

COMFORT ZONE

ISSUE 2: VOL 1



EMPLOYEE SPOTLIGHT

Name: Stacie Martucci, Client Service Coordinator

Years in the HVAC industry: 2.5 ; **Years at ISS:** 1

Major job responsibilities: Daily interaction with clients, technicians and vendors. Scheduling service and maintenance with the client. Performing follow-up calls to review performance.

For me, a perfect day at work is: Making sure all of my clients are taken care of.

Most challenging part of my job: Working with different personalities and handling all of the fires.

Hobbies/past times: Roller skating, dancing, crafts and shopping

Achievement I am most proud of: My family and house

My very first job was: Pizza making/order taking

Town: Orlando, FL

Family: Nicholas (one year old)



THE UNIFIED GROUP

We are an independent association of the country's elite HVAC commercial contractors. We help our members increase productivity, profitability and customer retention, and we also provide a network for national and regional customer business solutions. Visit us at www.theunifiedgroup.com.



IN THIS ISSUE

- Take Care of Them and They'll Take Care of You*
- Equipment Replacement and Retrofit Planning*
- Maximize Combustion Efficiency*
- One Link of the Chain*

TAKE CARE OF THEM AND THEY'LL TAKE CARE OF YOU

Smart building owners know that their employees are an investment in the success of their businesses. Therefore it makes sense to ensure that your employees are comfortable and satisfied, and as dedicated to your company as you are dedicated to them.

The direct link between employee comfort and productivity can be seen in buildings all over the country. When office workers are satisfied with their environmental conditions, and can work in greater comfort, they will be more productive. In fact, studies have shown that increases in productivity of up to 20 percent can be achieved by improving employee comfort.

In the United States alone, billions of dollars are lost each year due to decreased productivity resulting from employee discomfort. This reduction in performance can have a drastic affect on your bottom line. And although an exact number may be complicated to determine, if you know roughly what you're paying for the square footage occupied by each employee, you can calculate how much you would reduce your expenditure per square foot if you gained one minute of productivity per hour for each employee.

According to the International Facility Management Association (IFMA), comfort complaints are consistently the number one

and number two tenant complaints, and have been since 1991. Because workers' salaries constitute the major cost of operating a commercial building, even a small increase in employee productivity can substantially increase a company's financial return. In fact, energy savings and an increase in productivity can in some cases save building owners millions of dollars each year.

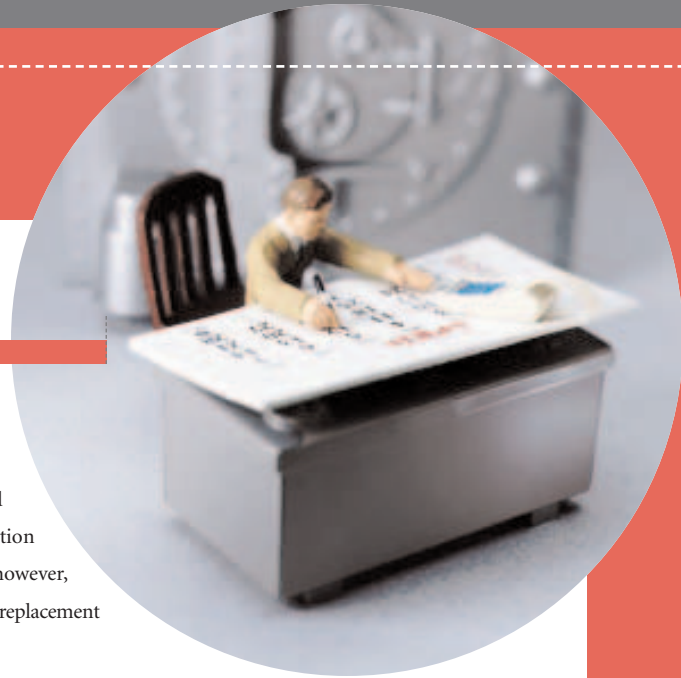
But the effects of poor comfort reach beyond productivity losses. An improperly maintained system can cause employee dissatisfaction, even increasing employee turnover. And since the costs involved in gaining new employees greatly outweigh the costs of keeping them happy in the first place, you'll see even greater losses. In fact, an increase in retention of just 5 percent can result in an increase of at least 10 percent to your bottom line.

Your HVAC system plays a major role in overall operating expenses and occupant satisfaction. A well-chosen HVAC system and service provider can pay off in real energy savings and superior employee comfort and productivity. It is also critical to the long-term comfort and performance of your building. With technology and improvements in performance, organizations can see a considerable reduction in the expenses that they incur over the life of a system. But the key to realizing this reduction is employing an HVAC contractor who is familiar with your needs and has the capabilities to achieve them.

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O N E L I N K O F T H E C H A I N



EQUIPMENT REPLACEMENT AND RETROFIT PLANNING

The goal of an HVAC system is to provide comfort and safety, and to maintain conditions for any process function while keeping operating costs reasonable. There does, however, reach a time in every piece of equipment's lifetime when replacement must be considered.

HVAC systems need replacement or retrofit for three essential reasons: One - they simply wear out. This is common but in many cases may occur sooner than necessary. If a machine is properly maintained, its life expectancy can be increased two to three times. Two - new technology creates better ways to achieve results. And three - the system doesn't perform well, either energy-wise or comfort-wise. This may be due to deficiencies in the initial design or installation, or inadequate or improper maintenance.

To determine whether a system needs to be replaced or retrofitted, the following need to be considered: the general appearance of the equipment; how much down-time has been experienced; a review of all maintenance and repair records; a review of all maintenance and repair costs; and the level of occupant comfort.

Once these items have been addressed, you can define the problem areas and the resultant opportunities if the equipment is replaced or retrofitted. Prioritize your replacement or retrofit project these six ways:

- Financially; Increase revenue, reduce or eliminate an existing expense, avoid future expenses.
- Energy Usage, Evaluate the energy used by the HVAC systems, the building envelope and the people.
- Safety Condition; Make sure safety is always a primary concern.
- Comfort Condition; Evaluate the comfort level of the facility.
- Scheduling; Some work may need to be accomplished before other projects are started. Schedule for a convenient time of the year and/or typical weather concerns.
- System Interaction; Some replacement or retrofit measures may be cost effective when viewed by themselves, but become counterproductive when analyzed in relation to the other systems.

By following these steps, and working with a qualified commercial contractor, you have all the tools necessary to make an informed decision and execute your plan.

MAXIMIZE COMBUSTION EFFICIENCY

At your plant or commercial facility, the boiler is most likely the largest heating fuel user. Unfortunately, it's also an inefficient fuel user.

At best, a boiler system might be 85% efficient. More commonly, efficiency ranges from 60 to 75%, meaning 40% of your energy and heating bill is wasted. Combustion losses are a large portion of boiler efficiency losses, so it makes good economic sense to maximize combustion efficiency.

A well-tuned boiler can dramatically lower the dollars spent on fuel. If the average cost for natural gas is 60 cents/therm, a 10,000 lb/hr boiler with an average annual capacity factor of 50% would save \$26,000 per year in fuel costs with a 10% increase in combustion efficiency. Even a 1% increase would save \$2,600.

Have a qualified technician perform combustion efficiency testing and a boiler tune-up. The annual fuel-cost savings are worth it.



ISS HAS NO CUSTOMERS

CUSTOMER VS. CLIENT

| | |
|--|---|
| Customer: | Client: |
| <i>Someone who buys goods or services.</i> | <i>Someone who is under the care, protection and guidance of an expert.</i> |

Think about these definitions. How do you want to be treated? At Innovative Service Solutions, we no longer have customers. We have clients.

The definition of a client starts with care. Our clients speak to the same Client Service Coordinator (CSC) every time they call the office. The trust starts here, but care doesn't stop with the CSC. The client is serviced on site by the same technician every time. If that technician is unable to provide timely service, his back-up (who is part of the same client care team) responds. This back-up reports to the same field supervisor who knows and visits the clients in his area on a regular basis. The field supervisor's responsibility is to understand the client's operating conditions and to ensure that the location is serviced by the right technician with the knowledge and skills required to resolve any equipment situation.

The next term in the definition of a client is protection. ISS believes client protection starts with safety. Our field supervisors routinely inspect the safety equipment assigned to each service technician and check for proper usage. Our service technicians must attend monthly classes on safety awareness. By instilling a "safety attitude" in our teams we are also protecting our clients, their staff and their property.



Safety is followed closely by professionalism. The professional image starts with the initial call, but is demonstrated in the field by every team member. Through continuous training each technician is given the skills to efficiently navigate through today's complex equipment. Our installation crews handling equipment replacement or modification demonstrate the same professional image as our service professionals. Each member is trained in customer relations: the truck, the uniform, and the paperwork all reflect the professional image our client expects.

We look to our clients for feedback and guidance to better service them. It's our policy that every service call must receive a follow-up call from the CSC, the Vice President of Operations or the President within 48 hours after its completion. We also offer our maintenance clients an opportunity to meet with team members quarterly to review the history and status of the equipment. We seek the feedback and guidance from our clients to evaluate our care, protection and expertise. After all, it's our expertise and professionalism that our clients rely on to protect their Health, Safety and Welfare.

ISS TRIVIA MACHINE: ALL STAR GAME TRIVIA

1. Who was the first designated hitter?
2. Who is the all time leading rusher in the NFL?
3. How many Superbowls have the Pittsburgh Steelers won?
4. Who won the Stanley Cup in 2005?
5. Who was the 2004 Cy Young award winner in the American League?
6. Who was the 2004 Superbowl MVP?

If you know the answers to all six questions, call 407.296.5211 and ask for Paul or e-mail: pcoveney@iss-svc.com and win a prize!