

Q

Please rotate program 101125-Y 180 degrees to match 101125-W and keep that orientation for future revisions while 333 cannot paint.

A

Programming is aware of this and is addressing.

Q

Could the name “Core Products Building” be reconsidered since curbs and adapters are no longer KCC’s primary product focus?

A

Thank you for the feedback. The “Core Products Building” name refers to the product group that will eventually operate from that facility, including our curbs and adapters operations. “Core Products” is an internal product-group designation and is not intended to suggest that curbs and adapters are KCC’s primary products today. That said, we understand how the name could give that impression, and we appreciate you pointing it out.



Q

Could KCC consider a backup industrial generator to reduce production downtime during power outages?

A

Great question. We had a meeting with LG&E regarding outages, and it went very well. We now have a specific person to contact when we have an outage. We will also be given higher priority when outages occur so that our downtime is much shorter than in the past. LG&E is evaluating the equipment that feeds our plants to determine if any upgrades are needed. If so, those upgrades will be high on their priority list.

Q

First-shift Foam Injection may need additional staffing. When only five employees are present, covering both lines creates a heavy workload; could one line be run instead?

A

Thank you for sharing your concerns. Leadership is aware of the staffing and workload in the Foam Injection area and continues to evaluate production needs, staffing levels, and available resources. When additional staffing is needed, leadership works with Recruiting to fill those positions as quickly as possible. We appreciate the team's continued flexibility and effort as production needs and staffing levels fluctuate.

Q

Could restroom Lysol use be reviewed? Heavy spraying can make the area uncomfortable and cause coughing.

A

Thank you for bringing this to our attention. We understand the concern regarding the amount of Lysol being used in the restrooms and the effect excessive spraying can have on others. We will review the current practice and determine whether any adjustments are appropriate. We appreciate the feedback.

Q

Could HQ consider lemon-flavored water, ground coffee or pods, and more sugar-free beverage options?

A

Thank you for the suggestions. These requests are being considered as we continue to evaluate the beverage and refreshment options available at our different locations. We appreciate the feedback and the ideas for additional options.



Q

Employees who reserve meeting rooms are sometimes displaced by unexpected meetings or visitors. Could room scheduling and communication be improved?

A

Thank you for the feedback. We understand the frustration that can occur when a reserved meeting space becomes unavailable unexpectedly. While there may be occasions when business needs, customer visits, or other circumstances require meeting spaces to be adjusted on short notice, we recognize the importance of communicating those changes whenever possible. We will continue to encourage proper room scheduling and communication to help minimize conflicts and disruptions.

Q

The KCC Companies website News section has not been updated regularly in recent years. Could more current company news be posted there?

A

Thank you for the feedback. The Communications Department is currently working on this as part of a larger website project. An updated, more modern KCC Companies website is in development, which will include improvements to how company news and updates are presented. We appreciate the suggestion and look forward to sharing the new site in the future.

Q

Employees asked about adding a fan to the Grassland back break room during summer months.

A

Thank you for the comment. The plant manager has already addressed the Grassland back break-room fan. We appreciate you looking out for employee comfort.

Q

If some areas are slowing down, could KCC explain why hiring continues and how current employees are being utilized?

A

Thank you for the feedback. While we anticipate changes in workload in certain areas, staffing decisions are based on the needs of the entire business and where specific skills and resources are needed. We continue to utilize and develop our existing employees whenever possible, while also hiring in areas where additional talent is necessary. Our staffing plans are built around positioning KCC for future growth and success, not simply reacting to short-term changes in production.

Q

Employees are concerned about the use of AI-generated content in training and want assurance that company information is protected and training content is accurate.

A

Thank you for raising this concern. We understand the questions surrounding the growing use of AI and the importance of keeping information accurate and appropriate. KCC continues to stress the responsible use of AI tools in accordance with our AI Acceptable Use Policy, particularly when company information is involved. We appreciate the feedback and will continue to reinforce proper AI use as these tools evolve.

Q

Could employees who regularly provide backup support in multiple areas receive additional compensation for their added knowledge and responsibilities?

A

Thank you for the question. Cross-training and backup support are important parts of maintaining flexibility and continuity across the company. Employees may be asked to support different areas based on business needs, including during vacations or other absences. Learning additional responsibilities does not automatically result in additional compensation, and we appreciate employees who are willing to expand their knowledge and help support their teams when needed.

Q

Could KCC explain how internal and external candidates are considered for leadership roles, including the value of HVAC experience and internal growth?

A

Thank you for the feedback. KCC values internal growth and encourages employees who are interested and qualified to apply for open positions throughout the company. There are times when qualified internal candidates do not apply, or when a position requires experience or skills that are not currently available internally. Leadership experience can transfer across industries, and HVAC experience is only one of many factors considered when selecting someone for a leadership role. In those situations, we recruit externally to find the best candidate for the position. Our goal is to provide opportunities for employees to grow while also making sure we have the right people in the right roles.

Q

Could parking rules and designated areas be clarified and consistently followed?

A

Thank you for the feedback. Parking rules and designated parking areas remain in place. We would need additional information, such as the location and specific parking area being referenced, to look into a particular situation. Please provide those details so we can follow up.

Q

Employees would like more consistent advance notice for Saturday overtime so they can better plan personal commitments.

A

Thank you for the feedback. We understand that short-notice overtime can be frustrating, particularly when employees have already made personal plans. We make every effort to provide as much advance notice as possible, but production needs and schedules can change and occasionally require overtime on shorter notice. We appreciate everyone's flexibility when these situations arise.

Q

Could posted restroom cleaning times be followed more consistently to reduce delays for employees?

A

Thank you for the feedback. We make every effort to follow the posted restroom cleaning times as closely as possible. Daily circumstances and other cleaning needs can occasionally cause those times to shift. We understand the inconvenience this can create and will continue working to keep cleaning schedules as consistent as possible.

Q

Could communications use a balanced mix of real employee photos, traditional graphics, and AI-generated visuals when appropriate?

A

Thank you for the feedback. We agree that real photos and graphics can often make communications more personal and meaningful. We regularly feature actual KCC employees and real imagery, and we will continue to look for opportunities to do so. At times we also use AI-generated elements when they can help make a poster more creative or engaging. Our goal is to use a good mix of both, depending on the communication.

Q

Please check and maintain the water machine filters. Employees are concerned about their condition.

A

Thank you for bringing this to our attention. The water machine filters are being addressed. We will continue to monitor the machines and make sure appropriate maintenance is completed as needed.

Q

Could a drain be added so employees do not have to carry heavy containers of dirty water outside and have an appropriate place to dispose of leftover drinks and wash water?

A

Thank you for bringing this to our attention. Maintenance is aware of the concern and is working with employees in the area to identify an appropriate solution. We appreciate everyone's patience while options are being evaluated.

Q

Could access to the Receiving restroom be reviewed or better explained for employees who work nearby?

A

Thank you for sharing your concern. Access to the Receiving restroom is limited because it is located within an active warehouse area, where access is restricted to employees who work in or have a business need to enter that area. Restroom availability in the Warehouse is also limited, so those facilities are designated primarily for employees working there. This practice is based on safety, access, and operational considerations and is not intended to treat any employee or group unfairly. We understand that using another restroom may be less convenient for some employees, and we appreciate your understanding of why these guidelines are in place.

Q

Could more beverage flavors and sugar-free or stevia options be offered for employees who prefer them?

A

Thank you for the suggestion. We have continued to expand the beverage options available to employees and appreciate the ideas for additional flavors and sugar-free alternatives. We will keep these suggestions in mind as we evaluate future options.

Q

Could supervisors receive comp time or another incentive for working Saturday production?

A

Thank you for the thoughtful suggestion. KCC regularly evaluates policies, benefits, and ways to improve the employee experience. We cannot commit to a change at this time, but this is something worth considering as we continue to look at ways to recognize and support our supervisors.

Q

Employees would like meetings to focus on facts, root causes, and solutions rather than assigning blame between departments.

A

Thank you for the feedback. We agree that respectful, professional, and collaborative communication is important across all departments. When challenges arise, the focus should remain on understanding the issue, identifying the root cause, and working together toward a solution.

Q

Please check the men's restroom filters and related maintenance items that employees report have been raised previously.

A

Thank you for bringing this to our attention. Maintenance is aware of the concerns that have been reported and will continue to follow up. We appreciate you helping us stay aware of issues that need attention.

Q

Employees report that personal food and drinks are being taken from shared refrigerators. Could reminders or other steps help prevent this?

A

Thank you for bringing this concern to our attention. The issue has been shared with leadership, and signs have been created for the refrigerators reminding everyone to respect food and beverages that belong to others. We appreciate everyone's cooperation in helping prevent this from continuing.

Q

Salaried employees would like KCC to review how paid holidays and PTO work during weeks that also require Saturday work.

A

Thank you for the thoughtful feedback and for offering several possible solutions. We understand the point regarding salaried employees, paid holidays/PTO, and Saturday work requirements. Compensation, benefits, and scheduling practices are evaluated periodically. We cannot commit to a specific change at this time, and we appreciate you bringing this perspective forward.

Q

Could ESOP education be emphasized more for newer employees, including how share value changes and how employee ownership affects company success?

A

Thank you for the suggestion. ESOP education is included in New Hire Orientation, and the ESOP Committee is developing additional resources, so employee-owners have more immediate access to ESOP information throughout the year rather than relying primarily on annual briefings. Helping employees understand ownership, share value, and how their contributions affect KCC's success is important.

Q

Could training for new positions and promotions be more formal and consistent?

A

About 90% of hourly production positions have a Managed On-the-Job Training (MOJT) checklist to guide training and feedback after a promotion. Onboarding for new Production team members has grown from 1 day of orientation to 5 full days. More specialized and role-specific trainings are offered as Learning & Development resources have been added. For office, engineering, and other roles, formalized training should come through a written 90-day (or longer) onboarding plan communicated within the first week in the new role.

Q

Please continue providing transparent updates about company performance and where KCC stands.

A

Thank you for the positive feedback. We appreciate it and will continue to share updates on where KCC stands.

Q

Could KCC provide leadership training for new leaders, including professionalism and email etiquette?

A

Beginning in September, we are launching a 5-day, offsite leadership development program called the Emerging Leaders Onboarding Course (ELOC). It is tailored to front-line leaders such as Team Leads and Supervisors. These courses will be offered every 6 weeks for new and existing front-line leaders and reinforced by new role-specific MOJT checklists over the next 6 months after ELOC.

Q

Employees would like clearer plans and instructions before changes are brought to the production floor, including consistent use of LEAN principles.

A

Manufacturing Leadership has worked with Learning & Development to develop leadership training for Supervisors and Team Leads. That program will help with this. When issues arise, root-cause analysis and corrective actions are also being used to prevent repeat problems. Improvements will take time, but they will continue over the coming months.

Q

Could communication between departments improve so production lines receive accurate part information from support areas?

A

There is an effort underway to improve that communication. If you do not see improvement, please speak with your supervisor and let them know the issues are continuing.

Q

Could more information be provided about special-project products that supervisors expect to reach the line but do not arrive?

A

Thank you for the feedback. Please provide additional information, such as the area, product, or specific situation, so we can better understand and address the concern.

Q

Employees report occasional insulation programming issues, such as incorrect orientation or cut information, and would like these corrected when identified.

A

Thank you for the feedback. When programming issues are identified, Engineering works with the appropriate teams to review and address them. We appreciate employees bringing specific concerns forward so they can be resolved.

Q

Could qualified employees who are already performing higher-level work be considered for promotion into the appropriate position?

A

Thank you for sharing this. KCC supports growth and advancement whenever circumstances allow, which is why internally open positions are posted so employees can apply. Promotions are not automatic based solely on qualifications or the ability to perform certain parts of a role. Decisions also consider overall experience, demonstrated performance, leadership capability, and the requirements of the specific position. Employees interested in advancement are encouraged to apply for posted roles and discuss career goals with their supervisor.

Q

Could Team Leads receive additional training and resources to help them handle workplace issues effectively?

A

Beginning in September, we are launching the Emerging Leaders Onboarding Course (ELOC), a 5-day offsite program for Team Leads and Supervisors. Courses will be offered every 6 weeks and reinforced by role-specific MOJT checklists over the following 6 months.

Q

Employees want to ensure equipment is properly shut down when maintenance work requires it.

A

Maintenance does shut down equipment when required to perform the work safely. If you are referring to a specific situation where this did not occur, please provide additional details so the concern can be properly addressed.

Q

Could leadership continue emphasizing respectful and professional interactions with team members?

A

Manufacturing Leadership has worked with Learning & Development to develop leadership training for Supervisors and Team Leads. That program is intended to reinforce respectful, professional interactions.

Q

Could part, programming, and ECR changes be completed more quickly and consistently to prevent repeated production errors?

A

Thank you for the feedback. These processes are reviewed and addressed as issues are identified, including part changes, programming, and ECR updates. The appropriate teams work together to resolve issues and prevent them from recurring whenever possible.

Q

Employees are concerned that production speed may sometimes contribute to mistakes and quality defects.

A

The reset put in place in July should have helped with a lot of the rushing. Direction to the manufacturing organization remains that we never sacrifice safety or quality for delivery. If someone is asking you to do either, bring it immediately to your supervisor, superintendent, or production manager.

Q

Could changes to units be finalized earlier to reduce modifications after assembly has already started?

A

Thank you for the feedback. This comment does not include enough information to review a specific situation. Please provide details or examples so the issue can be properly looked at.

Q

Employees appreciate how leadership and Sales handled the Trane transition and development of the new rep network.

A

Thank you.