



## Welcome Back to *Quality Matters!*

We here at *Quality Matters* enjoy bringing you information on Omni Facility Services, its employees, special events and fun facts and puzzles.

We like all the interaction we have with you, our friends, and hope that you continue to send us new ideas to report on and keep sending in those puzzle answers to be part of our random drawing we have in each edition.

As we begin our 11th year of *Quality Matters*, we thought it proper to take a step back and assess ourselves so in this edition we will dedicate much of our time looking at all the services Omni currently provides - Omni is so much more than your leader in professional cleaning today!

Enjoy the edition and Happy Holidays to you and your family. [QM](#)

*The Quality Matters Staff*

## We Have the Power!

One of the more 'electrifying' services Omni is self-performing is in the various energy services it provides. We reported last year [DTE Energy and Omni Teams up at DTE's EES Coke Battery - *Quality Matters* V10N3] that Omni performs services for DTE at their coke battery facility on Zug Island, but Omni also performs a wide variety of services at several power generation plants in mid-Michigan and Michigan's West Coast.

Omni employees are working in very unique environments performing such

complex processes as cleaning the fan rooms where temperatures can easily exceed 130 degrees; cleaning the water intake filtration system, conveyor belts and transfer houses as well as performing buck stays where coal dust (which can become explosive if allowed to settle beyond a certain amount) is removed off the high structural steel of the powerhouse and also monitored continuously to determine when this service is required.

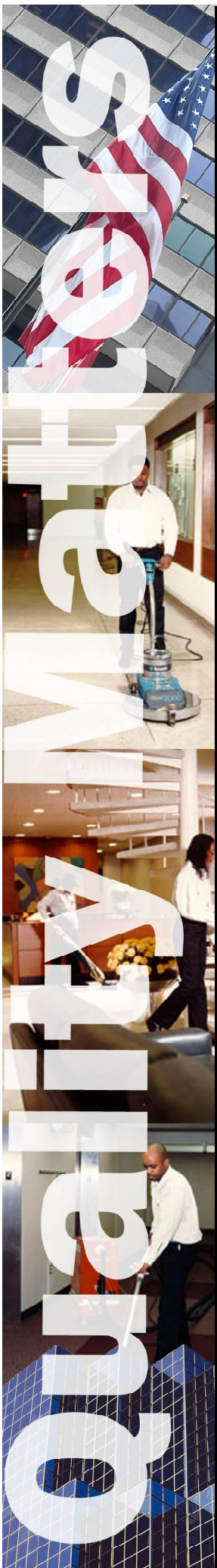
Rick Blaisdell, Omni Area Operations Manager, told *Quality Matters* that he has several dozen employees working in two power plant complexes currently for Consumers Energy. Rick explained that, "it's dirty work - you get dirty. It's not an easy job, you have to work hard; but when you are done, you can see the difference you made. Our employees find it very rewarding."

Currently our crew at one of the plants is working 16 hour shifts 7 days a week since the plant has scheduled an outage (where a portion of the plant is shut down) to install larger coal crushers. This outage is the time when Omni employees move into high gear and perform services that could not normally be done during generation.

How do the customer's employees view the many Omni employees working with them? Rick Blaisdell said, "At first there was some tension but over the years our employees are treated no differently - they are part of the same team. [QM](#)



One of several power generation plants that Omni provides various services at.





**QUALITY  
MATTERS  
INFO  
FACTS**

Our Canadian partner,  
Omni Facility Services of  
Canada, is the largest  
cleaning company in  
Canada.

## 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.

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 2006-2007 Events

### NOVEMBER

- 07 Election Day
- 13 Veteran's Day (observed)
- 23 Thanksgiving Day

### DECEMBER

- 16 Chanukkah Begins
- 22 Winter Begins
- 25 Christmas Day
- 26 Kwanza Begins
- 31 New Year's Eve

### JANUARY

- 01 New Year's Day
- 15 Martin Luther King  
Birthday
- 20 Islamic New Year

### FEBRUARY

- 02 Ground Hog Day
- 13 St. Valentine's Day
- 19 President's Day
- 21 Ash Wednesday



Campus Martius Park Ice Rink - Downtown Detroit, MI



## Omni Finds New Market Very Filling

As part of an expanded service mixture to decades old customer Kellogg Company, Omni began providing services in a new snack bar plant in Grand Rapids, Michigan, which boosts several production lines of various snack bars for Kellogg.

Omni's staff, working over all shifts seven days a week, provides not only the office janitorial services for the Kellogg plant but also has expanded its scope to include many non-cleaning and very specialized cleaning services.



Quality Matters recently talked to Mike Weston who lead the start-up efforts at the plant to learn more about what Omni does day to day in the plant. "We are working to keep the loading docks clean where all the food product enters the facility all the way through to the very end of the line where we are palletizing and wrapping the final product," said Weston. "Omni crews work on conveyor belts, hopper and blender machines, taking them apart and sanitizing; and the same in the large mixing rooms where fillings and product are readied for the line to inspecting and sanitizing walls, all pipes and structural ceiling beams on an ongoing basis. It's an amazing undertaking that never ends and since we are working in and around food there is zero room for error."

Omni's on-site manager, Mr. Tom Johnson, talked very highly of the several dozen Omni men and women that

are working everyday at the plant. "They (Omni employees) are doing great," said Johnson, "(Their) work ethic is the best I have seen, they are always available when last minute extra work is needed - often with no advance notice. I enjoy the relationship."

As Omni mastered the detailed procedures and government regulations of food plant sanitation the types of services they performed have grown, and so has this type of account. Since the start of the initial Kellogg plant in Grand Rapids, Omni has begun services in two other plants in the area and is working on service plans for other plants on the east coast of the United States as well.

"It's an exciting new service line for Omni to offer," said Michael D. Stover, President, "I am very proud to be able to add this to our many successes." **QM**

A dark, vertical graphic with a glowing, abstract background. The text "QUALITY MATTERS INFO FACTS" is centered in white, bold, sans-serif font. Below it, the text "Omni cleans over 2 million square feet nightly using environmentally 'green' cleaning solutions and systems." is written in a white, serif font.

## Omni Now Offers a Green Cleaning Solution

Just a few of the benefits of a 'green' cleaning program are: healthier facilities, improved indoor air quality, improved morale, the ability to minimize exposure to aggressive chemicals, and reduced water and air pollution. It's no wonder Omni has been aggressively incorporating these environmentally friendly cleaning options into its service mix.

Using only Green Seal (an independent organization) approved products, Omni has introduced two very high quality green cleaning solution programs that are revolutionizing the way we look at cleaning. With these products already in play, at key Omni accounts and no extra associated cost to you our customer, maybe it's time to think green.

Contact your Omni representative today for more information on a Green Cleaning Program. **QM**



## 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

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.

HIDDEN MESSAGE

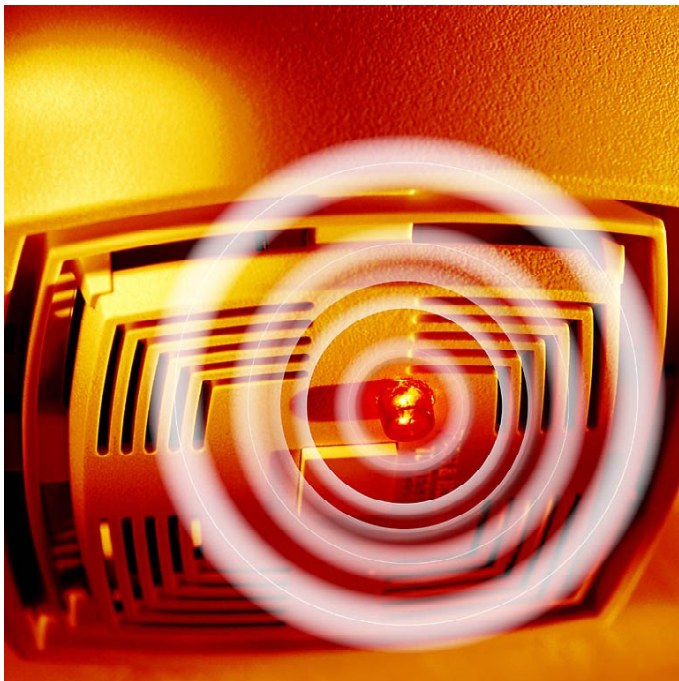
Did you finish? Then why not send this page in for a chance to be our next winner? Just fill out the following and have your site coordinator send into our Michigan administrative offices or you may mail it directly attn: Quality Matters Puzzle.

NAME \_\_\_\_\_

PHONE \_\_\_\_\_

JOB SITE \_\_\_\_\_

(if applicable)



As Cooler Weather approaches - install / maintain smoke detectors and carbon monoxide detectors in every level of your home.





*May peace, joy and prosperity be yours this holiday season and throughout the coming year!*

## Omni Continues ‘Operation Good Cheer’

Again this year Omni will be working with Operation Good Cheer - a volunteer Christmas gift-giving program, sponsored and coordinated by Child & Family Services of Michigan. Omni partners with its customer, Ford Motor Company, in this worth while effort.

This year Omni has ‘adopted’ 6 children (ages 5, 7, 10, 11, 12 and 14), and will purchase, wrap and deliver holiday gifts from wish lists the kids created. A large event will be hosted at Detroit Metropolitan Airport where the children will receive their gifts and enjoy a special holiday party planned just for them.

Sandra Gronau, Omni’s CFO, has

headed up the company’s participation in Operation Good Cheer along with a very special helper. Sandra’s 7 year old daughter, Megan, helped her mother shop for bikes that four children requested along with other items on the wish list. Sandra said it was a great experience for Megan to be helping other kids and Megan did an awesome job. She even thought of buying riding helmets, something not requested, so the kids receiving their bikes ride safely and Megan even made sure mom coordinated the colors of the helmets to match the color of the bikes. Good job Megan!!

Soon Omni volunteers will begin wrapping all the gifts and sending them on to our six very special children.

As we celebrate this holiday season, let us all be excited and thoughtful as Megan in thinking of other people that may not have been as fortunate as we are. Happy Holidays. [QM](#)



## Upcoming Safety Reviews

Each month all Omni employees review different safety topics in order to keep a safe work environment always on our mind and to make sure that we all have up-to-date knowledge on safety issues.

Omni’s safety committee has completed the first half of the 2006 safety training schedule and the following topics will be reviewed over the next few months:

- November ~ Bloodborne Pathogens
- December ~ Reporting an Incident
- January ~ Safe Mopping Practices
- February ~ Trash Safety

If you have an idea for a safety topic, please let your supervisor know. [QM](#)

### Our Mission

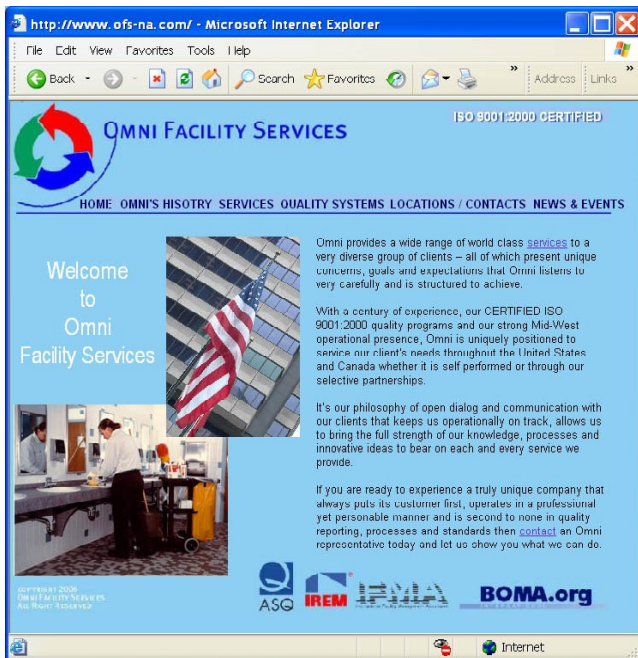
**Omni Facility Services, an established and innovative leader in the facility services industry, is committed to providing quality services and exceptional value. Continuous improvement, profitability and long-term growth are achieved by empowering our employees to exceed our customers’ expectations.**

## New Omni Web Site On-line to Offer Wide Variety of Information

Omni recently updated its on-line website to better offer general information on the company, our services and some of the many quality programs and policies we utilize that make us a leader in our industry.

Michael G. Cadotte, Director of Administration, who is responsible for corporate communications stated that the new website, "...offers an easier navigation with enhanced information such as Omni's near one hundred year history for visitors to the (web) site to utilize and enjoy."

You can also find the most recent editions of *Quality Matters* on Omni's web site under the "News and Events" section. The websites URL is: [www.ofs-na.com](http://www.ofs-na.com) **QM**



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