

## Summary of KCC's New Performance Review System

Announced August 12th

KCC is rolling out a new Performance Review system to replace the one last updated in 2018.

- New Review Highlights:
  - Reviews will still be done in Paycor.
  - Hourly production personnel continue to be rated in 5 categories, but with a new scoring system.
  - Salaried/office staff Categories consolidated into 6 areas
  - People leaders are rated on categories tied to KCC's 6 Leadership Competencies.
- Rating Scale Change:
  - Old: 1–5 scale.
  - New: Simplified 1–3 scale:
    - 1 = Needs Improvement (but a signal for growth with clear SMART goals).
    - 2 = Capable/Competent (steady, reliable performance)
    - 3 = Superior Performer (Reserved for those who consistently go above and beyond, not just one-time success)

The system aims to give fairer, more consistent evaluations, highlight strengths, and provide growth opportunities. Reviews will remain once per year for now, though this may change. Employees are encouraged to ask for feedback more often and share suggestions.

[READ MORE ONLINE >](#)

WHAT  
MAKES  
A  
GREAT  
PEOPLE  
LEADER?



## KCC Has A Record Shipping Day!

Congratulations KCC on a RECORD SHIPPING DAY for dollars \$2,767,664 (29 units) in the month of August!

## UPCOMING EVENTS

Sept 1 – Labor Day KCC Closed  
September 6th – Gaslight Festival 5K  
September 10th – Jtown Business Appreciation Day &  
Free lunch Skyview Park (2700 Watterson Trl) Time TBD

September 15th – Joel Town Hall Grassland  
September 29th – Joel Town Hall Technology



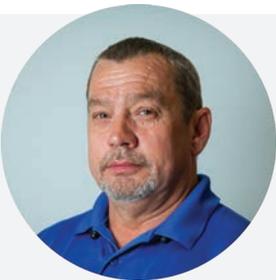
## Shout Out to Our Utah Plant

Our Utah Plant is crushing it — 3 years with zero injuries! That kind of achievement doesn't happen by chance. We are so proud of ALL our facilities for making safety more than a priority – but a way of daily life! Here's to many more safe (and successful!) years ahead!

## Simpsonville Update

There is a lot happening at our Simpsonville headquarters, and we are excited to share the progress with you! Take a look at the latest photos showcasing the incredible work underway throughout the building.

[SEE ADDITIONAL PHOTOS ONLINE >](#)



## Employee Spotlight: Rick Kilburne

*What is your role at the company, and what does your day-to-day work involve?*

I'm the commercial service supervisor, my day to day work is providing technical and procedural support to 25 technicians in the field, I also quote most of the commercial repairs, and task the maintenance contracts, order materials, file warranties, and last but not least communicate with the customers.

*Can you share a bit about your career journey before joining the company?*

Started with the company 40 years ago as what they called at the time a EMT (energy management technician), then moved to a residential technician, then moved to a commercial technician, commercial field supervisor and then to my current position as Service supervisor.

*What's a fun fact about you that most people at work might not know?*

I have an adopted daughter at home, a foster child in eastern Kentucky university and I won Foster Parent of the year for my region in 2023. My oldest daughter work in sales at Curb.

*What's a hobby or passion you pursue outside of work?*

I enjoy going to UofL football games, I enjoy yard work and home projects

*What advice would you give to a new employee starting at the company?*

Be a sponge and absorb everything you can.



## Did You Know?

Exciting news! In response to comments and feedback from our employee-owners, the Board of Directors has recently decided that, effective, September 1, KCC will expand Paternity Leave.

[SEE DETAILS ONLINE >](#)

## Celebrating September Anniversaries

5 YEARS  
Kirenia Piloto Serrano

10 YEARS  
Josh Kitzman

20 YEARS  
Daniel "DRay" Ray



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