

Environmental Responsibility

Cavalier Services believes in taking a leadership position in preserving our environment. We believe this will also enhance our customer relationships and help up to achieve a competitive superiority in setting the standard in sustainability in our environment. Working with our vendors and suppliers like JohnsonDiversey, we look for programs to help us provide for a better environment.



For years, Cavalier has embraced the Healthy High Performance Cleaning Program from JohnsonDiversey that utilizes products that are Green Seal Certified and Environmentally Preferred. As we further develop Cavalier's own Green Cleaning Program we are cognizant of the products and procedures that will provide points towards LEED certification, a huge initiative for some customers.

At Cavalier, we believe that business should be managed for the next generation vs. the next quarter's bottom line. The new electronic Teammates Newsletter is just one of the greening steps we are taking at Cavalier. How can we help you to be more GREEN?

MRSA Outbreak

Cavalier performed a special cleaning service for a concerned Customer in Frederick, MD. There had been a few outbreaks of the MRSA virus and we were requested to come and treat the entire building.

We provided masks and gloves for the employees personal protection. We used Santi Guard dry spray on all electrical equipment such as copy machines, computer key boards, mouse and computers, adding machines, telephone key pads, etc.

The customer had the employees clear their work stations so they could be disinfected, including desk tops, cabinets, partition medal frames, chair arm rests, window ledges, book shelves and any other surfaces touched.

In the common areas door knobs, doors, elevator key pads, stair railings, vending machines, water fountains were treated and Cafe tables and chairs. All items in the Restrooms were disinfected, including the walls, partitions, faucets, fixtures, doors, floors, etc.

The Customer then had a lab tech come in and test various surfaces through out the building. The results were no form of MRSA staff was found in any area tested. A Cavalier Success Story and a HUGE relief to the Customer and their employees!

Newsletter Spotlight

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Impact Cleaning in North Carolina

This past weekend, Cavalier Services North Carolina Team performed one of our new diversified programs, Impact Cleaning for client, Merrill Lynch. This service provides detailed cleaning from base-board to ceiling.

Frank Frazier, VP & Regional Business Manager, is quoted as saying, "We are so glad that we contracted Cavalier to perform this service for us quarterly. Cavalier really gets the details done and provides our employees a clean, fresh place."



Helping you achieve a safe and healthy environment for your employees!

Cavalier Services, Inc. A Green Initiative Company

Customers Transition to Cleantelligent

By Linda Pendergrass

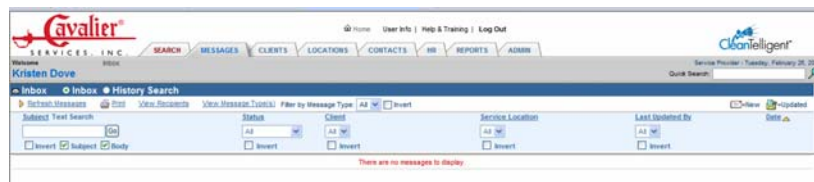
On November 1, 2007, Cavalier asked its customers to transition to its web-based customer service system, CleanTelligent to communicate janitorial Requests and Cleaning Issues. Within a 60-day period, more than 95% of existing customers and 100% of new customers made the transition to the new system with minimal disruption to their operations.

Cavalier's greatest challenge was to accommodate customers with existing work order systems linked to their tenants. There was absolutely no customer interest in using two systems! With the assistance of the system's developers, Cavalier was successful in linking industry-leading customer work order systems, such as Angus, Corrigo, and WorkOrderama to CleanTelligent in such a way as to be invisible to tenants.

Our goal in fully implementing this system is to make communication with Cavalier, fast, easy, and reliable. Customers transitioning to CleanTelligent:

- Receive a prompt reply advising of the status of cleaning requests / issues.
- Benefit from message monitoring and tracking to ensure effective and prompt resolution of requests and cleaning issues.
- Have the ability to create messages, receive inspection notifications, view building message history, and inspection data, and create reports from anywhere.
- Protection of building-related information through a secured system.

As customers embrace and explore the use of CleanTelligent, they are finding that it makes some of their tasks easier. One customer reports, "the system offers a variety of reports that allows me to show the true value of Cavalier's janitorial services to property management and building owners."



Cavalier's Holiday Sharing Program

By Cecelia Tueros

Holiday Sharing Program 2008

What a joyous holiday Cavalier Services Team brought to Alexandria's neediest citizens! The Alexandria Department of Human Services, The Holiday Sharing Committee, staff, and certainly our sponsor Family "The Vesta Family" expressed their gratitude for all the generous gifts all the Cavalier Family presented for Christmas this year.

Cavalier Services contributed in our community's prosperity, and like so many others who care, gifts were provided to 269 families, 148 senior or disabled citizens, and 189 children in foster care. Of the latter, 116 teens in foster care received gift certificates, totaling \$16,000 in value. Together, we provided \$9,000 for The Fund for Alexandria's Child and the Eleanor Ager Senior Adult Fun. This is a remarkable record for which all Cavalier Team is truly grateful.



As our community and Cavalier Services already plan for Holiday Sharing 2008, we welcome your advice and suggestions and look forward for a bless new year.

For Fun



The Difference Between a Boss and a Leader

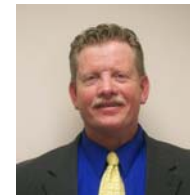
- A boss creates fear; a leader creates confidence.*
 - Bossism creates resentment; leadership breeds enthusiasm.*
 - A boss fixes blame; a leader fixes mistakes.*
 - A boss knows how; a leader shows how.*
 - Bossism makes work drudgery; leadership makes work interesting.*
 - A boss relies on authority; a leader relies on cooperation.*
 - A boss drives; a leader leads.*
- People don't just work for a company. They work for the people in the company. It is the leadership that creates the culture and manages the vision of their organization. Which are you? A Boss or a Leader?

Cavalier's Announcements & Events

By **Cecelia Tueros**

New Teammates

John Smith - Northern Virginia Operations Manager, John brings over 15 years of professional Project Management assignments with positive attitude and outstanding work ethic. As a Project Manager and Senior IT Management Analyst he provided customer service, quality control and logistical operations to a broad portfolio that included ExxonMobil, Intel Target, Did Lake, America Online & MCI Corporation. John holds a Bachelor's degree in Business Administration from Eastern New Mexico University with concentration in Marketing and Accounting. In addition his name has been posted with the Dean's List for Academic Honor student for 3 years and has served in the U.S Army (Active) and Reserves.



Jose Ayestas - Assistant Manager, Jose will be supporting our DC portfolio working in conjunction with Luis Cabrera at Tishman Speyer, I Square site effective Thursday, November 1st. Jose has an extensive background and industry knowledge as Lead Supervisor overseeing the daily operations of Gannett/USA Today, Tyson's Corner, a class A portfolio with Unicco Integrated Facility Services. As part of his responsibilities, Jose processed payroll records using Kronos timekeeping, supply inventories, developed multiple training sessions and technical skills training.

James D. Cole - PT Area Manager for the Hampton Roads portfolio, James will support the evening operations along with Margo Smallwood to help enhance the growth of this region. Most recently, James was a Senior Project Manager with High Definition Cleaning Services where he handled multiple commercial account and post-construction projects. He has been involved in many safety meetings, job bidding opportunities, and training of field employees and supervisors. James also has served for eight years in the United States Marine Corps, is the founder of Octave Network Group (Creative Arts), and is a mentor of the ACTSO Program.

Jason Twigger - Facility Painting Manager with Cavalier's Facility & Special Services Team, Jason brings to his team his excellent people skills, outstanding delegation of responsibilities, clear and complete organizational skills, exceptional leadership, motivation and many years of experience in the painting industry. He has performed all aspects of painting project management from estimates and supervision for residential, commercial, industrial and institutional painting. Jason's activities outside the office include golfing, weightlifting, cooking and all outdoor sports.



Freddy Rubio - As Special Services Manager, Freddy joins our Team with a broad range of knowledge and skills. As a District Manager for ABM Janitorial, Freddy was always a self starter with an involved style of leadership. His many years of experience within the janitorial services industry have enriched his ability to provide exceptional service to his customers, expanded on his experience in operations and continued focus to deliver the highest standards. In Freddy's free time he enjoys reading, music and playing golf.