

THE BUZZ

The Newsletter of BCH Mechanical and ConServ Building Services



THINKING BACK, LOOKING FORWARD

It has been a busy and productive year for us - check in with our President to see what we're focusing on this year.

Page 2

GET TO KNOW OUR SAFETY TEAM!

Meet the safety team that empowers our team on a daily basis to be the best and safest at all times.

Page 5

WHAT'S NEW WITH OUR CREW?

Celebrating all of the wins: Check in with our team to see what everyone has been up to these last few months!

Page 8, 9

Thinking back, looking forward

A MESSAGE FROM OUR PRESIDENT

It's the time of year to start making goals for the upcoming year and reviewing accomplishments from the previous year. I have always found reviewing goals, set where we are, and documenting new goals, where we want to be, difficult and time-consuming. But the rewards of accomplishing what was put from pen to paper are well worth it. Staying focused on the goals written at the beginning of the year can be challenging, but constantly reviewing goals can help you achieve them. I would encourage everyone to do this not only for business goals but for personal ones as well. I believe you will be amazed at what a difference this makes.

Last year, our team had many outstanding achievements while working through some complex challenges. We are very proud of our team, as one of our primary goals was based on safety. This year, we started to push out a near-miss program and set a very aggressive goal of obtaining 2,000 near-misses by year's end. Not only did the team hit that goal, but it was surpassed very quickly, with us achieving over 6,000 near misses. This program helped our organization to reduce accidents and kept our employees from getting hurt. It was a significant culture change to be willing to tell what we were not doing right and the courage to know that the organization would not punish anyone but instead reward them for helping us get it right in the future.

The team helped create some learning opportunities on software and technology that significantly impacted the organization. This training not only included learning the software program better, but also involved us improving our processes. It required assistance from all aspects of the business to make it happen—from the field to management, and even finance. We are very grateful for all the effort put in by everyone to have made such an impact with the training. We will keep exploring new technologies that will improve the productivity of our employees and make the arduous job a little easier.

“
Setting goals is the
FIRST
step in turning the
invisible
into the
VISIBLE.
—Tony Robbins”

This upcoming year, we will continue to push both training and safety. To improve on the foundations that we have already started on and to help those in organizations take even more significant steps forward in both being safe and job advancements. I cannot thank our team members enough for all their hard work last year and commitment to achieving larger goals and objectives. We genuinely have a best-in-class organization.

-John Fields, President

DAVE SMITH RETIRES!



Dave joined the Conserv family in May of 2015, with the acquisition of his company CoolAir, located in Nashville. He immediately stepped up and helped us run the entire State of Tennessee in addition to the Nashville market. It was always great to go and visit Dave's office as he was minutes away from the airport and a White Castle. He was always willing to host the Conserv Management folks for a team-building event, whether zip

lining, visiting a Corvette plant, or attending a hockey game in the dead of winter. Dave always had a good story to share from the years of service with the military, something happening in the field, or stories about his family. He helped build the TN branch to what it is today and will be sorely missed. We wish him well in retirement, as he will most likely be working on a car or attending a hockey game. Brad Leix will be taking over day to day operations in Tennessee. Brad worked for Dave in the field and helped with the field supervision. We also wish Brad great success as he takes over for Dave.

SPREADING JOY THIS HOLIDAY SEASON



BCH Mechanical and ConServ Building Services hosted our 6th Annual Toy Drive, benefiting the Florida Dream Center. Pictured above are all of the toys our team donated – teamwork really does make the dream work!

BCH Mechanical and ConServ Building Services hosted our Annual Food Drive in November. Our team was able to collect 280 pounds of food this year! The food collected provided over 233 meals to the community for the holiday season. Thank you to Metropolitan Ministries for working with us this year, and a big thank you to our employees for their donations! Together we are inspiring hope and changing tomorrow today!



SAFETY FIRST, SAFETY ALWAYS!

- A MESSAGE FROM OUR SAFETY DIRECTOR, JEREMY BENDORF -

HAPPY NEW YEAR! 2023 was a great year! We were able to perform some great trainings and make some tremendous strides in our safety culture. Did you know that we went from 700 NEAR MISS REPORTS IN 2022 TO 6,100 in 2023? This is huge! Every time a NEAR MISS is called in, it is proven to reduce incidents and accidents. We don't know how many lives we impacted through quality reporting, but for every 300 reported, statistics say we eliminate a severe incident. We also performed over 9,000 audits. Now these audits are not "gotcha moments". These were moments of awareness and coaching within our team, and we are all on the team. Our average score was a 96.7% out of 100, with only 1/10 reports needed a simple correction or adjustment and 1/100 with a hazard issue needing Safety Team involvement. This was an outstanding job by everyone. We are excited about 2024 and can't wait to keep moving towards our goal to ZERO.

Our goal is to make 2024 not only our best year but also our safest. **We are striving for zero.** This means every day and every decision counts. We need to attend and be part of our morning JHA meetings, attend our trainings and toolbox meetings and be the catalyst in our safety journey. We are confident that our employees are our greatest asset. BCH and ConServ understand the need to develop and enhance each employee's awareness of safety. Our goal is that each of you feel educated and empowered to make the safest choice every day, every time, everywhere for everyone.

January is a great time to refocus. Take a moment and clear our heads, gather our thoughts and push into a great year. We are confident in each professional on the team. Knowing that each of us have responsibility in our safety not just at work, but when we are driving and when we are at home.

2024: WORK SAFE - HOME SAFE - LIVE SAFE. If we do this, our journey to zero should be closer than we think. Let's make our 5x5's our best practice in 2024. If it doesn't look right, smell right or sound right, step back and look around, ask for assistance or input, and make the best and safest choice possible. Stop for a moment and perform a near miss report so we can learn and grow from each experience and exposure with the goal of eliminating hazards in the future.

The purpose of a near miss is to share knowledge and lessons learned with the rest of the team. It's sharing potential and current observations to prevent them as we move forward. It's not just about collecting the data. It's about using the data to make us stronger and more aware of the hazards that we work with daily. With knowledge of past experiences, we can move into a proactive and preventative posture in our safety. This is how we work safe, get home safe and live safe.

Meet Our Safety Team!



MARK FOLEY
Administrative
Safety Manager

I have been in the construction safety & health management industry for 9 years. I started with RoyalAire in 2012 and helped to reshape occupational safety for them over the course of 6-8 years. I most enjoy the investigative and analytical problem-solving aspect of the safety profession.



DEVON DUNCAN
Safety Coordinator

I was a general industry Safety Specialist for a little over 2 years and have been in construction safety for less than a year. I am 26 years old and moved to St. Pete less than a year ago. I'm originally from Greenup County, Kentucky. I like hunting, fishing, snow skiing, and watching the Green Bay Packers. What I like most about my job is knowing that I can positively affect people's lives and their families by creating the safest work environment possible.



PEDRO PAGAN
Safety Coordinator

I have been with BCH for almost 22 years and have been a Safety Coordinator for 8 years. I've learned a lot from each of my colleagues and have collected great insight from each of them. What I love most about working in safety is seeing people getting home safely to their families each night and returning to work the next day.



JEREMY BENDORF
Safety Director

I joined the BCH, ConServ & RoyalAire team in November of 2022 & took on the role of Safety Director. I have been in the safety industry for 25 years with experience in civil, general contractor site safety, and safety consulting. I've been married to my wife Karen for 23 years and have six sons. I enjoy coaching baseball at my local high school and working with underprivileged youth. I love my job because it provides me the opportunity to equip and empower people to be the best they can be.



CHRIS CHRISTMAS
Safety Manager

I am currently in my first year at BCH Mechanical. I have been in construction & manufacturing safety for over 10 years. Working with teams to create solutions to get everyone home safe is a true passion of mine. I believe what you know & how you use it is a vital factor in safety success. Being humble, hungry & smart are 3 values I follow to allow me to be a resource to our team in the field.



GARY 'TODD' HELMS
Safety Coordinator

I am the SE Regional Safety Coordinator for ConServ Building Services. I have been with ConServ for 9 years and in the safety department for a little less than a year. I love my job because it allows me to do two things I strive to do on a day to day basis - help people and solve problems. I have been married for 20 short years and have 2 fabulous sons ages 17 & 15. I love coaching football and showing kids the road to success.



CORY DROUIN
Safety Coordinator

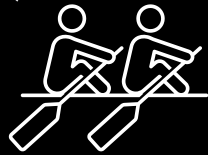
I joined the safety team earlier this year & worked in the field before then. I am a Tampa native but now reside in Wesley Chapel. I am safety driven and care deeply about my co-workers obtaining the knowledge and experience to work as safely as possible every day.

TRAINING THE TRAINER

Back in December, ConServ hosted a 'Train the Trainer' session at our Atlanta, GA, office. This group of Technicians will be taking on a new position within the company as Onboarding Coordinators. They will be responsible for all new employee's onboarding and training, as well as serving as a mentor to them when it comes to learning the ins and outs of how we do business. This team spent a week getting retrained on the correct processes and procedures and going over all the new requirements of the role. This group has also played a large role in all the TA/XOi retraining we are doing as a company right now.



It wasn't all work and no play though - we had some fun bonding time while axe throwing!



ROWER OF THE MONTH

CONSERV BUILDING SERVICES EMPLOYEE RECOGNITION PROGRAM

OCTOBER ROWERS

Charlotte: Bradley Stroupe
Raleigh: Austin Futrell
Atlanta: Gary Odgenski
Tennessee: Nate McSweeney
Alabama: Nick Pavino
Orlando: Leanna Bryant
Sunrise: Ariel Landrau
Largo: Diane Caudill
Largo Trades: Laura Tyler

NOVEMBER ROWERS

Charlotte: Will Phillips
Raleigh: Jacob Margroff
Atlanta: Alan Newton
Tennessee: Tim Murphy
Alabama: Tony Lambert
Orlando: Alex Haydu
Sunrise: Nicole Graham
Largo: Chris Hunt
Largo Trades: Frank Conway

DECEMBER ROWERS

Charlotte: Patrick MacGrogran
Raleigh: Dennis Carroll
Atlanta: Mike McDill
Tennessee: Janell Shelton
Alabama: Patrick Holbrooks
Orlando: Michael Pherai
Sunrise: Chris Hunt
Largo: George McKee
Largo Trades: Nolberto Cortes

LET'S CELEBRATE!

2023 Quarter 4 Service Anniversaries

October

David Daniels	22 Years	Richard Lyons	5 Years	Wilder Borrallas Rojas	2 Years
Gloria Redding	17 Years	Juan Mena Melgares	5 Years	Roberto Barea Batista	2 Years
Chadwick Hitt	13 Years	David Roy	5 Years	Cory Harvey	2 Years
Julia Klaiber	12 Years	Juan Cruz Sanchez	5 Years	Cody Walters	2 Years
Joyce Bland	10 Years	Charles Knowles	5 Years	Yuliexy Perez Torres	2 Years
Timothy Lauffer	9 Years	Eileen Proctor	5 Years	Leonard Mcleod	2 Years
Orlando Garcia Cruz	9 Years	Roger Nichols	5 Years	Stefanie Maier	2 Years
Jeannie Lewis	9 Years	Robert Rowley	5 Years	Susannah Mossman	1 Year
Breiana Brazil	9 Years	Jermaine Clore	4 Years	Raul Perez Rodriguez	1 Year
Maria Lopez	8 Years	Orlando Rodriguez Ortiz	3 Years	Hian Sanchez Muniz	1 Year
Sherwood Delyser Jr	7 Years	Hector Rivera	3 Years	Abel Vazquez Ruiz	1 Year
Jerrell Jordan Jr	7 Years	Alain Garcia-Lopez	3 Years	Wilvy Mazile	1 Year
Hector Ortiz	7 Years	Paul Maiani	3 Years	Raine Hanvy	1 Year
Edward Johnson	6 Years	William Cahill	3 Years	Diane Caudill	1 Year
Keji Gipson	6 Years	Walter Reynolds	3 Years	Victor Ortiz-Vega	1 Year
Carlos Diaz Lantigua	5 Years			Leonardo Montalvo	1 Year

November

Willie Davis	18 Years	Pedro Sanchez Suriel	7 Years	Nathan Curtis	2 Years
John White	11 Years	Christopher Dale	6 Years	Parker Williams	2 Years
Frank Conway Jr	10 Years	Steven Lazar Jr	5 Years	Lazaro Mieres	2 Years
Elvin Rivera	9 Years	Corey Carter	5 Years	Paul Singh	1 Year
Brentley Jochim	8 Years	Lauren Leon	5 Years	Michael Lopez	1 Year
Dennis Justice	8 Years	Edgardo Tavaréz Torres	3 Years	Jeremy Bendorf	1 Year
Jorge Moraga	8 Years	Rocky Childers	3 Years	Adalberto Ayala	1 Year

December

Mark Priddy	33 Years	Seth Anderson	4 Years	Lazaro Lara Morales	2 Years
Kevin Early	28 Years	Tevis Burleson	3 Years	Kyle Orndorff	2 Years
Wendy Madera	21 Years	Bradley Leix	3 Years	Jan Prakke	2 Years
Yamil Duprey	8 Years	Brady Grimm	3 Years	Johnathan Vanderbilt	1 Year
Trevor Gentles	6 Years	Kendrique Lawton	3 Years	Jesus Lagos Elvir	1 Year
Ariel Landrau	6 Years	Andrew Allen	3 Years	Christopher Weathers	1 Year
Garrett Wolfe	5 Years	Mario Lezama	2 Years	Jacob Margroff	1 Year
		Tillman Hazelton	2 Years		

Did someone say NETWORKING?



BCH Mechanical hosted the DPR Construction team at the Lightning game on October 19th! It was an awesome night of networking with this amazing team. Plus the Lightning took home the win!



The Schaefer General Contracting Services team joined us in October for some TopGolf fun! What a great opportunity to connect with this wonderful group!



BCH Mechanical is a proud annual sponsor for the BullsBlast! Our team was excited to attend the clay shoot on November 2nd. Proceeds provide valuable support to USF Athletics projects, programs and scholarships to University of South Florida men and women athletes. Go Bulls!



Our team enjoyed the 8th Annual Barton Malow Sporting Charity Clay Shoot on November 9th. Proceeds raised go to support the American Heart Association.



The BCH team attended the 2nd Annual LiFT Your Clubs golf tournament held on October 23rd. Proceeds raised go to support the students of Learning Independence for Tomorrow (LiFT).



Our team joined the fun at the annual ABC Florida Gulf Coast Chapter Chili Cook-off in November! Very proud that we took home the Best Display Award, as well as 3rd place!

What's

new

WITH OUR CREW?



Congratulations to BCH Mechanical Commissioning Technician, Roberto Diaz, who became U.S. Citizen on on December 1, 2023. Roberto has been with BCH for almost 6 years now.



Our team had a visit from the OneBlood Big Red Bus in December! We are grateful to our team of donors for supporting this cause and helping our local community!



This BOO Crew had fun trick-or-treating around the office on Halloween. We also hosted our Annual Halloween Costume Contest and the costumes did not disappoint, as usual!



Our Largo team went PINK in October to honor survivors, remember those lost to the disease, and support the progress we are making together to defeat breast cancer!



It is the best time of the year - celebrating the holidays is our absolute favorite! This festive group filled the day with hot cocoa and too many cookies. We also hosted our Annual Tacky Holiday Sweater Contest, with three lucky winners taking home a prize!



Several employees and their families enjoyed cheering on the Tampa Bay Lightning right before Thanksgiving! We may not have taken home the win, but this crew still had fun!



BCH
MECHANICAL
CONNECT WITH BCH!



ConServ
Building Services
CONNECT WITH CONSERV!