

The Industry LEEDer

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



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

Newsletter ♦ Second Quarter 2010



ConServ represented at PRSM Tradeshow

—Mike Needham & Leah Sabelli

We are excited to report that this year we will be an exhibiting vendor at the 2010 PRSM National Conference in Orlando, Florida. This conference brings together key facility decision makers from major retail and supplier companies. We look forward to contributing to this year's conference, an opportunity to showcase our vast knowledge in the HVAC industry and the exciting new technology we are using to enhance our service to customers. Please stop by and visit us at our PRSM Booth, #1313, to say hello and hear more about our expansion across the Southeastern United States.

If you are not familiar with PRSM, it is the Professional Retail Store Maintenance Association (PRSM) which is comprised of North America's most innovative and reputable retailers and vendors. This dynamic organization is committed to advancing the industry and the careers of those engaged in the retail facilities maintenance profession. We have been proud members since 2008.

Feel free to contact Leah Sabelli or Mike Needham for more information on this conference that takes place April 18th through the 20th at the Rosen Shingle Creek in beautiful Orlando, Florida.

ConServ is expanding their territory again! Read all about their success inside this edition. Flip to the *What's Happening* section >>

Congratulations to Paul Sanchez and Justin Cobb who placed 1st and 2nd, respectively, in a statewide Sheet Metal Fabrication and Installation Competition hosted by ABC (Associated Builders and Contractors, Inc.).

Justin and Paul were given a staged area, materials, a sketch from which to work, and a deadline of three



BCH IS PROUD OF OUR WINNING TEAM!



hours. It was Justin's first time in the competition and Paul's second.

Paul Sanchez and Justin Cobb are apprentices under the instruction of Mike Sherron in our Express Metals division. Paul is in his final year of apprenticeship; Justin is in his third.

At left: Justin Cobb and Paul Sanchez compete. Above: Paul Sanchez with his winning project.

BCH Mechanical, Inc.

Daryl W. Blume
President

Dan Allen
Vice President

John Fields
Chief Financial Officer

Contact Information:
6354 118th Avenue N.
Largo, FL 33773
727.546.3561
Fax 727.545.1801
www.bchmechanical.com

ConServ Building Services, Inc.

Corporate Office
6350 118th Avenue N.
Largo, FL 33773
727.541.5503
www.conservonline.com

Now serving all of Florida, Georgia,
North Carolina, Tennessee and Texas
Call toll-free: 1.800.940.3241

Newsletter Contributors

Daryl Blume
Brad McIntire
Mike Needham
Leah Sabelli

Editor: Erica Lynn Rogers
Please send comments and story ideas to
erogers@bchmechanical.com.

BCH Mechanical, Inc. is a mechanical contracting company, established 1976, specializing in HVAC, Plumbing, Piping, Service and Sheet Metal.

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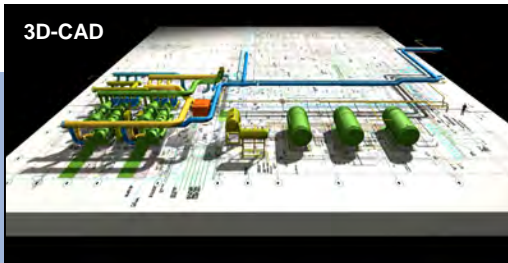
A Message from the President:

The commercial construction market still faces challenges and the overall expectations for 2010 are soft, at best. During these tenuous times, we are focused on improvement and taking this opportunity to sharpen the saw.

From Stephen Covey: "Sharpen the saw means preserving and enhancing the greatest asset you have—you...as you renew, you create growth and change in your life and you increase your capacity to produce and handle the challenges."

As a company, we are improving both individually and collectively in an effort to continually re-invent **BCH Mechanical** and **ConServ Building Services** for the better. Examples of not resting on our laurels include:

3-D CAD—Navisworks: The Navisworks software has been added to our already industry-leading coordination department. This addition allows us to view not only our 3-D coordinated mechanical systems but to integrate architectural, structural and electrical 3-D programs to "clash detect" the entire project. We are currently providing these



Daryl Blume

services on the Nemours Children's Hospital project in Orlando.

ConServ Technology: Two years ago, our Service Technicians were equipped with and trained to use field tablets to capture detailed data from service calls in "Real Time". Along with this, software was developed to allow our customers direct access to this information via the internet.

Most recently our web access has evolved into online data feedback with key dashboard indicators that can be uniquely customized to each customer's needs providing key management information such as open call status, proposals, location and equipment cost history, refrigerant usage by location and/or piece of equipment and much more. This technology allows us to efficiently work together to manage one or several hundred locations throughout the Southeast.

Estimating/Production: Processes have been improved to include every key aspect from 3D-CAD, pre-fabrication planning, purchase material processes, and refinement of our labor expectations—per each key code aspect, per area and per phase. Every job is described in incremental detail, which keeps our costs under control and allows us to pass along the most cost effective delivery of mechanical systems.

Sharpening the saw is the goal, company-wide, for constant and never ending improvement. We want our next opportunity together to show the highest quality design, construction and service experience to be memorable and exceed your expectations.

What's Happening

South County Phase IV

The fourth of five phases at the South County Jail in Frostproof is now underway. This next phase encompasses the replacement of rooftop direct expansion equipment with chilled water units. The new units are connected to



the chiller plant and pipe infrastructure, established in earlier phases. This five million dollar phase is led by Peter Brown Construction, as was the previous phases.

BCH Named in Gulf Coast Review

BCH is pleased to announce that we were listed in the number 10 slot on *The Gulf Coast Review's* list of Top 40 Contractors in the region. The article was published in the March 5, 2010 edition and highlighted our most recent projects. *The Gulf Coast Review* is available online.

Electronic Newsletter

Be in the know: **BCH** and **ConServ** are sending out brief one-page articles to keep you informed of the latest updates in products and services. The articles are written by our experienced Estimating team and cover topics from rainwater harvesting to plasma cutters. If you



PROfiles: Brian Wilkinson

Brian Wilkinson will soon celebrate eight years with BCH and has recently been named Vice President of Sales. Known as an upbeat, hard-working family man—devoted to his wife and two daughters—he is well-liked and respected in the **BCH** offices. We caught up with Brian earlier this week to learn more about his new position.

Q: What does your new position entail?

A: A lot of my responsibilities will remain unchanged, I'll continue to work closely with my current customer base on design/build and negotiated projects. New responsibilities will include working with our estimation/sales team to ensure we continue producing accurate and detailed proposals; motivating and working with the team to increase our opportunities; providing the best pre-construction services in the industry; expanding our contact base; meeting more of the customers we are privileged to work with; and helping to provide a smooth transition of projects from estimation to production.

Q: What other positions have you held at BCH?

A: In June of 1995, I started working in the field and worked with our plumbers, pipe fitters and sheet metal crews, and even ran some service calls with **ConServ** technicians. From late 1995 through early 2000, I was a Sales Engineer in the estimating department, a Branch Manager in Orlando in 2003-2004, and then returned as an Account Executive in January 2008.

Q: What is your educational background?

A. I graduated from Bishop Kenny High School in Jacksonville, Florida in 1991, and earned a Bachelor of Science degree in Sociology from *Francis Marion University* in 1995.

Q: How did you get from Francis Marion University to Largo, Florida?

A. Daryl Blume and I both played four years on basketball scholarships at *Francis Marion*, at different periods of time, but had



the same athletic trainer take us under his wing. When I was getting close to graduation I asked him if he knew of anybody that would hire me. After several weeks of thinking (kidding!), he mentioned that I should interview with Daryl. After begging and pleading for the job, Daryl agreed to start me in the field for a six month stint before bringing me into the office to start a career in estimating.

Q: What is your work philosophy?

A. First, I need to say that I would not be in this position if it were not for the support I get from the estimation/sales team. They are a self motivated group that simply

cannot be outworked and that alone makes everyone on our team want to worker harder every day.

As far as a philosophy goes I feel that keeping it simple is better. I try my best to listen first and then to respond directly and honestly. I am surrounded by very knowledgeable people that I learn from everyday. To not listen to their thoughts, ideas and goals would be a big mistake.

Q: Do you have any hobbies?

A. Hunting and fishing (though I don't seem to do to much of either right now!!).

Contact Brian Wilkinson by e-mail: brianwilkinson@bchmechanical.com

want these bi-monthly *e-blasts* to land in your in-box, send an e-mail with either "**BCH eblast**" or "**Conserv eblast**" in the subject header line to erogers@bchmechanical.com.

"Your power to choose the direction of your life allows you to reinvent yourself, to change your future, and to powerfully influence the rest of creation".

—Stephen Covey

ConServ Spreading Their Wings Again

Last year, **ConServ** opened an office in Atlanta, Georgia. Our goal was to duplicate our existing Florida service model in the hopes that it would enable our customers to maintain the HVAC needs of their facilities with **ONE CALL**, for a larger geographical footprint. In just under a year, the Atlanta branch has expanded to 7 trucks and continues to grow. Jason Bergstrom, the key operations person behind the Georgia



expansion, is pushing further and has now opened up shop in the state of Tennessee.

In other areas of the country: Our Dallas-Fort Worth operation will be open for business on April 1st and Ed Berry is pursuing an acquisition in North Carolina that should have us serving Charlotte, Greensboro, and Raleigh by May—and South Carolina as well. Our goal is to have complete coverage throughout the Southeastern United States and Texas in 2010. We want to thank all of our national customers for urging and supporting this expansion effort.

Follow us on Facebook

BCH Mechanical, Inc. has joined Facebook. We hope to use this popular social networking site to communicate important news or events that occur in and around the **BCH** family. Become a fan of our page!

Under Construction

- Baycare Pasco
- Envirofocus
- Manatee Davis High School
- Mease Dunedin Hospital
- Orlando Events Center
- Sarasota Memorial Hospital:
- Vertical Expansion
- St. Joseph's Critical Care Tower
- South County Jail: Phase IV
- Tampa General Hospital: NICU
- University of South Florida:
- Visual Arts



BCH to Host Open House April 29th

We are holding an Open House for General Contractors, Architects and Engineers on Thursday, April 29th. Our guests are invited to join us for a guided tour of our Sheet Metal facility and a BBQ lunch. Watch your inbox for an e-mailed invitation in the next few weeks. RSVPs will be required.



BCH
MECHANICAL, INC.

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Services, Inc.

6354 118th Avenue N.
Largo, Florida 33773