



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 2016

Orlando Wins Branch of the Year

Congratulations CBS Orlando

Each year, **ConServ Building Services** branches across the Southeast vie for the *CBS Cup*, a trophy awarded to the best of the best in our service division. Selection is based upon metrics critical to our success as a company, such as customer satisfaction, safety, and sales volume, to name a few.

The 2015 “Branch of the Year” trophy was awarded to the team at **ConServ Orlando**. Gene Angell, General Manager, of the winning location, accepted the trophy from Daryl Blume on behalf of his talented team. The *CBS Cup* will remain in Orlando until a new winner is selected next year—unless his team wins again!

The award is a great honor as the annual competition becomes increasingly more challenging as we expand,



adding new locations, associates, and services. **ConServ** of Orlando offers commercial HVAC, refrigeration, and electrical services. To learn more about this award winning branch contact Gene Angell at gangell@conservonline.com or visit 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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The pundits are talking. *Dodge*, the industry market expert, is saying, “total commercial construction is expected to be up 9% in 2016”. Every major construction guru says, “the construction business will outpace the available work force in 2016 and will be at crisis levels by 2020”.



future. The light is shining on **BCH**.

ConServ Building Services, our service division, grew in 2015, with acquisitions in Virginia and Tennessee. We filled gaps in our coverage throughout the

10 states we serve, from Virginia to Texas, and everywhere in between. We are still increasing market share through our national accounts and local offices, and expect 10%-15% growth for **CBS** in 2016.

It's an exciting time to be part of **TEAM BCH** and **TEAM ConServ**, where we have a tremendous group of leaders growing in their careers daily. Stephen Covey's 7th habit, “Sharpen the Saw”, is apropos in our business. It refers to preserving and enhancing the greatest asset you have—you. Continuously sharpening our skills allows us to stay fresh and renewed to keep increasing our capacity and handle the challenges before us. We expect challenges in 2016 and we will be ready to support your needs.

We are there for you in 2016. Thank you to our clients, subcontractors, suppliers, and most importantly, our team members, for the business afforded us in 2015. Happy New Year!

The Tampa Bay market is feeling the impact, with several large projects taking the bulk of the labor resources. Can you say “OPPORTUNITY” for **BCH**? It is upon us and we are ready! We were able to retain our top talented craftsmen during the downturn, improve upon our pre-fabrication processes, and implement training programs for our young, future “rock stars”. We are poised to take on opportunities in 2016 and beyond. With the largest contingency of skilled craftsmen on the west coast of Florida, we are in the best position to serve our loyal customers.

We are closing out 2015 with over \$92M in record revenues and budgeting 20% plus increases in 2016 and 2017. With major projects at Lakeland Regional, Largo High School, and Wyndham Hotel still going deep into 2016 and several new projects just kicking off, our backlog and prospects are bright. We are very confident in the Tampa Bay market for the foreseeable

Daryl Blume



What's Happening at BCH?

The Heart Walk

A few of our team members, who just happen to be Vitality Health program participants, organized groups to raise funds for the *Tampa Bay Heart Walk*. Our generous walkers (pictured at right) raised over \$6500 for the event, which took place on November 7th.



Employee of the Month

Amy Thompson, in the Accounts Receivable department, was named September's *Employee of the Month* for exceeding performance expectations, while increasing her work volume and accepting special projects. October's award went to **Jeannie Lewis** for her outstanding performance, assisting the HR Department with training while still completing her own duties in payroll. In the month of November, **Chris Johnson** was chosen for his hard work, perseverance, and diligence in working on the Grand Living Design. To reward our dedicated staff for their hard work, they receive a certificate, a \$50.00 gift card, and a prime parking space for the month.

Vitality Health Assessments

BCH and select locations of **ConServ Building Services** will be hosting health assessments for team members who want to join, or are already active members of, the Vitality Health program. These annual checkups will qualify you for insurance savings, gym membership discounts, and the opportunity to earn free gift cards and merchandise by pursuing wellness. On-site assessment locations for the month of January include **BCH HQ, ConServ Largo, ConServ Sunrise, ConServ Orlando, and ConServ Charlotte.**

We Appreciate Our ConServ Superstars

"I just wanted to let you know that I was very impressed with your two employees: **Donald Madden** and **Jeremy Ward**. They have been working on the new lighting installation at our Tarpon Springs Heritage Museum. We have a tight deadline with our approaching gala and from the moment they set foot in the museum, their professionalism, superlative work ethic, manners, and focus on doing a quality job were evident and just got stronger throughout the week. I don't often write a note of praise for our vendor's personnel, but in their case, I wanted to do it.

Know that you've got two stand out performers on your team and I hope your company will recognize and value them. Over the years, in the many different industries where I've held jobs, I always tell my team – you only get one chance to make a good impression. They certainly have that business credo mastered. Thank you for sending them to the Heritage Museum for our installation."

—Diane Wood
Tarpon Arts

"I wanted to thank you for the great job your guys did for me here. The mechanical technician **Ryan [Homan]** was the best, I would call him with an issue and didn't have to worry, Ryan either came right away or made the appropriate phone calls and had everything taken care of and followed through with me to make sure it was completed to my satisfaction. You may say he was just doing his job, I say he was doing his job GREAT! We don't see this kind of dedication and customer service from the trades enough anymore. **Xavier [Williams]** trimmed out the duct work and installed a return exchange, I could tell by his attitude and work that he was a professional at his trade. When he was done with his job here everything was cleaned up, I think he even cleaned some areas that may have not been his. All that being said, I want to thank you for sending technicians of this caliber to my job. I am sure you know how much easier a job can go not having to worry about a trade's work. Thanks again and look forward to working with your team and **CONSERV** again."

—Jack Skelly
Alliance Retail Construction Inc.

Healthy Heart Seminar



The **BCH** Vitality wellness program is now in its 2nd year. To promote awareness and educate our team, we hold periodic in-house seminars; the most recent of which was “30 Days to a Healthy Heart”.

One of the key discussion points was understanding Metabolic

Syndrome, a cluster of risk factors that raise your likelihood of developing heart disease. To address many of these factors you need detailed blood work, self-study to understand them, and a discussion with your doctor to develop an action plan. Can we say “annual physical” to understand our base line? These multiple risk factors, which together can be terribly harmful and will gradually deteriorate the space in your arteries, can lead to stroke and heart attack. Markers include elevated blood sugar levels,

low fitness levels, overweight (excess BMI-Body Mass Index), high blood pressure levels, high triglycerides, low HDL (good cholesterol), elevated overall cholesterol and artery inflammation. The major culprit, our poor eating habits, are a result of fast food meals and the proliferation of convenient processed foods. And then lack of exercise, which seems obvious when you think about it. If we don’t exercise our heart, it will eventually quit serving us.

We want our employees, clients, and loved ones to take the healthy heart challenge. It starts with knowing your critical numbers. Then, change your lifestyle, including what goes into your body, such as adequate fiber, healthy fats, lean protein, and beneficial beverages (hint: more water). Next, get 30 minutes of continuous aerobic activity daily, once you are medically cleared and have built up to the stress and challenge of a rigorous heart pump.

Make 2016 a Healthy Heart year and enjoy life to the fullest!

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MECHANICAL, INC.

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6354 118th Avenue N.
Largo, Florida 33773

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Building
Services, Inc.

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6350 118th Avenue N.
Largo, Florida 33773