

# The Knight Companies

## Congratulations Rays



## On Making it to the World Series

### this issue

Chemical Labels **P.2**

Service Highlight- Fleet & Equipment

Employee Recognition/Customer Comments

Meet Your Corporate Staff **P.3**

Retirement Savings 401K **P.5**

The GM GREEN Partnership **P.6**

## Helping Hands in Tough Times

Dear CKFM –

Thank you very much for your generous support of Roof Sit 14, we are so honored that you value our work with children and families on behalf of child abuse and prevention and child advocacy. We have enjoyed seeing you year after year and hope that you will continue your efforts on our behalf.

Once again, please accept our thanks for your support in our belief... "It Shouldn't Hurt to be a Child."

Sincerely,  
Sally E. Straffon, Director  
St. Clair County Child Abuse/Neglect Council

~Our CKFM Management and CKFM Employees took time to initiate and collect a healthy donation. In addition to our contributions as an organization, the Marysville PDC in plant staff provided financial support as well. Job well done and thanks for giving back to the community.

## Quality Management System Continuous Improvement

R. D. Alward, QMS Director

For the past few weeks QMS has been conducting Internal Quality Audits to ensure site compliance to the Quality Management System. Thus far, the audits have been going great. Congratulations to the sites already audited.

Though the majority of the feedback has been positive, as a result of these audits there have been some nonconformities identified and Corrective Actions (CAR's) issued. For the site yet to be audited, following are some target areas to focus on:

- **RASI, Responsibilities & Authorities Interaction (Requirement of SD-001):** Remember the RASI Chart (Red, Green, Yellow, & Blue boxes) for this one. This shows how the site's responsibilities and authorities interact with other organizational departments. The (RASI) Responsibilities & Authorities Key Functions Matrix (SD-001-001) can be found on OWL via 2 separate jpg docs. (Documents/TQMS ISO Controlled Documents/TQMS ISO Controlled Processes/Service Delivery Processes/SD-001 Responsibilities and Authorities of Key Functions)

- **Job Assignment sign-offs (Requirement of FP-001):** Transitions and new contractual requirements have brought on many new employees. Site managers and directors should make sure that all new employees have reviewed their job assignments and that there has been a documented sign-off by the employee.
- **Quality Policy and Objectives (Requirement of SP-007):** There have been recent updates to the Quality Policy and Quality Objectives (16-Oct-2008). Make sure you have the most current version and that these are being communicated to our new employees. New Quality "Cards" will be provided soon. (Documents/TQMS ISO Controlled Documents/TQMS ISO Controlled Processes/Support Processes/SP-007 Leading QMS)

REMEMBER - All past CAR's and PAR's are available via OWL, if you would like to see past improvement measures from other sites.

If you have questions about the Quality Management System please email the Quality Team at [ams@knightfm.com](mailto:ams@knightfm.com).

## Chemical Labels

Labels on chemicals are your first line of defense to know what you are using and what, if any, special precautions or PPE should be used.

Many chemicals and other substances are hazardous if not used properly. You can be safe if you know which are hazardous, what the hazards are, and how to work with them safely. You can detect many of these hazards by reading the labels.

Every container of hazardous material has a label – a good place to start. Label information usually includes:

- What's in the container
- What type of hazard might be present
- Special instructions
- How to protect yourself
- Basic first aid

The label doesn't tell everything, but it's a good starting point – read it first!

Remember the following important guidelines:

- Every container should have a label. **DON'T USE IT IF IT DOESN'T!**
- Report missing or illegible labels.
- Even portable containers should have labels.
- Read labels before using.
- Always follow the instructions on labels.
- Ask your supervisor if you don't understand the information.

In conclusion always remember to:

- Read the label first before starting to work with any chemical.
- Always refer to the MSDS for more detailed information
- Ask a supervisor if you have any questions.
- Most important: use the information on labels and MSDSs to protect your health and safety.

## Service Highlight ~ Fleet and Equipment

The Knight Companies provide mobile fleet management with the ability to increase service and reduce costs. In addition to asset management, we provide:



- Computerized Maintenance Management Systems (MAXIMO)
- Mobile Equipment Repair: Planned and Emergency Breakdown
- Parts Management and Consignment programs

- Contracted Services Management

Our customized mobile fleet management program reduces repair and maintenance costs by measurably reducing the abuse of our clients' assets through better communication of common goals. The Knight Companies provide flexible reporting systems, secure record-keeping and inventory and activity identification systems. We use "right-sizing" and "need to run" techniques to optimize equipment use and reduce waste.

Overall, our program increases the reliability and lifetime of our customers' fleet while shortening the repair turnaround times and frequency of downtime. Our program allows our customers to have reliable, well maintained equipment without effort. Our success is their success.

## Employee Recognition / Customer Comments

### Liz Howard Chrysler Mt. Elliott Tool & Die Operation

I want to make mention of how much we value Liz Howard. She has come into a plant that was not entirely "thrilled" to have CaravanKnight here. She endured Rob and I with all our safety requirements and always did so with a smile. She has demonstrated that she is very professional and efficient. You have a good site manager in Liz. We feel grateful to have her here.

### Chrysler Toledo North Assembly

Since the new sanitation company has taken over, the communication and response to requests has greatly improved. To list a few key items that have improved on third shift.

- Phos/Ecoat tank cleaning time has greatly improved. We can now complete all the required tanks per the PPG schedule during Monday through Friday following the skilled trades work schedule, therefore not

having to schedule any additional overtime for this task on the weekends.

- The Powder clean room, per the tradesmen working up there has not been this clean in a long time. Now that we have a set schedule we have been able to spend additional time in the mix/storage room improving the cleanliness of these areas.
- Cleaning of the production decks and automation decks are now on a routine and production requests for additional items is being addressed. These decks are now cleaner than they have been.

Have had no problems in booths, the transitions from Tridim to CaravanKnight was very successful. There is noticeable change in cleanliness in the booths since CaravanKnight took over.

Communication between paint management and CaravanKnight supervision/team leaders is very effective

# Meet Your Corporate Staff



Robert Dodge  
Vice President  
Asian Operations



Wang Zhenjian  
General Manager  
ADT Facilities



Thomas Trezek  
President & CEO



Brandon Bordeaux  
Chairman



Mark Yohannan  
Vice President  
Operations



Eric Ackerman  
Vice President  
Sales



Dennis Argyle  
Vice President  
Finance



Corey Fila  
Vice President  
Operations CKFM



Doug Landon  
Operations Director



Donnell Jackson  
Asst. Ops Director



Cheri Hugo  
Sales Manager



Brenda Mehl  
Accounting Manager



Shannon Laney  
Payroll Manager



Chad Starnes  
Operations Director



Brian Yaw  
Purchasing  
Coordinator



Ray Walker  
Operations Director



Michelle Brooks  
Asst. Ops Director



Carrie Bennett  
Sales Manager



Mike Foy  
Accountant



Roseann Dezarn  
Payroll Assistant



Doug Borruso  
Operations Director



Mike Graczyk  
Operations Director



Kim Dobbins  
Paint Process  
Manager



Toby Dewley  
Sales



Karie Peterson  
Accounting  
Assistant



Dave Wahl  
Operations Director



Robert Borka  
Operations Director



Bruce French  
Paint Processes



Joshua Purcell  
Purchasing Manager



Lisa Trautner  
Operations Director



Bill Kentish  
Operations Director



Dick Weishuhn  
Operations Director

# Meet Your Corporate Staff



Virginia Kuenker  
Vice President  
Global Quality



Daniel Waltenburg  
Quality Services  
Director



Megan Kuenker  
Human Resources/  
Technical Processes



Robert Alward  
Quality Management  
Director



Justin Foco  
Safety & Training  
Director



Robert Snow  
Maintenance  
Coordinator



Misty Ex  
Human Resources  
/Sales Manager



Brian Martin  
Job Assignment  
Technician



David Bernard  
Fleet & Equipment  
Manager



Erica Thomas  
Safety & Training  
Auditor



Tom Kraft  
Maintenance  
Coordinator



Kristi Kolka  
Human Resources  
Manager



Anthony Gabow  
Job Assignment  
Technician



Steve Ashe  
Quality Management  
Process Coordinator



Bridget Foco  
Safety & Training  
Administrator



Derek Curry  
Technical Cleaning  
Coordinator



Morgan Wolverson  
Human Resources  
Assistant



Deonte Mason  
Job Assignment  
Technician



Santi Hill  
Quality Auditor



Peter Kinnee  
Grounds Coordinator



Lindsey Fleming  
Human Resources  
Assistant



Joshua Ex  
Job Assignment  
Technician



Eric Krenz  
QMS Administrator



David Hoffman  
Support Systems  
Coordinator



Aaron Craves  
Job Assignment  
Technician

## Can't Afford to Save Money Right Now?

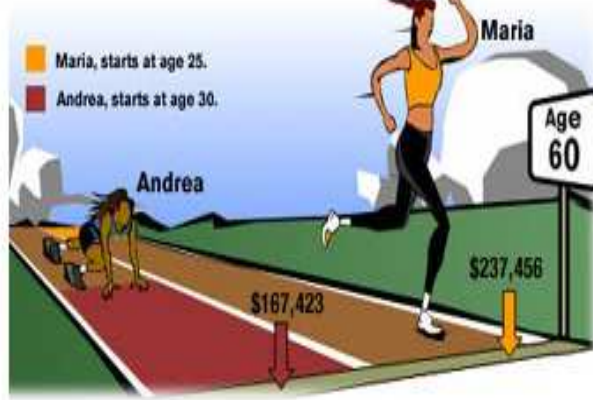
Actually, you can't afford not to save. OK, so maybe things are a little tight today. But try to look beyond today. It's not going to get any easier to set aside a portion of your paycheck tomorrow. In fact, the longer you wait, the more you'll have to save out of every paycheck. Remember, given time, even a seemingly insignificant amount can grow into serious money.

So, if you're feeling strapped, your challenge is to look for hidden cash by making small changes in your lifestyle. If you wait, you'll start limiting your choices.

Here are a few suggestions to get you started on your treasure hunt:

- Carpool to work.
- Eat out one time less per month.
- Brown-bag your lunch a few days each week.
- Keep your car a little longer.
- Show for lower health, life and auto insurance premiums and consider raising your deductibles.
- Retire your credit cards.
- Use generic prescription and over-the-counter drugs.
- Clip store coupons and shop the sales.
- Cancel magazines you don't read and premium cable channels you don't watch. Look for a better deal with a different provider.
- Give up unhealthy and costly behaviors, like smoking.
- Buy off-brand items and find dollar store deals.
- Buy an 8 pack of soda on sale at the grocery store instead of from the vending machine or gas station.

If you could free up just \$100 a month, invest it in a retirement savings plan, and get a 6% return, in 10 years you'd have over \$16,000. Or how about squeezing another \$50 per month from your budget and investing it at a 7% return for 20 years? That would net you over \$78,000.



Your retirement is in your hands. The lifestyle you enjoy in your golden years will likely depend on how well you plan and save today. Gone are the days of relying on Social Security and pensions to fully fund 20 plus years in retirement. It's your personal savings that will help you create the retirement of your dreams, and your employer is providing you with the plan to get there.

To help pave the way, the Knight Companies offers a retirement savings plan. Your plan makes saving for your future easy. Your contributions are conveniently reduced from your paycheck, before federal income tax is deducted, so you pay less in current federal income tax – enabling you to save even more for retirement. Also, you don't have to pay taxes on any investment earnings until you withdraw your savings, usually at retirement.

When you talk to people who are retired, frequently one of their biggest regrets is that they didn't begin saving at a younger age. They now understand that by committing to a savings program early, a person can save less and make more, compared to a person who waits a few

years before getting into the game.

Here's an example:

Maria is a careful planner. She wants to retire early and have enough money to enjoy herself, so she starts saving \$38.50 a week in her retirement savings plan at age 25. Her investments return an average of 6% per year. Thirty-five years later, at age 60, Maria's investments have grown to \$237,456.

Andrea figures she has plenty of time to plan for the future. She doesn't start savings program until age 30. She then saves \$38.50 a week and her investments also return 6% per year. Thirty years later, at age 60, Andrea's investments are worth \$167,423.

By getting started 5 years earlier, Maria ended up with over \$70,000 more than Andrea, even though they both saved the same weekly amount and got the same investment return. The only difference was time.

Of course, you can reach your goals starting at almost any age, so don't let the examples above make you think that if you're over 40, you're stuck. However, depending on your age when you get started, you may need to

## Retirement Savings Why Not Start Now?

Your 401K plan makes saving for your future easy. Your contributions are conveniently transferred before federal income tax is deducted, so you pay less in current federal income tax.

- Save more
- Get a higher investment return
- Retire later
- Lower your goal
- Combine several of these tactics

For instance, in the example above, Andrea saved the same amount as Maria, got the same return, but ended up with less money because of the 5-year difference. If Andrea wants to end up with the same amount of money as Maria, she'll have to save more than Maria-in this case about \$54.60 a week-to reach her goal. If Andrea decides she absolutely can't save that much, then she would need to get a higher investment return, or possibly continue to work (and save) past age 60, or lower her goal.

There's no free lunch here. You have to strike a balance among your savings amount, your investment return, your goal, and your time frame.

The sooner you start participating in the plan, the more you can save. You can learn more at [www.citistreetonline.com](http://www.citistreetonline.com). Contact your Human Resources representative today for enrollment information. Your future is in your hands.

# The Knight Companies



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## The GM GREEN Partnership

Excerpt from GM GREEN Annual Report 2006

The GM GREEN program had a very successful 2006 with quality programming unmatched in its breadth and depth.

### Building Community Capital

As the GREEN program continues to grow stronger, the credibility of the program is strengthened. With new watershed partners, GM facilities and mentors, and schools on board, GM continues to develop its role as a committed member of the community. One illustration of this newfound community capital is the feeling that GREEN leaves with educators. Of the educators surveyed, 87% told us that their impressions of GM have improved because of the GREEN partnership, and more than 60% are now more likely to consider GM when making a vehicle purchase.

### Engaging Employees and Facilities

In 2006, the GREEN partnership engaged 54 facilities and more than 300 GM employees. In GM communities, employees worked with school districts, environmental partners, non-profits, and other community members to engage young people in protecting local water resources, thereby raising awareness of GM's commitment to the environment. Through the mentoring experience, 80% of mentors reported that they feel like "part of something larger" at GM, and increase of

17% from 2005.

### Improving Education

Through GREEN, GM is making a visible difference in the education of young people nationwide. In 2006, the GREEN partnership engaged 345 classes and 9,524 young people in projects that aimed to protect the health of their watersheds and increase student understanding of important scientific concepts. Educators were passionate about their participation in GREEN and 77% told us that they saw an increase in their students' interest in science as a result of the GREEN program.

### Generating Public Interest

The value of public interest created through the GREEN partnership continues to be seen through positive media coverage of spring and fall water monitoring events. In 2006, the GM GREEN partnership generated 22,416,443 media impressions with an estimated value of over \$4 million. Media coverage consistently showcased the positive role of GM mentors in educating young people and the value of corporate community partnerships.

~Thank you to Dianne Bengelfield, CaravanKnight employee at GM Wilmington for sharing her time to work with the GREEN partnership. Ask your facility how you can participate, too.

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