



# Northern Group Operations Forum

Spring 2014

Welcome to the first edition of the 2014 Northern Group Operations Forum newsletter. This newsletter is something I wanted to see come together as a conduit of information for the Group, and I want to thank Terri Tucker for putting it together. I think it looks great.

It has been quite a year of transition for me. Over the past eight months my family has moved twice, and I've traveled to most of the Northern offices meeting and working with new people almost weekly. Seeing all the good people in the Northern Group confirms for me that I made a good move. I want to thank everyone in the Group for their warm welcome and support. Without it I could not be effective. I have tremendous enthusiasm for my role and enjoy the creative process of planning projects to run smoothly, especially the more difficult ones. I also enjoy the teamwork and camaraderie of our crews working together on the roof. Since I was a foreman and branch manager for many years, I understand the importance of our crews. I find it very rewarding working with our supervisors, foreman and managers. I find myself learning as much from them as they do from me.

You will notice that much of the newsletter centers on recognition of our field employees. Since I've been out in the field working on our job sites, I've found we have a wealth of extremely dedicated crews installing great roofs here in the Northern Group. Our managers agree that this newsletter is a great opportunity to recognize them. Their hard work and dedication make our company what it is. We set them up for success through proper job planning, training and providing the right equipment. When we do those things well we all succeed, and that is my focus.

It has been a *long* winter of worthwhile projects like the newsletter, but I do look forward to getting back out with the crews. Soon we'll have some new generator options that will make the roof a quieter, less stressful place to work. Thanks, Andrea Ward, for your help on several winter projects!

Our sales team, with a little help from Mother Nature, has our backlogs filled through the summer in most offices. That's a great problem to have! As we get cranked up let's stay focused on our priorities -- planning the jobs ahead, smashing the job hours, and staying safe in the process. If we do so, we will dominate the company financial statement. I fully expect that we will. See you out on the roof! - Chris Bisson

## Coy Wilson, Roofing MPV Award Winner

Congratulations to Coy Wilson (I) who received the Roofing MVP Award from the NRCA in Las Vegas, NV on 2/27/14. Steel Valley Operations Manager, Dave LaMolinare, nominated Coy, who works out of Erie, PA. Coy was one of three roofers in the United States to win the award.

Coy is a Veteran of the U.S. Army and served a tour of duty in Iraq. He and his wife are the parents of two sons and one daughter.



Coy Wilson displaying HIS Roofing MVP Award at the NRCA Convention



Coy Wilson & Dave LaMolinare at NRCA Convention in Las Vegas, NV

## Henry Ford Hospital Main Campus, Detroit, MI

- Chris Bisson, Northern Group Dir. of Quality Control

**Job Value:** \$179,000

**Job Size:** 11,509 sq. ft.

**Cost Center:** Detroit, 2400

**Foreman:** Luis Plaza

**Crew:** Raul Meza, Trinidad Moreno, Salvador Moreno,  
Nicolas Ortega, Nicholas Buchanczenko

**Hours Bid:** 1,154

**Hours Under:** 200

**Crew Bonus:** \$1,200

**G.P. Bid %:** 36.08

**Actual %:** 40.47

### Comments:

This project took place at the Henry Ford Main Campus Apartments. They are one of our premier customers and expect our crews to abide to certain criteria. Our crews know to bring their best when they work here. The job called for total tear-off, full taper with saddles attached to the concrete deck with low rise adhesive and a fully adhered low VOC EPDM system.

The upload had to take place on the weekend. We had to have the crane set up, job loaded and the 215' of super chute hung and attached to the building on Saturday. The crane would have to dismantle on Sunday and be gone by afternoon. As luck would have it, one of the semis bringing out the taper system did not show up.

Although we were able to back charge, Luis and his crew had to use the elevator to load the taper the following weekend. Not the best way to start a job, but teamwork got them through it. Thanks to Yabetz Perez for lending us some super chute and assisting in the set-up. Raul Meza was the other lucky one in the basket.

The job also had restrictions on work hours. We could not start tearing off until 8:30 a.m. and had to stop by 5:00 p.m. This was during what seemed like our hottest days in the summer, so the crew did feel somewhat restricted. They did what they had to do and worked 7 days a week until they finished.

The crew never got frustrated and kept working as a team. This is another fine job by Luis and his crew bringing in a job safely and under hours all while keeping our customer happy.





# Crew Spotlight

## Acquest Development, Rochester, NY

- Chris Bisson, Northern Group Dir. of Quality Control

**Job Value:** \$1,020,216.02

**Job Size:** 240,732 sq. ft.

**Cost Center:** Buffalo, 2910

**Foreman:** Vasyl Romanyuk

**Supervisor:** Jason Dewey

**Crew:** Walter Vysochan, Don Garver, Yaro Kuchma

**Hours Bid:** 3,537

**Hours Under:** 450

**Crew Bonus:** \$2,250

**G.P. Bid %:** 40

**Actual %:** 40

### Comments:

This roof job took place on the old Kodak campus in Rochester, NY. It is like a small city complete with its own power plant. At its peak Kodak employed 40,000 plus employees here. This roof represents a small fraction of the millions of square feet at this location and a great opportunity for CentiMark in the future.

Vasyl and crew completed the project with no leaks during or after. They also completed the project under hours while using a new to us used conveyor which had some breakdowns. Vasyl kept things rolling ordering parts and making repairs so his crew wouldn't miss a beat.

During the project we were forced to pull off while we waited on payments. Fortunately Mike sold another project to Kodak right there on the campus so we were able to stay close. However, we had to finish the project in a very cold, snowy Buffalo winter.

Through all this the project was completed 13% under hours. Fine job by management and crew yielding a crew bonus pool of \$2,250. Well deserved!

Vasyl Romanyuk has many years of roofing experience but has only been here at CentiMark for a short while. He has already made a very positive impact on Buffalo's operation and exemplified Northern Group operational determination. Our customer is equally impressed. Based on this performance there's no doubt Mr. Panzarella will lock in the next million dollar project. To all involved, excellent job!



Left to right: Don Garver, Steve Tidd, Yaro Kuchma, Vasyl Romanyuk, Walter Vysochan



# Crew Spotlight

## The Delfield Company

- Robert Wilson, Northern Group Safety Manager

**Job Value:** \$500,267

**Job Size:** 113,105 sq. ft.

**Cost Center:** Kalamazoo, 2300

**Foreman:** A.J. Cruz

**Supervisor:** Paul Alexander

**Crew:** Sergio Rivera, Florencio Guerrero,  
Chris Moorlag, Ryan Nash

**Hours Bid:** 1,942

**Hours Under:** TBD

**Crew Bonus:** TBD

**G.P. Bid %:** TBD

**Actual %:** TBD

### Comments:

An OSHA compliance officer conducted an inspection at the Delfield Company project a 2300 crew was completing between December and January. The inspection occurred on 1/16/14 with the walk-through being conducted by the Foreman AJ Cruz and compliance officer. AJ did a nice job communicating all of the necessary details reviewed between him and the compliance officer. At the time of the inspection the compliance officer did not allude to any violations. The 2300 office received a letter in the mail on 2/11/14 confirming no violations were identified. Congratulations to the 2300 office and crew for maintaining compliance!

To provide more depth on how this was accomplished I will review with you the occurrences the day prior to the OSHA inspection. The crew had not been at this project for weeks due to inclement weather. Mother Nature has a way of disrupting the setup of a project if it is not regularly tended to. The Regional Safety Specialist, James Halloran, conducted an inspection on 1/15/14 and assisted the crew with getting the job back in order (Warning Lines, Assured Grounding, Dumpster Signage, etc.). The compliance officer showed up the next day, and no violations were identified.

There are two key points we can learn from this inspection: 1) When returning to a project after a period of time the first order of business must be to ensure the project is setup properly. 2) Treat every inspection you complete as if a compliance officer is going to show up the next day. The 2300 office and the Regional Safety Specialist did just that, and the results were positive. Nice job to all involved!



Left to right: A.J. Cruz, Chris Moorlag & Sergio



Reg. Safety Spec., James Halloran



The crew receiving their plaques for a perfect inspection. Left to right: James Halloran, Josh Roberts, Chris Moorlag, Ryan Nash, Sergio Rivera, AJ Cruz, Florencio Guerrero, Paul Alexander, Robert Rudzik

## Recognition

- Robert Wilson, Northern Group Safety Manager

Congratulations to the Northern Group for finishing 2013 with their best incidence rate on record **(2.93)**! The 2.93 incidence rate is also the first time the Group has finished below 3.0. In addition, the Great Lakes Region finished with their best incidence rate on record (2.71).

Congratulations to Indianapolis, Steel Valley, Stow, Westland and Steel Valley for going injury free in 2013. The combination of the above achievements, as well as a reduction from the remaining Regions, allowed for this improvement. From a big picture perspective this equates to more employees going home without injuries, which is the ultimate goal.

OFFICE	COST CENTER	YRS. INJURY FREE
Indianapolis, IN	2250	3
Canonsburg, PA	2900	1
Stow, OH	2100	1
Westland, MI	2400	1

The Northern Group led the company in Spot Check Inspections with 4,661 inspections. This was 555 inspections more than any other Group. Congratulations to all for your ongoing contributions to the SCI program. Field awareness is the lifeblood of a successful safety program. Without it we only have a paper manual.

Top candidates at each respective position for the Group:

TITLE	NAME	REGION	# INSPECT.
Regional Manager	Brian Altvater	Great Lakes	24
Operations Manager	Matt Gross	Stow	145
Field Supervisor	Mike Brown	Steel Valley	191
Service Manager	Jacob Harry	Milwaukee	124

## Cutting Back on Cuts



The most repetitive injuries in 2013 were lacerations. This specific injury type accounted for 46% of the Northern Group's injuries. Without the laceration injuries six employees would not have had to receive medical attention, and the Northern Group would have the best incidence rate in the company.

Glass half full, this is

a relatively simple trend to improve upon and potentially eliminate through tool selection, proper cutting procedures and use of PPE. Regional Manager's, Regional Safety Specialist's, Branch/Operations Manager's, Branch Safety Inspector's, Service Managers, Field Supervisor's, Foremen and crew members must take an active role to assist in this matter.

Never cut towards yourself when using a utility knife, and ensure the blade is not dull to eliminate unneeded pressure.

Consider the use of scissors, which forces you to cut away from yourself.

ALWAYS use cut resistant gloves when handling sharp objects, materials, cutting tools etc.

Consider long sleeve shirts and pants when the task calls for it.





# Best Practices

## Cleaning and Priming Membrane (Any Single Ply Membrane - Service or Production)

- Chris Bisson, Northern Group Dir. of Quality Control

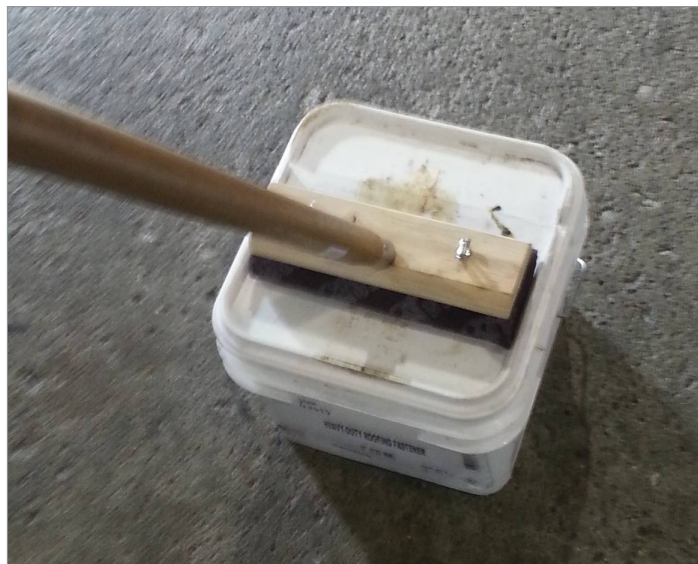
In my travels over the past few months I've noticed a variety of priming methods being used -- from rolling on primer to pre-cleaned edges and uncleaned edges, brushing on primer and hand scrubbing with an abrasive pad. While Versico does allow for roller applied primer on their pre-cleaned pre-taped rolls, we typically do not offer their warranty to our customers. So, we need to decide what method we feel most comfortable with under a CentiMark warranty.

Below are pictures of a scrubber head that we can apply cleaner primer or clean old membranes in a service application. It combines the speed and ease of a standing worker like roller applied with the quality of a scrubbed in application.

Brushman is now stocking the 8" block and the 3M abrasive pads. The cost of the blocks is \$3.50 each, Part #ABB-block only. The pads are pad-hand-8447-P at 1.33 each box of 20. The pads are tricky to get on at first, but they do last a long time.



*Offset the outer pad so it reaches around to fit into the other side. Always use 2 pads. It holds more primer and lasts longer.*



*It fits into an old screw bucket.*



### NEWSLETTER TEAM:

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*Thank you to all who contributed to the newsletter!*