

# Omni Recognized by Key Client

Omni Facility Services has long recognized the strength in partnering with certified minority businesses and was recently recognized by long-term customer Blue Cross Blue Shield of Michigan for such efforts.

Through subcontract partnerships and extensive mentoring programs Omni has developed strong partnerships over the years with minority suppliers, vendors and subcontracting companies. The benefits are multidirectional as Omni is also in a position to open its extensive programs, procedures and quality operating system to such partners to help them grow and expand their professional position.

Blue Cross seeks out such companies, both minority



**Blue Cross  
Blue Shield  
of Michigan**

certified and those that support them to address the traditional lag that has existed in the past and give such companies a fair chance to do business with Blue Cross Blue Shield.

BCBSM has been an Omni customer for four decades. Omni services most of Blue Cross Blue Shield's major office centers in Michigan including their headquarters in downtown Detroit since that building was constructed in 1970.

If you would like to receive more information on Omni Facility Services' minority mentoring programs, please contact your Omni representative or Sales Department. [QM](#)

time through participation in WalkAmerica.



**March  
of Dimes®**  
**WalkAmerica®**  
*Saving babies, together®*

In 1938, in response to polio and its devastating effect on himself and the country, President F. D. Roosevelt established the March of Dimes.

Today, the March of Dimes focuses on the fight against prematurity - a growing crisis that now affects half a million babies born in the U. S. every year.

Omni, with the help of Bill Madias (a member of the March of Dimes Board of Directors in Detroit), will be organizing a Detroit Walk Team for the April 29, 2007, six mile walk starting at Hart Plaza in downtown Detroit.

All Omni employees, customers and vendors as well as their friends and family are welcome to join us on this special day to move our feet in the fight against prematurity one powerful step at a

Information on how to join the Omni Walk Team to make a pledge or to volunteer to collect pledges but not walk will be sent to all job sites during the month of March. You may also

contact the Southfield administrative offices or contact your Omni Account Representative (Omni customers and friends) for more information on Omni's involvement in this year's March of Dimes WalkAmerica.

Please join us, and take a few hours out of your day on April 29th in downtown Detroit, Michigan, or you can visit the March of Dimes main website [[www.marchofdimes.com](http://www.marchofdimes.com)] and discover the date and location of a walk nearest you [QM](#)

*You may find more information about the March of Dimes at the Detroit website: [www.marchofdimes.com/michigan](http://www.marchofdimes.com/michigan)*



## Omni Offers Special Services



**QUALITY  
MATTERS  
INFO  
FACTS**

Omni specializes in over 50 various facility based services.

Omni Facility Services has opened a new Division, Omni Contract Services, which will be spearheaded by Mr. Bill Madias. The Contract Services Division will specialize in unique facility services such as masonry (caulking, tuck pointing and painting - interior and exterior), carpet cleaning, power washing, concrete repair, parking deck remediation and sealant treatments.



Bill has over

thirty years of continued work in the facility services industry with special career focuses on environmental services, hazardous waste transportation, asbestos abatement and more standard janitorial and facility services.

Bill will be working out of our main office in Southfield and can be reached by:

*phone: 248.395.1185*  
*e-mail: [bmadias@ofs-na.com](mailto:bmadias@ofs-na.com)*

Please join us in welcoming Bill Madias to the Omni family and wishing him success. [QM](#)

## Up-Coming 2007 Events



### Good-Bye Winter!

### F E B R U A R Y

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

### M A R C H

- 11 Day Light Savings
- 17 St. Patrick's Day
- 21 1st Day of Spring

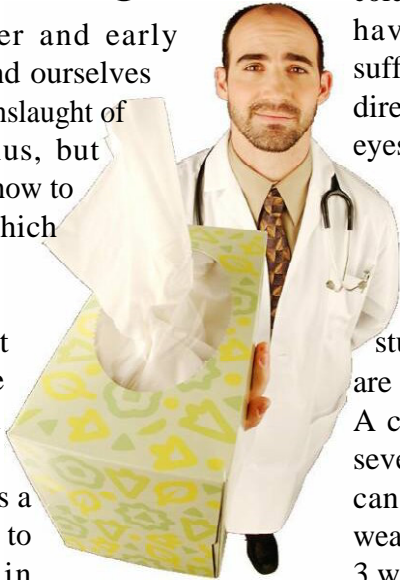
### A P R I L

- 02 Passover
- 06 Good Friday
- 08 Easter
- 29 March of Dimes WalkAmerica

## It's That Time of Year Again!

Every winter and early spring we find ourselves fighting the onslaught of colds and flus, but ever wonder how to determine which is which?

We have put together some information that will help you as well as a guide (Fig. 1) to put it all in perspective.



**Colds** - You can usually feel cold symptoms developing over a few days. Symptoms might be the same as those for allergies; but without itching in the ear, nose and throat. You could have a sore throat, cough, or mild fever. Nasal discharges are thin and clear at the outset but change to thick, yellow or green. Colds generally occur during the fall and winter and should clear up in 7 to 10 days.

You can achieve temporary relief of symptoms with over-the-counter antihistamines and decongestants. If symptoms don't clear up within two

weeks, talk to your doctor. You can minimize the risk of catching a cold by washing your hands after contact with cold sufferers and any objects they may have touched. Try to avoid cold sufferers sneezing or coughing in your direction and don't touch your nose or eyes with your fingers.

**Flu** - The onset of flu can be sudden and symptoms often include exhaustion, headache and severe aches and pains. Occasionally a stuffy nose, sneezing and sore throat are added to the mixture of symptoms. A cough is common and can become severe. High temperatures (102-104F) can last 3 - 4 days while a general weakness or fatigue can continue for 2 - 3 weeks.

See your doctor for antiviral medications to relieve flu symptoms. To help prevent the flu, talk to your doctor about vaccination with annual flu shots.

Regardless whether it is the cold or flu it is never any fun when inflicted with these little 'bugs' of life it is something we would rather not even like to think about.

So take what precautions you can by keeping your immune system as healthy as possible; and if all fails and you find yourself lying in bed sick, at the thought that you just became sick then there is always the age tested remedy - some of grandma's chicken noodle soup. **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.



Allergy, Cold, Flu FACTS	Duration	Onset	Season	Fever	Nasal Discharge	Other Symptoms
<b>Allergy</b>	> week	Response to trigger	Spring / Summer	none	Clear	dry or no cough
<b>Cold</b>	3-5 days	Slow	Fall / Winter	< 100	Yellow or Greenish	congested cough
<b>Flu</b>	> 5 days	Fast	Fall / Winter	> 100	Varies	aches, no energy

Fig. 1

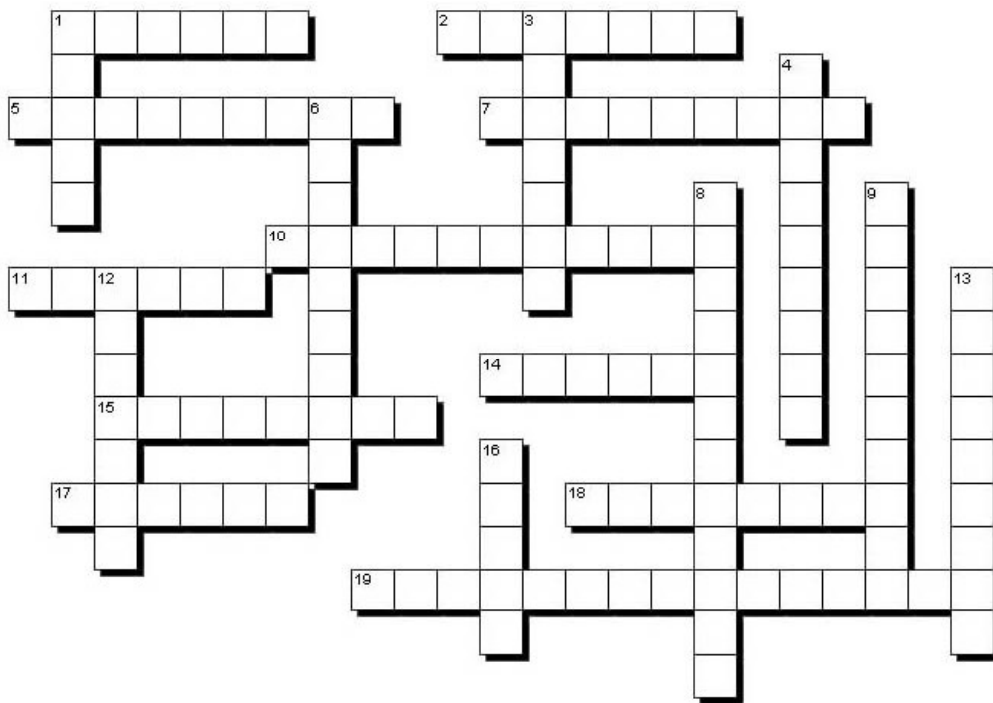
**QUALITY MATTERS INFO FACTS**



Omni was the **FIRST** company in the industry to be certified under the ISO quality Standard. Omni's current certification is under ISO:9001:2000

# Quality Matters

## Crossword Puzzle



This edition's *Quality Matters* puzzle is a crossword created from items we use every day in the janitorial industry. The clues sometimes will be a direct hint to the crossword item but be careful sometimes the hint is just a phrase that contains the appropriate word or words. See if you can figure out all the hints and place the answers in the crossword.

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.

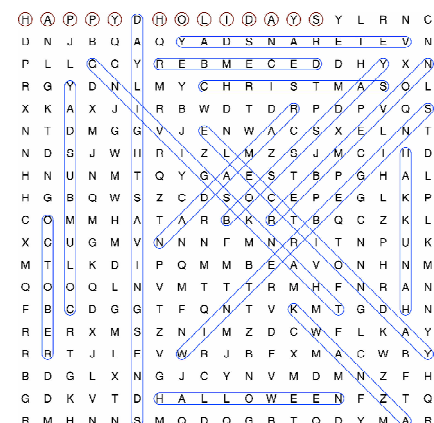
**V10N2**  
**Puzzle WINNER**

*Quality Matters* would like to thank all of you who sent in your answers to our last puzzle - you will find the correct answers below. Our randomly selected puzzle winner is:

**Brenda Gregory!**

Brenda works out of our Flint, MI offices and has been with Omni for over 11 years. Brenda will receive a gift card to a local Flint retailer - congratulations Brenda! **QM**

**V11N1**  
**Puzzle Key**



**Across**

- 1 you don't have to be buff to use this machine
- 2 don't let your kitchen pans get dusty
- 5 no mop feels it is complete without it
- 7 Johnny would never mop the floor with this
- 10 if a trash barrel became mean
- 11 never need this if it's in arms reach
- 14 PPE for your hands
- 15 it thinks it's a toy, but it isn't
- 17 is pushed around at work
- 18 dries glass
- 19 a giant would not need this for office dusting

**Down**

- 1 just because we have one doesn't mean we are a witch
- 3 you don't have to be in a shop to use it
- 4 don't let this doodle bug you
- 6 removes deep carpet soil
- 8 when used well this cleaner will reflect well on you
- 9 you can wear your cloths without it but you can't vacuum without it
- 12 when a shirt gets old and dusty it will look like a rag
- 13 you don't have to be a 'maid' to have one of these
- 16 it may sound like a cruise ship but it isn't

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

NAME \_\_\_\_\_ JOB SITE \_\_\_\_\_  
(if applicable)

PHONE \_\_\_\_\_

## A Cleaning Method is Revisited

Quality Matters recently caught up with Jessica Manko, Omni's Director of Operations, for Southeast Michigan and talked to her about a technology, backpack vacuum systems, that Omni is now introducing to more sites as this system has evolved with better power and easier portability allowing Omni, for the first time, to implement this technology on a larger scale. We talked with Ms. Manko about backpack vacuums:

**QM** What is a back pack vacuum and how does it differ (if at all) from the traditional vacuums that Omni uses today?

**JM** Basically it's a vacuum cleaner that you wear on your back. An upright vacuum uses a beater bar which agitates the carpet prior to picking up debris. This was necessary in "old style" office buildings that had carpeting with tall naps. Office buildings today install short nap carpets that eliminate the need to "beat" the carpet. Additionally the increased suction of the backpack vacuum makes it far superior to an upright vacuum. Other benefits include better filtration systems which can help reduce "sick building syndrome;" the operation (vacuuming) minimizes stirring up dust and (it) works well on hard floors as well as carpet.

**QM** Does using a backpack vacuum impose any safety risks to the user, i.e., back problems?

**JM** Depending on the model the backpack weights between 9 – 10 lbs. Properly wearing the harness reduces risks to the employee. Additionally, studies have shown that



The Triple S Speedster 1000 backpack is one of several models that Omni is starting to incorporate into its operations.

these vacuums eliminate stress and body fatigue. There is no more pushing and pulling a heavy upright vacuum. As with all electrical equipment, proper safety precautions need to be maintained.

The weight of these units has always been an issue; and as they have been redesigned to be lighter and more powerful, we were in a position to begin looking at this technology for use at our sites.

**QM** Beyond the portability of the unit, does the backpack vacuum offer any other advantages over its traditional counterpart?

**JM** One nice feature is that you can carry all attachments with you. That way if you have to get into a tight corner or vacuum an upholstered chair you do not have to go back to the janitor's closet. You have your tools with you, thereby, eliminating wasted labor.

Ms. Manko further told *Quality Matters* that the backpack systems also increase productivity, reduce the potential for injury and the backpacks have been well received by Omni employees who get really excited about them once they were trained and had an opportunity to use them. **QM**



Last year Omni Facility Service's administrative offices through their efforts to recycle paper waste (including the shredding of documents) saved over 23 trees from destruction throughout the year in 2006!

Omni will be expanding upon its commitment to the environment in 2007 by increasing its recycling awareness at all of its facilities, moving over to 'green' cleaning chemicals as discussed in V12N1 edition of *Quality Matters* last year and purchasing equipment that uses energy effectively. **QM**



## Upcoming Safety Reviews

Each month all Omni employees review different safety topics in order to keep safety on our minds and to make sure that we all have up-to-date knowledge on safety issues.

Omni's safety committee has issued the first half of 2007 safety training schedule posted below for your review:

- February ~ Trash Safety Policy
- March ~ Substance Abuse
- April ~ Weather & Security Awareness
- May ~ Personal Protective Equipment

If you have an idea for a safety topic, please let your supervisor know. **QM**

Every now and then a customer goes out of their way to pass a complement to our employees and recently a new AAA branch (Omni now services most AAA-MI branch offices and AAA headquarters) management team member sent the following e-mail in regards to the services provided by Omni:



“Just a note to say that Omni Cleaning Company (Omni Facility Services) is the best maintenance company that I have worked with since I have been a branch manager (1992). Kudos to Mr. Allen (Area Operations Manager) and his staff, ‘Nina’. From the first day that I met Mr. Allen and Nina, I knew that this was a ‘unique’ company by their attitude about their job. To say the least, we are very pleased with our new maintenance provider. Our employees have commented that they see a ‘remarkable improvement’ with the cleaning service’ . . .Thanks for the change and please pass this on to the owners of this company.”

We appreciate the compliment AAA - and our thanks to our hard working employees as well! OM



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