



BCH Mechanical, Inc. & ConServ Building Services, Inc.

Exceeding expectations with a constant sense of urgency and rigorous standards of quality.

The Industry LEEDer Newsletter ♦ First Quarter 2015

ConServ Increases Presence in Jacksonville

In September of this year, Phillip Tanner, of Florida Pro Air, merged his Jacksonville-based HVAC firm with **Conserv Building Services**. Phillip established the HVAC service company in 2007 and found success in the Jacksonville market, yet felt the need to keep growing the business. **ConServ** presented him with a strategy that would help him achieve his expansion goals.



PHILLIP TANNER SURROUNDED BY HIS TEAM AT THE NEW CONSERV JACKSONVILLE LOCATION

Phillip will continue to run the Jacksonville location, as **CBS** Division Manager, providing excellent service to his existing customer base in the city while growing the regional market outside of Jacksonville. He and his firm have earned an outstanding reputation in the HVAC industry and will be a valuable addition to the

customer satisfaction-driven **ConServ** team. The Jacksonville location will offer commercial HVAC and refrigeration services to northern Florida. For more information, email Phillip at ptanner@conservonline.com or visit us online: www.conservonline.com.

Message from the President

BCH Mechanical, Inc.

Daryl W. Blume
President

Dan Allen
Vice President-Operations

Brian Wilkinson
Vice President-Sales

John Fields
Chief Financial Officer

Contact Information:

BCH Mechanical, Inc.
6354 118th Avenue N.
Largo, FL 33773
Phone: 727.546.3561
Fax: 727.545.1801
www.bchmechanical.com

BCH Mechanical, Inc. is a mechanical contracting company, established in 1976, specializing in HVAC, plumbing, piping, medical gas, sheet metal, and service.

ConServ Building Services, Inc.

6350 118th Avenue N.
Largo, FL 33773
Phone: 727.541.5503
Toll Free Service: 1.800.940.3241
Fax: 727.544.1924
service@conservonline.com
www.conservonline.com

ConServ Building Services, Inc., a division of BCH Mechanical, provides commercial HVAC and refrigeration services throughout the Southeastern U.S. Expanded services, such as plumbing, electrical, test & balance, and general maintenance, are offered at select locations.

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Over the past year, we looked forward to the end of the six-year long weak market but did not see much change on the construction front. We had only a slight tick up in construction revenue, approximately 8%, with competition and margins still very tight.



have remained financially strong, so we can handle the growth. We have the necessary resources and more talented team members/ field associates than any other mechanical contractor.

We have also put the

time to good use training our future leaders. For example, we currently have 20 new service technicians in an internal training program, covering everything from basic preventative maintenance services to refrigeration. We are mentoring them with long-term skilled technicians in order to handle the growth expected next summer.

“Organizational change begins with leaders who walk the talk by transforming themselves, and then invite everyone in the organization to lead alongside them.”
—Fortune Magazine

We understand that the #1 challenge for the future of the construction and service industries is providing a skilled team. At **BCH/CBS**, our #1 priority is to attract, train, and retain the best talent. It is a commitment we take seriously and one that will not change. Because our growth and success are dependent on our team, we will continue to invest in our people with training and also with benefits. This year, we have restored our 401k match, and we are adding a health initiative to promote good habits and healthy living.

We continue to introduce safety initiatives in the field and for our drivers. With several hundred field personnel and over 150 service trucks on the road, we are dedicated to being good stewards, both on the road and on our job sites.

ConServ Building Services, our service division, realized growth improvements, primarily from expansion throughout the Southeast. We saw increases in Georgia, North Carolina, and Texas as we continued to fill out our service coverage. While we have seen top line growth, the cost to fuel the expansion has been steep. **BCH Holdings** and all **ConServ** entities will finish the year with \$79 M in revenue, up from \$62 M in 2013, a nice improvement and more importantly, a good foundation for future growth.

“Your only limitations are those you set up in your mind, or permit others to set for you.” —Og Mandino

We will open 2015 with our largest backlog in six years and new project starts, including: Largo High School, Wyndham Hotel on Clearwater Beach, Crosstown (USAA), and Lakeland Regional Expansion (LRMC). In addition, our service team renewed Target’s service agreement for three years, covering the entire Southeast.

I am one to always look ahead, and the future looks bright, though there will be challenges. As we plan and set our goals for 2015 and beyond, we are trying to figure out ways to capitalize on what we feel is going to be a very strong market in the construction and service industries in Florida and throughout the Southeast. We have been frugal during the downturn and

Daryl Blume

ConServ 2014 Division of the Year: Georgia

Daryl Blume traveled to Atlanta recently to acknowledge the success of the **ConServ Building Services** team at the Georgia/Tennessee branch. They were named **CBS Division of the Year** and Daryl awarded them the Annual Cup, a trophy engraved with the branch name, which will remain with the location throughout the year until a new winner is selected.

Each year, the award is presented to one **ConServ** location in order to recognize overall performance excellence, evaluating criteria like sales, profitability, growth, safety, customer satisfaction, overtime productivity, and other matrices.



It was a very close competition this year, with Georgia edging out North Carolina to take the trophy. Congratulations to Robert Blalock and his team in Georgia and Tennessee. Job well done!

ConServ of Georgia offers Commercial HVAC, Controls, and Commissioning in Georgia and Tennessee. To learn more about this award winning branch, contact Robert Blalock at rblalock@conservonline.com or visit conservonline.com.

Hard Work & Dedication by Laure Blume

I read a very inspiring article in the newspaper a while back. It was about a former Rutgers football player who was paralyzed when making a tackle during a kickoff return against Army in October of 2010. Eric LeGrand suffered spinal chord damage and two fractured vertebrae, and doctors believed him to be a quadriplegic on a respirator for the rest of his life. Five weeks later, he was breathing on his own and able to stand upright!

He credits his coach with instilling so many principles that made him want to fight to recover from his injuries. He says he "stays on his daily grind" and takes each day as if he is preparing for a football game. "I don't know when that football game is going to be, but I'm preparing for it every single day I'm going through my rehab," he says in the article.

So I want you to ask yourself this, "what future am I preparing myself for"? Doing regular workouts isn't going to make a difference in your tomorrow or how you might feel next week, but if you put in the hard work every day and you think about what your goal is, then you will see the improvement in yourself. But don't be satisfied with a simple goal. Reach for something you always wanted to do but were afraid to try for: being able to do 20 pushups easily, run around with your kids and not be out of breath, participate in a local sprint triathlon or maybe even a marathon. Your body is a machine. Just keep

challenging it and it will surprise you, little by little, how much stronger it can be. You need to fuel your machine properly and rest it each night. Do they give a championship race horse beer and smokes before running the Kentucky Derby? Educate yourself on proper nutrition. The right fuel will make you feel better, not just turn you into an athlete. Try for seven to eight hours of sleep a night; you will be surprised how much better you sleep by exercising regularly.

Eric LeGrand could sit up for 15 minutes at the time of the article with his ultimate goal of walking again. He continues to work every day in raising funds and awareness for finding a treatment for spinal cord injuries. He established an annual walk known as "A Walk to Believe" that he believes he will one day participate in. Will he ever walk again? He believes, and his belief is all that matters—it is his character, spirit and perseverance that inspire others and keep driving him daily.

It's your body. Your hard work and determination is what is going to take it from being ordinary to extraordinary. You just take it one day at a time with the never ending goal of a strong, healthy body and mind. A new year is beginning. It's your choice to make it a physically better year than you've had. Be healthy and happy. Be extraordinary! Believe in yourself—you can do more, and be more!

Improving Team Benefits: BCH/ConServ Initiatives

A new company-wide health initiative is launching in 2015. You will be able to sign up for free health screenings and interactive educational information, as well as an incentive program to earn free gifts and reduce the cost of your health insurance by committing to a healthy lifestyle. We have established a goal of a 10% healthier company by the end of 2015 and a 30% healthier as a company by 2020. Like all of our other company goals, we will achieve this as a team.

Humana Vitality



bicycles, and more. Achieve your health goals, such as lowering cholesterol, blood pressure, or BMI, and earn bonus dollars. You can get cool stuff while you improve your health, reduce your healthcare cost, and feel better. Also, by achieving a higher participation status in the programs, you can get insurance discounts for 2016.

Our vision

Helping everyone employed at **BCH** and **ConServ Building Services** to achieve lifelong well-being at all stages of their life and health.

Our strategy

Intelligently implement a plan to improve wellness, through user-friendly technology, personalized support, and online coaching, in order to achieve and sustain positive behavioral changes.

Statistics

Engaged team members save \$53/month in health care claims.

Engaged members also have fewer chronic conditions like high blood pressure and diabetes. As

individuals and as a company, we want to beat those statistics.



What's in it for you?

You can earn Vitality Bucks which can be used to get free merchandise, just for participating in the program.

The more you do, the more you get. Some of the incentives that you could earn include a

Fitbit fitness tracker, a Garmin watch, athletic gear from retail outlets, movie tickets, iPads,



What's in it for the company?

We get a more energetic team; our company and personal insurance rates go down; and we have a happier, motivated workforce to deliver "world-class service" to our customers.

Details about how to register for the program and sign up for health screenings will be coming soon to your inbox, office, or job site. Just sign up and then set your goals to make healthy changes. Do it for you. Do it for your family and loved ones.

Make 2015 your year to get healthy!

Grow Your Retirement Savings

Effective January 1, 2015, **BCH** will reinstitute the 401k match program, matching 25% of your contribution up to the first 8% of your income invested.

Example:

You contribute 4% = company match 1%

You contribute 6% = company match 1 ½%

You contribute 8% = company match 2%

So you earn a 25% return before the first dollar is invested. You save on taxes by using pre-tax dollars (reduction from your paycheck). With our superb family of funds we have employees making combined 20-50% returns annually (no guarantee of future returns).

Join our 401k family. Employee investment totals are close to \$10,000,000. Join your fellow employees and begin securing your future today.

Peak Performance: a BCH Travelogue

Earlier this year, BCH/ConServ team members Grant Walker, Ed Berry, and Jimmy Johnson planned to hike Mt. Whitney. They flew into Nevada and drove to Lone Pine, California, which is where Grant's story begins.

Our adventure started roughly 40 miles north of Mt. Whitney in Onion Valley. We hiked/backpacked the John Muir Trail (JMT) for over 5 days and nights, covering roughly 50 miles total, with each of our packs weighing in at 50lbs.

We traversed two major mountain passes: Kearsarge Pass was our first at 11,834', then two days later we had Foresters Pass at 13,480'. Both were very challenging. On day five, we began the final climb to the top. Mt. Whitney, part of the Sierra Nevada Mountains, is the tallest point in the continental U.S. and it is infamous for its 99 switchbacks.



At the top of Mt. Whitney

Temperatures were a bit colder (and drier) than we were used to. The lows reached into the 20s though most nights we saw 30s. We woke up one morning with ice on our tents and our tent poles frozen together, but the highs reached into the 70s. At 14,508', the top of Mt. Whitney was a bit breezy and in the 40s. Thankfully, everyone made it through without injury.

The day after we summited Mt. Whitney (after a much needed shower), we drove to Death Valley where we visited Badwater Basin. Badwater is the lowest point in North America at 282' below sea level,

where the temperatures reached 113 degrees! So in the span of 24 hours, we went from the tallest point in the lower 48 states to the lowest point and experienced the obvious drastic shifts in temperature.

What's Happening?

ConServ Building Services is moving into Virginia. Service will initially be limited to the lower half of the state, Richmond and areas to the south. For more information about the new territory covered, contact Jason Morris, Division Manager of the North Carolina location, at jmorris@conservonline.com.

"It's more important to look at your compass than your clock." —Les Ollila

Recently, we worked on Northrop Grumman's Building 228 – Manned Aircraft Design Center of Excellence. *ENR Southeast* has since recognized The Austin Company, along with Northrop Grumman Aerospace Systems with the [Regional Best Projects Award](#) for 2014. Congratulations!

"Today will never happen again. Don't waste it with a false start or no start at all." —Og Mandino

Save the date! The *Running for All Children 5K, 10K, & 1 Mile Fun Run* will be held Saturday, May 9th, 2015. Register or learn more at runforallchildren.com.



Building Friendships that Will Last a Lifetime



Death Valley-282' Below Sea Level

Thanks to Our Dedicated Team

"I know we have all said it to you during the job but my team and I need to express to you how AWESOME you guys are. You took our devastating situation and not only made it manageable but enjoyable. I cannot express our gratitude to your teams effort and overall Excellence! You saved that portion of the job and without **BCH** we would not have succeeded. We know we will and look forward to working with you again soon. We know without Subs like you we would not be building!

Thank you again."

-Brooke May
Moss and Associates

"I wanted to share with you an emergency service call we had at our campus last Saturday...Our cafeteria industrial water heater developed a bad leak Friday night and needed to be replaced by Monday morning before the cafeteria opened. I came in Saturday morning and checked the water

heater. **Conserv** was called at 8:30am. James [Krauchenk] was the primary on-call technician. He called Ferguson and arranged for a new water heater to be delivered to our site...EC&C locked out the power and removed the line voltage wiring from the water heater. James with **Conserv** called Harry [Brodhead] for back up and they got the water heater ready to come out...By 3:00pm that day, the cafeteria had hot water. Everyone involved did a great job. It was a great example of three of our vendors teaming up on an emergency service call and getting the job done. It was a very smooth operation, and very professional by all involved... Over all, the job was of the best quality and up to the standards of the Facility team.

I want to personally thank **Conserv/BCH Mechanical**, Ferguson Plumbing Supply, EC&C Electrical, and their team members."

-Rich Klima, C.E.M.
Raymond James Office Services

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