



and

Omni Teams up at DTE's EES Coke Battery

Omni Facility Services has been providing services to DTE Energy's regional offices in Ann Arbor for sometime, and earlier this year expanded services to their new EES Coke Battery on Zug Island in the Delray area of Detroit, Michigan.

DTE's Energy Services Division is one of the largest producers of coke for the steel industry in North America. These facilities heat raw metallurgical coal to very high temperatures to manufacture industrial grade coke. This coke is an essential component in the steel making

process. Annually, DTE's coke battery ovens produce nearly a million tons of coke.

One such coke battery is located in the industrial heart of Detroit on Zug Island servicing US Steel's Great Lakes Works Steal Division and Mittal.

When DTE Energy took over the operations of the coke battery last year, they spent nearly three million dollars on a new office and locker complex. This new facility contains state-of-art HVAC systems, the latest in technology and office design bringing a dramatically improved level of professionalism deep into the field. To protect this large investment, DTE Energy has partnered with Omni to

see DTE on page 3

OmniResponds to Hurricane Disasters



All of us at Omni have been deeply moved by the devastation and human tragedy that has resulted from recent natural events in the Gulf Coast region of our country and like many of you one of our first thoughts was what can we do? The answer came from an Omni employee (Michael G. Cadotte) looking for co-workers to help in a church relief effort he was working on.

The effort was to make some Flood Buckets [five gallon buckets filled with specific cleaning supplies that would be sent to UMCOR (a relief

agency in Baldwin, LA) to help flood victims and relocated refugees start over] and send them down to those in need. Omni stepped in; and with the leadership of Mike Cadotte (Dir. of Admin) and Ron Zacharias (V.P. Marketing), and invaluable help from Lower Huron (an Omni vendor) began an ambitious project to make over 2,500 Flood Buckets!

At the time of this publication Cadotte reported, "We have found a manufacture (The Laticka Corporation) to make our buckets and are now working on other companies to donate or discount the supplies we need to fill each bucket. We have a timeline of mid-October to deliver our completed buckets to UMCOR whom we are in continuous contact with." When completed, the project will fill an entire semitrailer for shipment. "This project brings a sense of pride and satisfaction knowing that our efforts, as small as they are, will directly help another person begin to pick up the pieces of their lives and have a clean start. I am very pleased with the response from Omni, its vendors and other local companies for their generous support in our efforts," said Cadotte.





**QUALITY
MATTERS
INFO
FACTS**

Omni is the second largest company of its type in Michigan.

Omni Offers Flexible Billing Options to its Customers



In addition to normal monthly / scheduled billing, Omni Facility Services also offers its customers the ease and convenience of paying invoices through a credit card transaction according to Brandon Whittet, Omni's Assistant Controller.

Visa, Master Card and American Express cards are now accepted for the wide variety of services offered by Omni. For more information on how to use these services please contact your account representative.

Up-Coming 2005 Events

SEPTEMBER

- 05 Labor Day
- 21 Autumn Begins

OCTOBER

- 04 Ramadan Begins
- 04 Rosh Hashanah
- 10 Columbus Day
- 13 Yom Kippur
- 30 Standard Day Time Begins
- 31 Halloween

NOVEMBER

- 11 Veteran's Day
- 24 Thanksgiving Day

DECEMBER

- 21 Winter Begins
- 25 Christmas Day
- 26 Chanukkah Begins
- 26 Kwanza Begins
- 31 New Year Eve



New HR Director Settles in at Omni

Meet Bill Dreyer, Omni's new Director of Human Resources. Bill comes to Omni with a wealth of business experience. Bill is a graduate of Central Michigan



University and an Eagle Scout. Throughout his career he has worked in management positions with major retail companies such as J C Penny and Sears, owned a small men's clothing store and provided corporate sales for the telcom and computer industries.

Bill is a loving husband to his wife Sally and active father to four great children; Andrea, Rachel, Emily, and Patrick.

"Bill has been an enthusiastic

Bill Dreyer - Omni's newest team member and Director of Human Resources

addition to the Omni corporate team and has blended right in with all of us," said Sandra Gronau, Omni's CFO. We at *Quality Matters* welcome Bill to Omni - be sure to say hello the next time you visit the Southfield offices.

Omni Nominated Vendor of the Year!

With hundreds of choices to select from BOMA's 2005 Leadership Awards Committee has narrowed down their nominations for Vendor of the Year to just five companies - and Omni made that honorable list! The awards will be held in October 2005; but regardless the outcome, all of us at Omni are very proud of this honor.



Omni will make a presentation to the nominating committee and has received many letters of support from key customers such as Ford, Blue Cross Blue Shield of MI, Kellogg and Spirit Airlines.

Thank you BOMA and to all our customers who have made this possible!

DTE, from Page 1

provide facility services to the administration and operational offices at Zug Island as well as services to various areas within the coke battery itself.

"It is an amazing environment of heat, coal dust, steam and heavy industrial machinery," said Michael G. Cadotte of Omni who monitors quality and safety at the site. "The amount of heavy industrial soil that tracks in and settles on everything dictates daily specifications on almost all levels of cleaning. Even specification items usually done a few times a year like floor work, wall washing or carpet care are done based on weekly schedules, not monthly." The goal is to keep DTE Energy's investment in this new facility safe and allow their employees, such as office manager, Carol Cartagena, a new-

like facility for years to come.

Working with Ms. Cartegena and her direct supervisor, General Manager Gary Gross, Omni has established a positive working team environment with DTE Energy to work out the unique challenges that present themselves on a daily basis to achieve DTE Energy's goals.

"It was a bit bumpy to start, having to learn all the safety regulations - you have to cross some six railroad tracks alone to get to the office; but we have established a good system with an effective crew working with Frank [Carter - Omni Site Manager]," said Paul Mazurco, Omni's Operational Manager overseeing EES Coke Battery.

Omni takes pride in its ability to be flexible to its customers' needs and have

the ability to bring high standards of service even in an environment with such extremes as those presented to us through DTE Energy Services.



Omni would like to take a moment to welcome the latest partner to our list of key clients - Kellogg Community College (KCC). KCC joins a growing service segment within Omni that focuses on the unique needs, challenges and concerns of the educational industry with other clients such as The University of Michigan Dearborn, Oakland Schools and two campuses from the Detroit Academy

see **BACK TO SCHOOL** on page 6

Word Search

Find the words in the grid listed below. When you are done, the **unused** letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line until you have the message. Words in the grid go horizontally, vertically, and diagonally in all eight directions. Be sure to fill out the information below and send into *Quality Matters* to be eligible for our quarterly prize drawing.

The following words from our "Upcoming Events" are hidden in the grid to the left.

- boss's day (no ')
- christmas
- columbus day
- day light savings ends
- december
- election day
- halloween
- hanukkah
- kwanza
- november
- october
- ramadan
- thanksgiving
- veteran's day (no ')
- winter begins

H	A	P	P	Y	D	H	O	L	I	D	A	Y	S	Y	L	R	N	C
D	N	J	B	Q	A	Q	Y	A	D	S	N	A	R	E	T	E	V	N
P	L	L	G	G	Y	R	E	B	M	E	C	E	D	D	H	Y	X	N
R	G	Y	D	N	L	M	Y	C	H	R	I	S	T	M	A	S	O	L
X	K	A	X	J	I	R	B	W	D	T	D	R	P	D	P	V	Q	S
N	T	D	M	G	G	V	J	E	N	W	A	C	S	X	E	L	N	T
N	D	S	J	W	H	R	I	Z	L	M	Z	S	J	M	C	I	H	D
H	N	U	N	M	T	Q	Y	G	A	E	S	T	B	P	G	H	A	L
H	G	B	Q	W	S	Z	C	D	S	O	C	E	P	E	G	L	K	P
C	O	M	M	H	A	T	A	R	B	K	R	T	B	Q	C	Z	K	L
X	C	U	G	M	V	N	N	N	F	M	N	R	I	T	N	P	U	K
M	T	L	K	D	I	P	Q	M	M	B	E	A	V	O	N	H	N	M
Q	O	O	Q	L	N	V	M	T	T	T	R	M	H	F	N	R	A	N
F	B	C	D	G	G	T	F	Q	N	T	V	K	M	T	G	D	H	N
R	E	R	X	M	S	Z	N	I	M	Z	D	C	W	F	L	K	A	Y
R	R	T	J	L	E	V	W	R	J	B	F	X	M	A	C	W	B	Y
B	D	G	L	X	N	G	J	C	Y	N	V	M	D	M	N	Z	F	H
G	D	K	V	T	D	H	A	L	L	O	W	E	E	N	F	Z	T	Q
R	M	H	N	N	S	M	Q	D	Q	G	B	T	Q	D	Y	M	A	R

HIDDEN MESSAGE

The puzzle to the left comes from key words of upcoming events - many listed on page 2.

See if you can locate all the words and circle them. Words can go horizontally, vertically and diagonally in all eight directions (spaces are to be omitted). Completed puzzles should be submitted in order to participate in our quarterly contest where we randomly select one completed puzzle and award the winner with a gift certificate to one of many local stores or shopping centers in the area where they work and live.

Did you finish? Then why not send this page in for a chance to be our next winner? Just fill out the following and have your site coordinator send into our Michigan administrative offices or you may mail it directly attn: Quality Matters Puzzle.

NAME _____

PHONE _____

JOB SITE _____

(if applicable)

V10N2 Puzzle Key

L	U	M	I	D	I	T	Z	V	K	R	Y				
W	A	Z	K	D	Q	R	D	N	S	Y	O	Y	Y		
R	R	R	K	L	G	P	M	R	E	C	R	N	I	X	X
H	E	M	H	T	M	A	G	E	M	O	F	T	C	K	
K	A	Q	O	P	V	Z	O	C	H	L	D	N	A	Q	S
K	T	F	P	A	Z	D	R	T	E	N	P	M	C	B	W
R	E	T	R	J	X	E	D	M	H	N	Y	A	L	I	
H	R	Y	L	U	E	R	N	H	I	R	D	V	A	M	
B	S	G	S	M	T	E	N	S	N	T	O	D	C	W	M
S	P	P	N	T	R	G	K	K	R	T	M	N	J		
N	O	Z	A	T	T	E	N	A	T	N	U	S	W	N	
J	R	I	W	A	S	D	F	V	K	T	N	D	J	D	G
K	T	N	P	K	Y	R	L	A	D	S	U	R	F		
L	B	G	J	X	M	F	Q	F	X	R	P	B	D	K	L
A	J	I	L	M	L	K	L	R	T	K	L	T	N	M	
W	L	F	M	C	Q	N	E	A	R	B	E	G	U	E	P

V10N2 Puzzle WINNER

Quality Matters would like to thank all of you who sent in your answers to our last puzzle - you will find the correct numbers at the bottom left of this page. Our randomly selected puzzle winner is:

Lena Walker!

Lena works out of our administrative offices overseeing the purchasing of supplies and materials for Omni. Lena has been with Omni for nearly 11 years now.

401(k) Day Are You Ready for Retirement?

When you picture your retirement, you may see hundreds of scenarios in your mind. If you start planning today, you can customize those pictures and work toward securing your dreams for the future.



Asking yourself these questions may help you begin to develop a snapshot of your ideal retirement:

- What do you want your retirement to look like?
- At what age do you plan to retire?
- Where do you want to live?
- How does your family fit in the picture?
- Do you want to travel or stay close to home?
- Will you live in your current home or buy a new one?
- Will you work full or part time in retirement?



Does NOT Exist

Although retirement may seem far away, there's no time like the present to begin planning for your future. If you're not currently enrolled in Omni's 401(k) plan contact HR to find out how this great benefit can help you.



As we enter into the season of holidays, we would like to wish all of our employees, customers and vendors safe and enjoyable holidays

Welcome!

Omni would like welcome a few companies that have selected Omni to provide services as some of their key facilities - we are proud to have you listed as one of our Key Clients:

- W. K. Kellogg Foundation HQ
- Kellogg Community College
(6 Facilities and growing)
- MAV Development
(5 Ann Arbor, MI Facilities)
- The Kellogg Company
(Chicago, IL Facility)
- Consumers Energy
(3 Grand Rapids, MI Facilities)

Our Mission

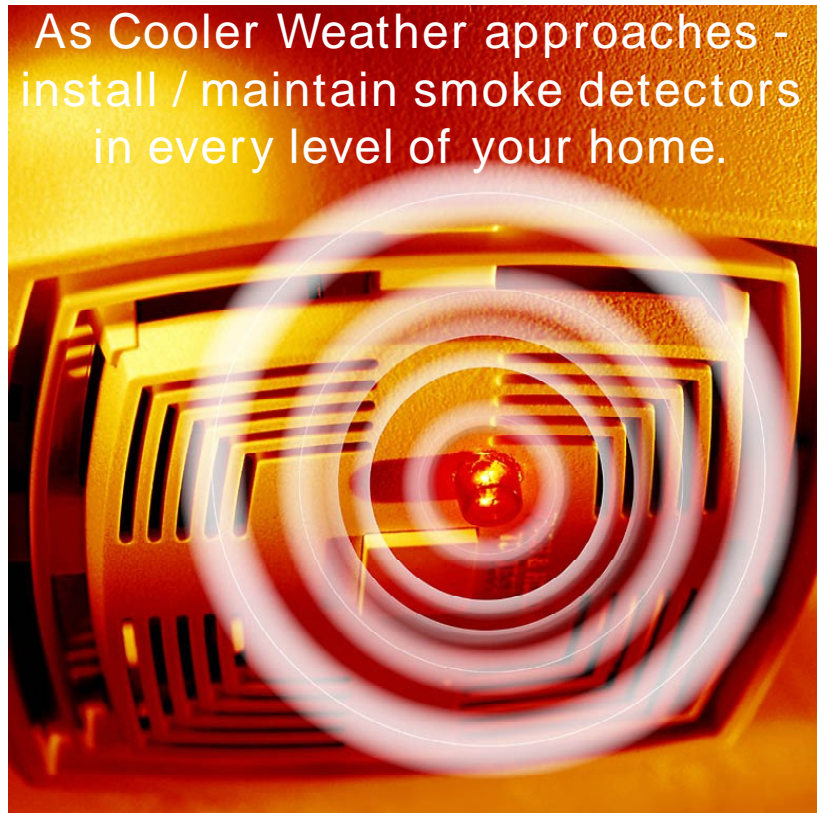
Omni Facility Services, an established and innovative leader in the facility services industry, is committed to providing quality services and exceptional value. Continuous improvement, profitability and long-term growth are achieved by empowering our employees to exceed our customers' expectations.

BACK TO SCHOOL from page 3

Science just east of downtown Detroit, Michigan.

Omni services KCC's two remote campuses in Adrian and Hastings, Michigan, as well as many facilities on their main campus in Battle Creek with long-term plans having Omni perform services in almost every facility on campus. With the work at KCC already underway, Jeff Pratt, Omni's Area Operations Manager and Account Executive, Battle Creek Region, reported that, "...the crew is in place, working hard and everything is running smoothly in preparation for a successful start to the beginning of the fall semester."

Founded in 1956, KCC offers 100 pre-professional college/university transfer curricula and is fully accredited by the Commission on Institutions of Higher Education of the North Central Association of Colleges and Schools.



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