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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 2017

ConServ Building Services - Up & Beyond

ConServ Building Services started quietly enough in 1991, as a **BCH** division, to service completed projects and handle warranty. **ConServ** has grown by leaps and bounds in the past 25 years, from earning roughly \$1M in 1992 to \$43.5M in 2016. The service team has grown to nearly 300 skilled professionals, with 204 service vans on the road in 10 states, supported by 11 offices.

The President of **ConServ Building Services** is John Fields. He has been with the company for 20 years, serving as the Chief Financial Officer (CFO), and recently expanded his role in order to lead our service division. John has been responsible for the acquisitions that grew the **ConServ** service territory and he leads the General Managers at each location, helping them to plan and fulfill growth strategies.

Brad McIntire, Vice President, has been a driving force in the company for 25 years. He runs the Ft. Lauderdale/Sunrise operations and is also instrumental in dealing with our national account customers. Ed Berry, Vice President,



Management Team, Left to Right: ConServ's Ed Berry, VP, and John Fields, President; BCH's Dan Allen, VP of Operations; Daryl Blume, President; and Brian Wilkinson, VP of Sales

has a 36 year history with the company and runs the Largo/Tampa Bay Area location at **ConServ HQ**. All of the separate divisions are under his tutelage including Plumbing, Electrical, and General Services, as well as Controls, and Test & Balance. All of these divisions are experiencing record growth.

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BCH Mechanical, Inc.

Daryl W. Blume
President

Dan Allen
Vice President-Operations

Brian Wilkinson
Vice President-Sales

John Fields
Chief Financial Officer

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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.

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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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BCH Mechanical, Inc.

BCH & ConServ Have Record Years

We are humbled and blessed by our customers and employees, who have helped **BCH Mechanical** and **ConServ Building Services** post record revenue in 2016, in excess of \$102M. With major projects in full swing at Lakeland Regional Medical Center, Hyatt Hotel, Grand Living, Tampa General Hospital, and James Museum, our backlog is near record levels. Prospects are also bright for additional projects in both 2017 and 2018.

Without continual growth and progress, such words as improvement, achievement, and success have no meaning.
—Benjamin Franklin

Construction in the Tampa Bay market, for the foreseeable future, is shining on **BCH Mechanical** to be a big part of the growth. We have an unbelievable customer base and are positioned, better than ever in the history of **BCH**, to take on “the right opportunities” in the coming years. With the largest contingency of skilled craftsmen on the west coast of Florida, we are poised to take advantage of the labor crisis in critical construction trades, like plumbing, piping, and sheet metal.



The growth and development of people is the highest calling of leadership.
—Harvey S. Firestone

ConServ Building Services, our service division, provides regional coverage across the

southeast, from Virginia to Tennessee, all the way down to Texas, and everywhere in between. **ConServ** is increasing market share through national accounts and through our local offices; we still expect 15% growth for **ConServ** in 2017 and beyond.

Everyone wants to live on top of the mountain, but all the happiness and growth occurs while you're climbing it.
—Andy Rooney

Thank you to our clients, subcontractors, and suppliers for the business afforded us in 2016. And thanks to our team members, who deliver the highest quality projects and service on a daily basis.

Please call me for any of your project needs in 2017. Happy New Year!

Daryl Blume, President

Thanks to Our Service Superstars



“I wanted to take a moment to let you know what a pleasure it was to work with your **Project Management team, Felix Santoyo, Jr.**, and the **entire field crew** on the JCC project. **Felix** was a pleasure to work with and displayed a positive attitude, even with the challenges of this project! I could always count on **Felix** to be available for any questions, helpful ideas or solutions. He took over the role of Project Foreman for **BCH** half-way through the project and did a fantastic job!

He was extremely knowledgeable and went through the extra efforts to complete tasks on time. Felix is a complete team player. It was a pleasure to work with your team on this project

and I look forward to working with **Felix** and **BCH** on future projects.”
—**Becky Schroeder, Project Manager Creative Contractors**

“We could not be happier with the exterior lighting **ConServ** installed for us. We have received numerous compliments from our tenants about the difference in lighting throughout the property. Your staff worked flawlessly with us during installation, we had absolutely no issues. This project could not have been a better “turn key” project. Many thanks for the professional service.”
—**Allen Houchins, Facilities Manager Westfield Citrus Park**

ConServ Building Services—Up & Beyond (continued)

We have also recently promoted Brian Powers to Sales Manager. He is gradually building a regional base of sales and customer support representatives to support the existing customers and expand our customer base at each local branch. We are confident that the right management team is now in place to allow **ConServ Building Services** to take the next step in our 5 year plan.

As part of our expansion, we extended our service training program this year. We have roughly 50 new technician trainees who have just started with the company. The goal is to hire candidates with technical ability, who also meet the cultural fit of our company and are willing to learn. We teach them the information and skills they need to perform, and train them to reach our high standards for customer service. Our innovative, in-house program has already proven to be a success.

Another strategy being implemented is to take our convenient store (C-store) success in North Carolina, led by Jason Morris, and model it throughout the company. C-stores have 24/7 needs. The fact that they are not seasonal, as many clients are, offers another tremendous opportunity to evenly distribute work flow for our technicians.

We feel that learning new skills sets and adding new services will be the key to our continued success. To this end, we are investing heavily in our team to make us the “world class” service operator we aspire to be. **ConServ Building Services** has the right management team in place, employs the top service mechanics in the southeast, and utilizes efficient systems and processes honed from over 25 years of experience. Our service division is poised to exceed customer expectations and keep their growth on track, in 2017 and beyond.

BCH Company Picnic

Over 150 of our employees and their families came out to enjoy a glorious afternoon in the park at our 1st Annual Company Picnic/Potluck. **BCH** catered a huge picnic feast, in addition to yummy treats brought in by our team members. We had a fun activities including corn hole, giant Jenga, and a face painter for the kids and kids at heart. The event was held at Seminole Lake Park in a pavilion right off the lake.

Photos clockwise from right: Zoey gets her face painted; Team members take time to catch up; Brian and his granddaughter share a dance; Daryl and Grant play corn hole.



Congratulations to Our Employees of the Month



Congratulations to **Melissa DeGiorgio**, **September EoM**.

Melissa works in the **CBS Contracts Dept.** and was nominated

Melissa DeGiorgio for her competence, team spirit, and commitment to excellence. **Melissa** went above and beyond when jumping in to tackle overwhelming amounts of emails during a transition project. Her attention to detail resulted in flagging an error that would have resulted in a significant loss to the company.



The **October EoM** is **Viri Cardenas**! Viri works in the **BCH Accounting Dept.** and was nominated

Viri Cardenas to help, positive attitude, and team spirit. **Viri** stepped in for a vacationing coworker in order to assist with an urgent revision. Because she quickly provided the client with the information needed, we were able to maintain good relations with them, provide timely turnaround, and prevent any possible payment delays.

We would like to recognize the dedication of **Kristee Whorton**, our **November EoM**. **Kristee** is the Office



Manager at the **Kristee Whorton ConServ** branch in Piedmont, Alabama and was nominated for her positive attitude, dedication, and commitment to excellence. **Kristee** always takes her job seriously and takes pride in her work, going above and beyond expectations to meet or exceed deadlines.

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