This month, I would like to introduce another set of communication tools which KnightFM instigated, GoToMeeting and GoToWebinar. I would like to report to everyone the usage for the past 90 days:

GoToMeeting Summary

Total Active Meeting Organizers	9
Total Meetings	79
Avg. Meeting Per Organizer	10.44
Total Attendees	216
Total Duration (minutes)	2615 min.
Avg. Duration (minutes)	27.82

Over the past 90 days Mark Yohannan has held 27 meetings totaling 1304 duration (minutes), with a total of 124 Attendees participating in the meetings. He has reoccurring "Stadium Managers Mtg." every Thursday and has scheduled "All Managers Meeting". David Hoffman, Dennis Argyle, Robert Borke, and Josh Purcell have taken advantage of the use of this tool. There are a total of 23 Organizers' ready to use GoToMeeting and GoToWebinar.

- GoToMeeting enabled and can host 25 attendees in meetings
- GoToWebinar enabled and can host 1000 attendees in Webinars.

Consider the savings that have been derived so far:

The Attendees:

(Attendees are all over the country – 7 states)

Travel Time

- 0 Minutes/Hours

Mileage

- 0 Cost

Collaboration on documents

- 0 Cost

Reduction of misinterpretations

- 0 Cost

Increase Teamwork

- 0 Cost

This program can be used in many ways:

1. In sales presentations
2. Meetings
3. Training
 - a. Presenting training remotely to as many attendees that you want (1-1000) or 1 to a room full of people.
 - b. Create training programs that can reuse over again or used for refresher training or customer / employee certification etc...
4. Or just to get the point across or to show someone what you are trying to describe that is on your screen.

We have 5 licenses that can be shared. If anyone needs to find out how to activate a license, or are just interested in learning more, please contact David Hoffman at 989-239-5485.

Employee Recognition / Customer Feedback

Raymond James Stadium

The pipe and drape, **Casey Gonzmart's** quick response and your staff's adaptation to re-routing and our closing the corridor was fantastic. And Evelyn, we could not have begun to have made the quick turn around without your staff throwing everything into the situation all day. Enough can't be said about the team work and the quick reaction to the fix and people willing to go over the top to make this bad circumstance transform into a workable environment.

Until I watched Chris, our maintenance staff and Knight, I never knew that you could have a squeegee assembly line. Maybe we have started an idea for an Olympic sport. We certainly have a winning team – we would crush the opponent. Of course, let's hope that we never have to go up against those odds again.

Thank you all for all of the help with the Packers staff. They had great praise for our quick reaction.

GM Warren Technical Center

I just wanted to send a note to you about the great cleaning job that has been occurring in my area. In the 8 years that I have been at my desk (C1-1615), I have never seen as much attention paid to this area as much as it has been over the past few months. The lady who has been doing this, has been doing such a great job that I am actually embarrassed that I haven't learned her name yet.

Thanks for having a great team.

GM Pontiac SPO

Some of the ladies and I were talking, and we feel the restrooms have NEVER been this clean before so we're using it a lot more!!!!!!

Last week, Linda, who is a new employee and works for Charlie Jinks in Center office was coming into work. I picked her up on the scooter and we passed one of the sanitation employees. We both said good morning and Linda commented that even though she has not been in the building very long, the sanitation employees are some of the nicest people, they always say good morning to you!!!

My personal experience and from everyone I have talked to, you, your Supervisors and the new sanitation crews are doing an absolutely FANTASTIC JOB!!! You guys respond to our sanitation concerns IMMEDIATELY!!! *(you know I'd tell you if you didn'tsmile)*

Keep up the good work, we are definitely benefiting from it.

GM Wilmington Assembly

Diana just wanted to drop you a quick note. Since we went to the new janitor 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.

Joe Gibbs, I think his name is, who is stripping and waxing the floors has had his work cut out for him. I can't remember the last time the janitor did our floors.

I just wanted to let you know that these guys are earning their money up here at 2G-5. I hope these guys stay assigned to our area.

Grand Blanc Schools

I want to thank you and the West Middle School maintenance crew for all of your hard work over the summer! The building is spotless and it looks great!

I know the challenges all of you faced with the 2 week shut down, the Oakland Reading Program, the Science Camp, and all of the other "normal" interruptions that took place this year. People were in and out, deliveries rolled in at the usual fast pace, and through it all, things were kept orderly and everything fell into place. Everyone I have spoken to directly raves about how great the waxed floors look and how clean everything is. We are very fortunate to have two very professional and dedicated people looking after our building. The personal attention and care you give all projects throughout the year and over the summer is greatly appreciated.

On behalf of the entire staff, I want to thank you and your crew for your hard work and dedication to the building staff, I wish you and the crew a very successful year!

The Knights of Paint

Wilmington CKFM Paint Personnel Set Standard On Downtime Tasks.

By: Albert "Mac" McCluster III

Charles Clark, CKFM Paint Manger for GM Wilmington is proud of his Mod/Booth Cleaners. CKFM personnel have begun in the Wilmington Paint department to show their pride in their work on a daily basis.

And rightly so, for the 9 personnel assigned to the Paint shop have melded as a team. Though on the job barely 90 days and completing tasks that they had never done before, they have gained the respect of GM Paint Managers for their hard work and diligence during the August 29th "Down Week" at the Wilmington facility.

Performing a mass clean-up of the Prime Sludge Pit, which hadn't been cleaned in over four years, the CKFM team moved tons of sludge, water and debris from the pit. During this major task they were under intense scrutiny from Plant Safety and union reps. The task was completed within 4 days with a minimum of setbacks.

"When we saw the job we had to do, we were like 'Wow". That's a big job!" said Rapheal Cardernas when asked about the down week operations. Rapheal is one of the recently hired cleaners and also one of the most active and



Mike Rose in the sludge pit



Rafeal Cardernas, Mike Rose, Sean Singleton, Rashan Truitt

motivated.

"But, we were ready for it. Cause we were trained, ready and we work together as a whole." Stated Earl Evans, one of the "Old Head" CKFM Paint cleaners on-site.

"My guys are motivated and I'd match them up against Mod/Booth Cleaners who have been doing this type of job for years." Stated Clark as he explained the high level of motivation and teamwork shared by "his guys".

They have developed a mentor in GM retiree and now CKFM 2nd Shift Paint Supervisor, Walter "Moose" Fergusson. "For what this crew lack in experience they more than make up for in work ethic. At first I was skeptical that they could handle the jobs and the workload. But, now I have confidence and pride in our people."

With progress you always tend to have setbacks and one that the Paint shop is experiencing this month is the loss of the swing shift CKFM PM/Maximo Supervisor, Oya Gilbert. Oya will be moving on to bigger things in Pennsylvania in October and saying goodbye to his crew of workers in paint. "It's bittersweet, this has been one of the BEST jobs I have had. We

became a family here in the little time we've all been together with CaravanKnight. From the Mod Cleaners to Housekeepers in the main facility I will miss them all!"

With daily jobs and more down weeks ahead CKFM Paint Mod/Booth cleaners are prepared for the challenges ahead and setting the standards for others to emulate.

The Knights Of Wilmington Paint are: Earl Evans, Rafeal Cardernas, Bruce Mitchell, Adam McCall, Michael Rose, Frederick Robinson, Sean Singleton, Nathaniel Skinner and Rashaan Truitt.



Rafael Cardenas in the sludge pit

Flint Journal Article

Save 1000, earn 3000 Program aids low-income

By Melissa Burden

One person used the money to open a day care and another can afford to pay for an associate's degree at Mott Community College.

They are some success stories of participants in a pilot matching savings program that launched three years ago and is expanding to help another 150 participants.

"In doing this program, people can't believe you're going to give them \$3,000 if they save \$1,000," said Mark E. Evans, director of community development for flint based Metro Housing Partnership Inc.

So far, 53 low income working individuals have completed the savings program, collectively saving \$53,000 and receiving \$159,000 in matching funds. Another 10 individuals need to save just a few hundred dollars more to complete the program, Evans said.

Metro Housing Partnership and legal Services of Eastern Michigan launched the Genesee Area Investment Networks (GAIN\$) Individual Development Account program in 2005 to help families achieve self-sufficiency through savings and financial literacy.

The participants can save for three different things: higher education, starting or expanding a small business or to buy a house.

LaTesa Brown-Carter, 38, of Vienna Township picked up her savings match check Monday, still a little shocked that she received an additional \$3,000 for the \$1,000 she saved in a special savings account

Milford Proving Grounds

I work in building 25 in the VSCL department. I just want to say thank you for assigning **Phyllis** to our building. You know, people will call or send a note if they have a complaint but rarely do people just say thank you for doing a good job. Phyllis is one of the best individuals that we have had assigned to our building and is definitely a team player. I am not just speaking for myself but also for other individuals that feel the same.

Phyllis not only does a great job of handling her own responsibilities, but she also is constantly busy and doing extra things that need to be done. For instance, a couple of days ago, Phyllis noticed that there was a really bad odor in the ladies room coming from the drain in the shower stall. Phyllis again took it upon herself to remedy the situation on her own even though it was not her assigned area at that time. She keeps our offices and lab areas really clean. She mops, dust, vacuum and empty trash regularly. I never see her sitting down unless it is lunch time. She is constantly working. When she finishes her areas, she then goes around to see what else needs to be done even if it is not her responsibility. Please let Phyllis know how much she is appreciated around here. Thank you again for your time and I hope Phyllis can stay in our building.

during the course of a year.

"They match it 3-to-1," she said. "You can't beat that." Brown-Carter said the money will help her pay for a computer, books and for classes for a special education teaching endorsement at Saginaw Valley State University.

Brown-Carter, who teaches at an area charter school, said it was hard at first to save and some months she saved only about \$20, but other months she put in more, such as when she received her tax refund. The program requires participants consistently save for six months and attend 20 hours of free financial literacy courses. Individuals have three years to save the money and complete the course, Evans said.

And, she said, the financial classes helped her, as did keeping a spending diary where she was able to track and cut expenses.

"I would definitely recommend this program to anybody," Brown-Carter

said. "It's a win-win."

The program recently received about \$430,000 in funding for about 150 new participants, said Evans and Edward J. Hoort, executive director of Legal Services of Eastern Michigan. And Hoort said another \$150,000 may be on its way to aid even more people.

Funding comes from the Charles Stewart Mott Foundation, Ruth Mott Foundation, Community Foundation of Greater Flint, United Way of Genesee County and U.S. Department of Health and Human Services.

The program is aimed at low-income workers who are Genesee County residents. For example, an individual could have a total household income of \$20,420 or lower or \$34,340 or less for a household of three.

For details contact Cameo Wallace at Metro Housing Partnership Inc., (810) 767-4622, ext. 31.

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How to Boost Your Brain Power

Excerpt from TopHealth

Do you sometimes feel as if your brain is running on empty? Here's how to keep it in shape so you can pump up your problem-solving abilities, fight forgetfulness and think more clearly and creatively.

Practice mentally.

Studies of athletes indicate that imagining a tennis serve or ski run between competitions can boost performance.

Possible reason: Mental rehearsals may build mental "muscle" by sparking the brain connections needed during the real thing.

Focus your attention.

To help remember "where": If you tend to misplace your car keys, for example, say to yourself, "I'm placing the keys on the shelf by the hallway mirror."

To help remember "when": Note the weather, the day's headline news or what you're wearing at the time of performing a task.

Use it or lose it.

Research suggests that as you age, you can reverse a decline in thinking abilities by becoming more mentally active.

Smart moves: Learn how a new language, study a new subject, play games like checkers and do crosswords and other puzzles.

Keep fit.

Evidence shows that people in their 70s and 80s who stay healthy can expand their brain power – and easily match the mental abilities of a 30 year old.

Helpful: Keep physically active, manage stress and maintain a positive attitude.

More mental muscle builders:

Read more; eat more fruits and vegetables; use rhymes and acronyms to help remember facts and names.

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 Milford – Darin Olrich

I am a salaried GM employee and I work in bldg. 70.

I was given a project to re-organize a conference room in building 70 that was in real bad condition and your employee Darin Olrich helped me immensely with this big task.

Anything I needed done he was more than willing to assist me. He cleaned the room, throw out boxes, moved furniture, I could not have done this big task without his help and cooperation. He never complained about working or being tired not one time.

Darin is an excellent and outstanding worker. I appreciate him and the support that he provided me in getting the job that I needed done.

Thank you for Darin.

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Name
Street Address
City, State Zip Code