



THE PRIMER

NILES INDUSTRIAL COATINGS Q3 NEWSLETTER

In this issue:

TRUQC

> Integration of new quality control reporting application

PROJECT HIGHLIGHTS

> What's going on around the country

NEGATIVE FEEDBACK

> How to make the most of it

CULTURE

> Employee Programs
> Upcoming Events

NILES FOUNDATION



ISSUE THIRTEEN

TruQC:

Quality Control Reporting



Niles Industrial Coatings has invested in a new technology, called TruQC, to make reporting easier for our field crews and office staff.

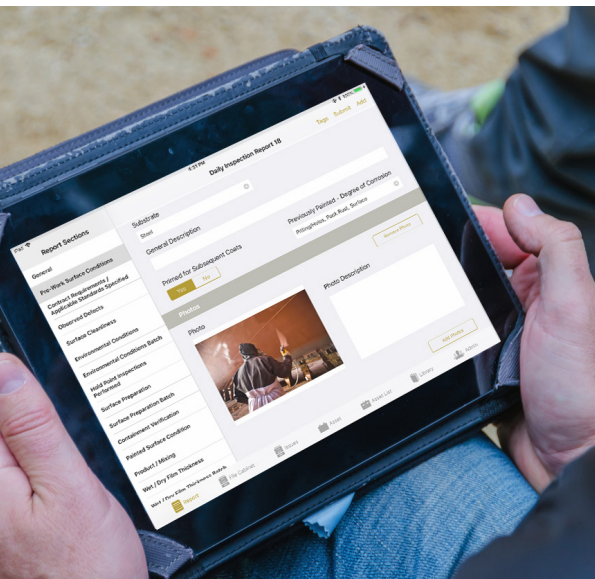
TruQC is a modular and mobile app that is configured to Niles' specific business practices and documentation needs. The mobile app will allow field team members to fill out reports on their iPads. This will allow real-time reports and the elimination of carrying around and turning in binders and papers to the main office. Office staff will be able to login in the Admin Suite reviewing report status, add team members, and access real-time data summaries without leaving the office or looking through a stack of papers.

The app also has a document library where field team members can access data sheets, blueprints, and other files while on the jobsite.

The reports will be stored in a File Cabinet within the app, allowing each person to see the reports relevant to them as well as any changes to the project submitted by office staff. Team members will also be able to flag issues while completing the report, marking directly on the blueprint or other supplied document. This will eventually show trends within the organization.

TruQC also offers Total Asset Management (TAM) to keep a database of assets, maintenance schedules and all relevant reports all in one place.

We are excited to fully integrate TruQC and rollout the program to our field team members! Please embrace as this differentiation sets us apart!



- NO MORE TURNING IN WRITTEN REPORTS
- EASY TO SEND REPORTS TO CUSTOMER
- ACCESS TO MATERIAL DATA AND MATERIAL SAFETY SHEETS
- REPORTS ARE EASY TO READ
- CAN TRACK QAQC DATA AND CONDITIONS ON PROJECTS



Project Highlight



US STEEL ECORSE, MI

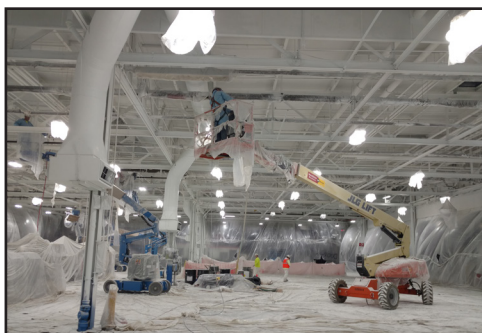
(also pictured on front cover)

HCL Containment Lining:

- Removal with 40k high pressure water
- Naturalize with soda ash
- Sweep Blast
- Repair Concrete
- Apply a multi-step Belzona liner



CURRENT & UPCOMING PROJECTS ACROSS THE UNITED STATES



- AEP - MISHAWAKA, IN
- EAST JORDAN FOUNDRY - ELMIRA, MI
- FORD - WOODHAVEN, MI
- GEORGIA PACIFIC - PENNINGTON, AL
- GM - DETROIT, MI
- GM - WEST CHESTER, OH
- M1 CONCOURSE - PONTIAC, MI
- MARATHON - BAY CITY, MI
- MARATHON - DETROIT MI
- MARATHON - MARTINSVILLE, IL
- MARATHON - NILES, MI
- NEXUS - BELLEVILLE, MI
- NEXUS - CASTALIA, OH
- PRAXAIR - FERNDAL, WA
- VILLAGE OF ALMONT - ALMONT, MI

How to Respond to Negative Feedback

Use Tough Feedback as an Opportunity for Self-Reflection



Negative feedback is tough to hear, but it doesn't have to be soul-crushing. When your manager or a colleague points out something you need to improve on, think before you react. Even if the input is upsetting or surprising, remind yourself that it's useful information to have. One simple, effective way to consider what you've heard is to put your feelings into words. For example, after a critical performance review, you might say to yourself, "I feel blindsided and a little scared." Naming your emotions can keep them from overwhelming your ability to act on the feedback. Then ask a few trustworthy sources whether they agree with what your manager or colleague said. It can be hard to know how others see us, so getting multiple points of view will help you understand the impression you create. It will also prevent you from overcorrecting based on one person's opinion — which, after all, is what feedback sometimes is.

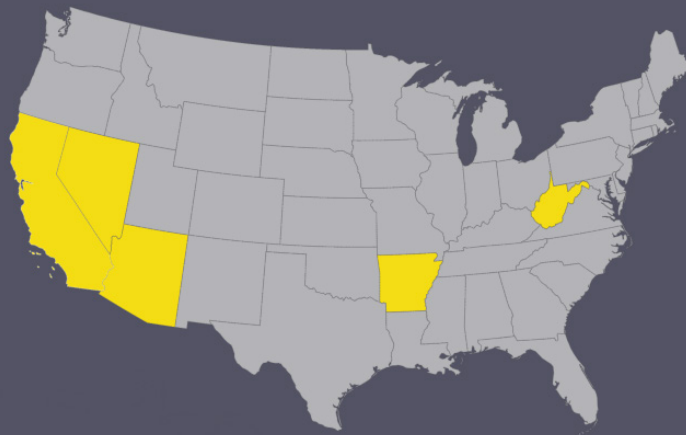
Here are five actions to help you hear critical feedback openly:

1. Don't rush to react
2. Get more data
3. Find a harbinger
4. Don't be a lonely martyr
5. Remember that change is just one option

**borrowed from Harvard Business Review, 2018.*

NILES INDUSTRIAL COATINGS IS GROWING!

Our VP of Estimating and Project Management, Dave Gore, has been focused on expanding NIC to new territory. Over the last three years, NIC has obtained contractor licenses in five new states!



NEW CONTRACTOR LICENSES:

2016 - Arkansas
2017 - West Virginia
2017 - Arizona
2018 - California
2018 - Nevada

Niles Culture

EMPLOYEE PROGRAMS

Niles Industrial Coatings offers the following programs to all employees:

- **Birthday Card Program:**

"We want to celebrate you and your family!"

While completing a new hire packet, each employee should be given a form to fill out for the birthday card program. The form asks for employee, spouse, and child(ren)'s birthdate as well as anniversary date.

Each employee and family member will receive a hand written birthday card in the mail. All children under the age of 18 are eligible for the program and will receive a gift card with their card in the mail.

- **High School Graduation Program:**

As your children graduate high school, Niles would like to help support them as they move onto college or a trade school program. If your child is graduating soon, please let us know!



- **Employee Referral Program:**

Do you have any friends or family that want to work at Niles? Be sure to send in an Employee Referral Form with their application and resume. If they complete 6 months of work, you will receive a cash bonus!

Please see your payroll manager or contact Lauren at laurendunigan@nilesindustrial.com or 810-714-5936 to get more info!

2018 TRAINING & EVENT HIGHLIGHTS



Group Picture at the Annual Spring Picnic in Freeland, MI



CPR and First Aid Training at Midland, MI Office



First Annual Women's Leadership Training in Fenton, MI



Starting the day off with stretching at the Annual Spring Training in Fenton, MI



Second Annual Walleye Tournament in Flint, MI



Free Lunch won on Cars 108 Radio Station catered by Blondie's at Fenton Office

culture



KNOW SOMEONE IN NEED?

LET THE NILES FOUNDATION KNOW!

THE NILES FOUNDATION IS LOOKING TO HELP THOSE WHO NEED HELP IN THEIR COMMUNITY, AT HOME OR IN NEED OF A MONETARY DONATION.

THE FOUNDATION OFFERS VOLUNTEER LABOR AND DONATED MATERIALS TO COMMUNITIES, SHELTERS, AND HOMES IN NEED OF EXTRA LOVE AND CARE.

PLEASE SUBMIT AN INQUIRY FORM IF YOU KNOW OF ANYONE IN NEED!

www.nilesindustrial.com/foundation.html // nilesfoundation@gmail.com

The Niles Foundation is a 501(c)(3) Non-Profit Organization



Remember Your Resources

If you have any questions, please reach out to the appropriate person below:

EMERGENCY CONTACTS

| | |
|-------------|--------------|
| Gino Soave | 810-691-1956 |
| Jeremy Hurd | 989-574-7384 |
| Jim Florey | 989-448-1801 |
| Jordan Bush | 810-224-1317 |
| Dave Murphy | 989-402-7094 |
| Lacey Duus | 989-589-7316 |

| | |
|--------------|--------------|
| Ryan Hiuser | 810-516-0550 |
| Craig Brooks | 810-533-5421 |
| Gerry Tower | 810-656-0504 |

NACE QUESTIONS

| | |
|--------------|--------------|
| Tony Schlaud | 989-922-1472 |
| Jason Derus | 989-448-1722 |

ADDITIONAL RESOURCES

| | |
|----------------|--------------|
| Scott Avendt | 810-614-4017 |
| Angella Latsch | 810-228-1767 |
| Jim Ray | 810-287-0649 |
| Craig Reynolds | 810-624-4895 |

OFFICE STAFF

| | |
|----------------|--------------|
| Valerie Disch | 810-714-5912 |
| Eric Hotchkiss | 810-714-5922 |
| Lauren Dunigan | 810-714-5936 |





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FENTON, MI 48430

LETTER FROM THE PRESIDENT

Niles' Company Culture

CTH
CARE. TRUST. HELP.

Team,

We have had quite a year thus far and we are not slowing down anytime soon! As we enter the last few months of the year, I would like to recognize everyone for their hard work and dedication this year. On top of a heavy workload, the next quarter brings a number of events for Niles team members. These events are designed to not only educate you on company culture and leadership skills, but also provide you some enjoyable time away from work to bond with your team members.

We have many exciting events coming up and we are always planning way to build upon the strengths we have as a team. We love to hear suggestions from each and every one of you, so please share your ideas!

Ryan Niles