



Useful tips, news and information from James CRAFT & Son, Inc.

Orthopedic Institute of Pennsylvania's Slate Hill Ambulatory Surgery Center

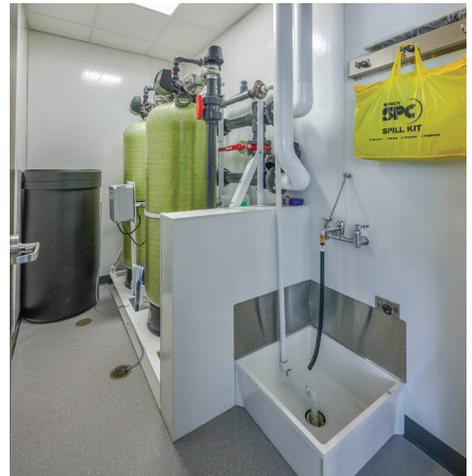
James CRAFT & Son was subcontracted by Benchmark Construction, through the Hershey Development Group, to provide the HVAC and plumbing needs for the OIP Slate Hill Ambulatory Surgery Center project in Camp Hill. The building was comprised of numerous offices, 19 patient rooms, five operating rooms, and its own in-house medical sterilization system.

Starting with the demolition of existing utilities, we proceeded to excavate inside the building footprint for the underground water and drain piping. Our team installed a new reverse osmosis system, as well as 9,000 feet of piping and a new medical gas system.

Mechanically, we fabricated and installed 17,500 pounds of ductwork, laid out and installed 5,000 additional feet of mechanical piping, and more than 50 pieces of HVAC equipment including three large Trane air handlers.

Unforeseen hurdles, like a sanitary line found to be more than 100 feet from where old drawings showed it, and multiple areas requiring an excavator to break up rock to accommodate the utilities, caused some setbacks and delays, but our team persisted and overcame the obstacles to keep the project on schedule.

A job well done by all involved: Nick Miller, Estimator; John Mehring, Project Manager; Chuck Vaughn, Superintendent; and Dillon Getz, Sheet Metal Foreman.



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True or False?

1. Sloths can move three times faster in water than they can on land.
2. The official drink of Kentucky is bourbon.
3. In Queensland, Australia, it is illegal to own a pet rabbit unless you are a magician.
4. The dot over the lowercase “i” is called a tittle.
5. The mountain lion is the most common wildcat in North America.
6. Obituary writers have their own awards called “The Grimmys.”
7. Turkeys (the birds) were named after Turkey (the country).
8. Entertainer David Bowie was the founder of The Society For The Prevention of Cruelty to Long-Haired Men.
9. Honeybees emit a teeny ‘whoop!’ noise when they bump into each other.
10. The first pair of Nike running shoes was made in a waffle iron.

Answers: 1 - True; 2 - False. Milk is the official drink of Kentucky; 3 - True; 4 - False. Although rarely seen, the bobcat is the most common; 6 - True; 7 - True; 8 - True; 9 - True; 10 - True

5 Tips for Future-Proofing Your Business

For leaders, the fast pace of change can be overwhelming, but also exciting. If you prepare and plan accordingly, there is a true opportunity for success when you stay one step ahead. Follow these five tips from *FastCompany*:

1. Surround Yourself With a Team That Has a Developed Skill Set

This developed skill set should include strategic thinking, foresight for success, and time management. The days of going into the office and waiting for the phone to ring are over. Your sales team needs to be proactive in developing opportunities and intentional in following them through.

2. Evolve With Your Customers

Customers have changed. Your sales staff should adjust and know who they’re speaking to. Customers are much more sophisticated and don’t have time for a salesperson who is not going to bring them some type of value. They need a salesperson who understands their challenges and provides solutions to make their lives easier.

3. Understand The Blurring of Traditional Channels

This is often referred to as omnichannel or “seamless commerce.” Essentially, the consumer is eating away from home at restaurants, but also convenience stores and the bakery/deli at their local grocery store. There are so many more opportunities to capture market share.

4. Take Advantage of Technology

Technology is a big reason for the rapid changes we are seeing across all industries. It is key to embrace the efficiencies technology can create and use them to your advantage. We have access to more data and insights than ever before. Daily tasks that used to take hours are now available at the click of a button, which provides the ability to have much more informed collaboration with your team and clients.

5. Make Your Personal Development a Priority

Most importantly, whether it is reading books, working with a development coach, or taking advantage of programs offered through your company, make the time for continued growth. Just as the teams you manage are always advancing, your responsibility to them as a leader is that you’re constantly working to improve as well.

“Success is not final; failure is not fatal: it is the courage to continue that counts.”

—Winston Churchill

Ballpark Anecdotes

With baseball season in full swing, these true stories from the ballpark should bring a smile to any fan’s face:

Giants catcher Phil Masi was catching in a game with pitcher Al Javery on the mound. The first three batters all got hits off of Javery’s first pitch.

Disgusted, manager Casey Stengel called a conference on the mound. Masi joined Stengel and Javery.

“What kind of pitches has he been throwing?” Stengel asked the catcher.

“I don’t know,” Masi answered. “I haven’t caught one yet.”

A reporter was interviewing Yogi Berra about the previous night’s game and asked about Berra’s two hits. Berra immediately pointed out that he’d actually gotten three hits. The reporter said, “I checked the box score, and it said you had two hits. But that must have been a typographical error, right?”

“Hell, no,” Berra replied. “It was a clean single to left.”

Charismatically Speaking

Charisma and the ability to influence people by connecting with them physically, emotionally, and intellectually isn't something you're just born with. You can learn to use it in your personal and professional life by focusing on these areas:

Physical presence

- Improve your overall health
- Increase eye contact with people
- Develop a firm handshake
- Invest in a good wardrobe
- Stand and walk straight with your head held high
- Learn to smile more often

Emotional connection

- Improve your oral communication skills
- Improve your writing skills
- Focus on the people you communicate with
- Listen more; talk less
- Become more optimistic in your outlook
- Improve relationships one at a time, starting with those closest to you

Intellectual image

- Expand your reading material to include literary and artistic topics instead of just business issues
- Take a class in a new subject
- Develop a better vocabulary
- Volunteer to train others in your field of expertise

SPEED BUMP

Dave Coverly



Nurture Your Younger Workforce

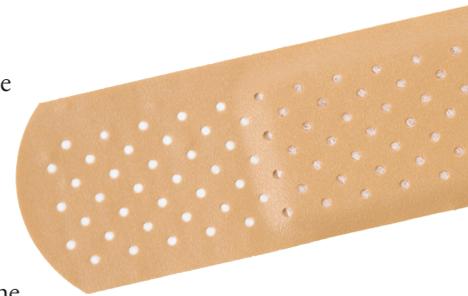
Today's youngest workers are smart and energetic, but often have rough edges that need to be softened. If you're in charge of one or more twentysomethings, follow this advice from the Society for Human Resource Management:

- **Let them fail.** They'll screw up because they don't have experience, but don't lose your temper. Let them know that failure happens and it's not necessarily fatal, as long as they're making a good-faith effort and they learn from it.
- **Be patient.** Remind yourself that your young workers are just starting out. They don't have the knowledge or experience that you've gained over the years. Keep your expectations realistic, and avoid discouraging them as they're learning.
- **Tailor your training.** The same training program won't work for everyone. Assess their experience level. Get a good idea of what they know, and design training that fills in their gaps and reinforces their skills.
- **Take advantage of their strengths.** Find out what they're good at, and start off with assignments that use their talents effectively. They'll gain confidence, you'll look good, and together you can work on expanding their skills so they can advance.
- **Give lots of feedback.** Veteran employees usually know when they're doing a good job and where they need help. Younger employees may not. Keep an eye on them and give them lots of feedback, both positive when they perform well and constructive where they need improvement. When they know you'll hold them accountable, they'll try harder to succeed.
- **Ask for their opinions.** From time to time, ask young employees if your approach to training and management is working for them. They may spot areas you could pay more attention to, or things they want to learn that you've left out. They will improve and they will realize that you value their point of view.

Putting A Band-Aid On It

The adhesive bandage is commonplace in medicine cabinets and first-aid kits around the world. It was invented in 1921 by Earle Dickson, an employee of Johnson & Johnson. Dickson was concerned for his wife Josephine, who suffered frequent cuts and burns in the kitchen. They originally tried to wrap Josephine's wounds in gauze and adhesive tape, but the dressing usually fell off in a short time. Dickson tried placing some gauze in the center of a piece of tape, and covering the whole thing with crinoline to keep it sterile.

The invention worked so well for his wife that Dickson took some to work to show to his colleagues. The company owner, James Johnson, caught wind of the idea, asked for a demonstration, and ultimately decided the company should manufacture them. Dickson went on to have a successful career at Johnson & Johnson, becoming vice president before his retirement in 1957.



“Business opportunities are like buses, there's always another one coming.”

—Richard Branson



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Help Us Welcome Michael Hunt to Our Team!

James CRAFT & Son welcomes Michael Hunt to the estimating department. Michael joined Craft in 2011 as a helper, completed his plumbing/pipefitting apprenticeship in 2015, and later became a foreman. Michael is a certified medical gas installer and has completed multiple leadership training courses. Michael resides with his family in Mt. Wolf, Pennsylvania. He is excited to put his knowledge and skills to good use as a plumbing estimator. Welcome aboard, Michael!

There Is No Substitute For Experience

Healthcare and medical facilities are a critical part of our communities. James CRAFT & Son has worked in this space for many years helping to construct safe, reliable, sustainable, and affordable facilities that serve the needs of patients throughout our commonwealth and beyond. From the initial concept to planning, design, construction, completion, commissioning, and maintenance, hospital and medical facilities have gained critical

importance in our national economy. While healthcare projects have much in common with other building types (like basic plumbing and HVAC) they also have many unique features such as medical gas systems, specialized medical equipment, as well as advanced safety and ventilation requirements. In this regard, state-of-the-art codes and standards becomes important to the process— all of which our team is trained and experienced at delivering.

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