



2019 Quarter 4 WINNERS!

4-Time Winner!

Josh McCord, Technician, IT Support: Service Excellence

I have been locked out of Dynamics 15 times this year & Josh fixed my problem every single time. No matter what IT issue we have had Josh is always readily available to help - he's kind , funny & very customer driven. *-Nominated by Nikki Bailes, Purchasing Agent*





2019 Quarter 4 WINNERS!

Chris Ryan, Service Technician: Commitment to Add Value

Chris is an excellent Service Technician who excels at all all aspects of HVAC/R service. This year he led teams that performed multiple Walmart Supermarket Refrigerant conversions on 4 & 5 rack stores in 3 week intervals. Chris handled every aspect of the job from beginning to end. He assisted in planning and writing proposals, he made sure the proper parts were ordered and assembled/organized in advance. He planned, orchestrated, and executed his job plan with extreme accuracy. He handled the majority of the correspondence with the factory rep. His paperwork was impeccable, which made it easy for the billing department to turn all of his hard work into profit. Chris' jobs were highly profitable because of his ability to plan, organize and complete the work well within the deadlines we were given. He is a Service Managers best friend. When Chris is on a job you know, without a doubt, that the job will be done correctly and efficiently from start to finish. *-Nominated by Jim Ligoci, Service Manager*

Curt Shaw, Service Technician: Service Excellence

There is no job too big or difficult for Curt to complete in a timely, efficient, and safe manner. When the evaporator coil was as big as a van and had to be changed out inside a walk in cooler of a warehouse in Albany there was really only a handful of men who could handle the task. Curt is/was at the top of that list. He could not do it alone and he would probably give a lot of the credit to his crew but Curt was definitely the driving force on the technical and rigging end of this project that ensured it was done and done right the first time. Curt is respected by his co-workers and everyone here at ABC for years of dedicated service. He could have been nominated for any of the "Values" on the list. It was difficult to narrow it down to one, Excellence in Service, check, Integrity, check, Commitment to add value, check, Attitude, check. Definitely glad we have Curt on our team! *-Nominated by Jim Ligoci, Service Manager*

Jody Dausman, Construction Coordinator: Commitment to Add Value

Jody is all way there for all of us out in the field no matter what amazing attitude and moral couldn't ask for a better supervisor. Thankful for her in ever way deserves to be recognized!!!! *-Nominated by Zachary Piche, Pipe fitter*



2019 Quarter 4 WINNERS!

Larry Westerlund, Senior Service Technician: Attitude

Larry Westerlund is deserving of the "Attitude" coin because he epitomizes the attitude and optimism that every tech that works for CoolSys should be striving to obtain. When I was dispatching Larry he would jokingly say "I answer to you, and you alone, and whatever you want me to do I will!" Albeit, digging a ditch or replacing parallel rack compressors he never complained, never displayed a negative attitude, and never pulled up short of accomplishing his call! A consummate professional in every sense of the word. He has been performing service work for ABC for over 30 plus years and he still goes where we need him. He's an old soul with good intentions and will give you the shirt off his back for anyone that needs it. Larry has been a stalwart for ABC since the beginning, and he was chosen without hesitation to carry the original owners remains to the waiting arms of the Ligoci family during the funeral procession held earlier this year when Carmen Ligoci passed away. I am 100% certain Carmen wanted no one besides Larry to take on this task as a long-standing technician in his service department. He has trained multiple techs, and every tech he has had the opportunity to teach has come out better for having had the opportunity to ride with such a professional! His perspective during any situation is ALWAYS a positive one, he is truly deserving of the Attitude coin 100%! *-Nominated by Mike Hart, Dispatch Operations Manager*

Igor Chiosac, Service Technician: Service Excellence

Since Day one Igor has been committed to doing an Excellent a thorough job. taking on the work load willing to helping our other techs provide the same level of service to our customers. Igor helps spur our competitive environment and set a level of service for the Team to strive for while improving his own skills at the same time! *-Nominated by Chris Liebel, Branch Manager*



2019 Quarter 4 WINNERS!

Christopher Liebel, Branch Manager: Commitment to Add Value

CHRIS HAS BEEN AN EXCELLENT SERVICE MANAGER. HE'S KEEP THE FLOW OF WORK CONSISTENTLY FLOWING. WHEN I NEED TECH ADVISE HE'S THERE FOR ME. HE WORKS JUST AS HARD AS MY GRANDFATHER WHO RETIRED AT 92. I FINALLY FEEL LIKE I HAVE A DECENT SERVICE MANAGER AFTER 20 YEARS. *-Nominated by TIM GONZALEZ, SEVIDENCE TECH SEATTLE*

Nominee Chris Liebel is the hardest working Manager I've ever had in this industry or any other I've every worked in. I'd nominate him for all Value Coins if that was an option but Commitment to Add Value best describes him and his work practices. If commitment to add value reflects anticipating the customer's needs/collaboration/and sharing good working practices then he has a 5 star rating in my perspective. Not only through vigorous troubleshooting and proactive help with each and every technician he gets the chance to talk to, he also is constantly collaborating with multiple Account Management personnel/customer Facility personnel to get priority tasks completed in an efficient and timely manner. Best practices are shared with other branch managers in a collaborative manner to better the company as a whole. His work ethic not only grew the branch I work for into what it is now but also created, and is still growing, a great service team in the Pacific Northwest. I believe that Chris Liebel overtly exemplifies what it means to add value to our company. *-Nominated by Matthew Ballinger, Assistant Service Manager*



2019 Quarter 4 WINNERS!

Naomi Garcia, Customer Service Manager: Service Excellence

Naomi always goes above and beyond for legacy and for her team, She very easy to communicate and work with. I can call her if I need her at anytime (even after-hours) to answer difficult questions and she'll either give me the correct information or she'll reach out to others just so we get the situation resolved in a timely manner. Naomi, works so hard to make sure that her team is knowledgeable, and successful so we can reach our career goals with legacy and I appreciate her so much. *-Nominated by IESHA JORDAN, CUSTOMER SERVICE SUPERVISOR*

Since starting at Legacy Naomi has been an excellent manager. She is fair in her judgement calls, and consistently gives the CSR's instruction and positive feedback. I admire and respect her leadership and authenticity. She works hard at providing excellent customer service, and addressing issues immediately with customers and CSR's alike. *-Nominated by Jennifer Ciaccio, CSR*

Naomi has been a great example of what a leader should act like, she always treats her team with respect and constantly goes out of her way to make sure everybody feels appreciated and respected. She is always willing to help anyone who needs it and is a great example of how a customer service member should treat her customers as well as her team!

-Nominated by SETH TATUM, CSR



2019 Quarter 4 WINNERS!

Tracey Corry, Executive Assistant to President: Commitment to Add Value

I would like to nominate Tracey Corry for MVP. Tracey is the Executive Assistant to our president, Jay Parker, by itself a full time job, but she also handles most of the day to day operations that keep us going not only as a business, but as people. She is in charge of the vans, buying the vans, permitting and licensing, repairs, graphics, and gas cards. She distributes the cell phones to the techs, the updates, and the billing. She handles the traffic of phone calls, shipping, tracking, and the people who come in our front door. That includes the occasional dangerous crazy person. She sets up the special events, the big meetings, and then cleans up after. She cleans up after us almost every day. She gently reminds us that we need to do this for ourselves. When we need something in the office, or help with something, she is the first person we go to because either she knows where it is or can point us in the right direction. She is someone you can talk to, who always asks how you are doing, and she cries when those who have been here for an extended period of time leave. We appreciate her for who she is.

-Nominated by Brenden Bannon, 3D animator

Tracey provides excellent service to all of our internal customers. She takes care of pretty much everything to keep the office running day to day. She is super focused on all the little details we need to operate smoothly, from welcoming guests, setting up travel arrangements, ensuring everyone has the office tools and supplies they need, to arranging birthday celebrations, Tracey does it all efficiently with a great attitude. She is the warmth that people feel when they visit the Legacy office; is forever thinking of others; and works tirelessly to make sure their experience at our office a very pleasant one.

-Nominated by Jay Parker, CLC Division President

I want to acknowledge Tracey for her commitment to add value to Legacy Air. As Jay would say Tracey is like a kitchen drawer there's nothing she can't do. Tracey is our Miscellaneous of everything, she is always working so hard to keep our Fleet update, keep up on all the accidents and file paperwork. As well as cell phones for every branch, hire packs. She is always positive no matter what we throw her way. Tracey always just gives 110 % with no complaints at all. She also manages all the gas cards for all the branches. Very outgoing and can give the best advice if you need help with anything – always watching out for everyone that comes through the Legacy doors very Welcoming to all. She really does deserve to be recognized not only by me and her team members but by the company for her dedication and excellence for everything she does for Legacy.

-Nominated by NAOMI GARCIA, CUSTOMER SERVICE MANAGER



2019 Quarter 4 WINNERS!

Christopher DrePaul, Enterprise Account Manger: Commitment to Add Value

Issue; During a transitional period in the Mid-South, our Customer, HEB, rolled out a massive installation program. The program was for multiple sites and included requirements outside our normal operating comfort. The program also was much more cumbersome and complicated than even our customer realized. Chris wore multiple hats to ensure the company did everything it could to successfully meet the customers needs. He continued to maintain the customer sales relationship while also supporting operations from helping resolve issues in the field day and night, helping the team organize around the customer data, mentoring members of the team and being a support for everyone. He has helped the team start to stand up on their own, which has been a blessing. *-Nominated by Robert London,*

Director, Operations



Pictured: Brian Lindsev & Chris DrePaul



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Daniel Wilson, Project Estimator: Commitment to Add Value

During the Sales Evolution of 2019, CoolSys Estimating team was formed. This team is tasked with supporting an ever-increasing volume of installation sales opportunities. As this volume grew, the existing estimating processes were quickly outpaced. Manually performing quantity surveys from project documents and manually entering values into an Excel spreadsheet was a major bottleneck to the pathway toward our corporate goals. The need to integrate the PlanSwift estimating tool with that Excel form became of paramount importance to increase accuracy and consistency. This presented a unique challenge. This task requires an understanding of programming using complex formulas within Excel as well as “code language” within PlanSwift. Those skills alone were not enough as the task also requires an intimate knowledge of estimating, and especially the technical aspects of HVAC and refrigeration. Daniel Wilson’s skill in computer programming languages and Excel formulae has been equal to the challenge. While keeping up with the sales opportunities’ requirements for estimating, Daniel has successfully integrated the PlanSwift program with the corporate HVAC and refrigeration Excel estimate forms. Not only has this increased proficiency, but it also greatly improves accuracy and consistency. Daniel has owned this process from the start. His attention to detail and commitment to excellence has resulted in tremendous savings to CoolSys. To purchase a comparable tool would have cost tens of thousands of dollars and required users to learn an entirely new system. Daniel has used existing tools with existing knowledge and skills to increase productivity while maintaining familiar functionality. Installation Admin and Operations can continue to use the Excel form with zero impact to the interface with Dynamics or Project Mates.

-Nominated by Jerry Harper, Project Estimating Manager



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Esperanza Hernandez, Representative, Accounts Payable: Commitment to Add Value

Espy has been leading a team of temps in Fullerton and goes above and beyond her "call of duty". She's taken on a leadership role, guiding and training a staff of up to five temps. She is the "go to" person for all PO related questions and provides top customer service to our internal customers. Whatever they ask of her, she does. She's a valuable asset to the AP team and to Coolsys. *-Nominated by Denise Guel, Manager, Accounts Payable*

It has been a difficult 6 months for the Accounts Payable department, and throughout it all, Espy has been a rock, has jumped on every request I have made, and has constantly had a helpful attitude toward the Billing department asking for assistance, I appreciate everything Espy did to help out this last month of year end to process invoices that I kept throwing her way. This made it so that we had less PO's to unattach, and the Billers could process their invoices faster. Thank you so much Espy for your patience this last month. *-Nominated by Jennifer Jurk, Manager, Billing*

Esperanza has been instrumental in helping billing get old and high dollar invoices processed. She was willing to process invoices that we sent to her so we could bill work orders. She was still processing invoices for us on the last day of the year! She has been pleasant and has a great attitude. The billing department is very appreciative of her contributions and helping us close calls. *-Nominated by Christine Ryan, Supervisor, Billing*

When the department was going through a very difficult transition time, Espy maintained a demeanor that is so admirable. She was pulled to do tasks in so many different directions, all with very strict deadlines involving countless hours of research and training. She not once complained, instead she stayed positive and just worked her way through. *-Nominated by Olivia Ilustre-Zaragoza, Director, Controller*

Our AP department has experienced quite a few changes over the past few months. During the transitional period Esperanza has worked tirelessly to get invoices processed. While under immense pressure Espy was helpful, gracious, willing to coach through her processes, and has taken on a huge load as many of us were reliant on her to get things pushed through. Espy has been a warrior for her department, quiet but ferocious, we've been amazed and impressed with how much she has taken on and been able to execute during these past few months. Espy has done a great job and we appreciate her hard work and commitment to add value! *-Nominated by Keisha Thomas, Manager, Regional Business*



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Janelle Trebizo, Coordinator, Operations: Commitment to Add Value

Janelle has been nothing less than amazing this past year! When I was hired on back in January 2019, she took me under her wing and showed me everything I needed to know. Her understanding of her role and the business needs are clear, and she is always willing to share her knowledge with others. Janelle has been such a great guide for me and others and I believe she should be recognized for adding value as well as always having a positive attitude! *-Nominated by Maranda Padilla, Coordinator, Service*



Jay Manzano, Senior Project Estimator: Commitment to Add Value

Jay is a valuable asset to have on our side for all things related to Walmart. He has always been available to our team to be an estimator, consultant, RFI submitter, liaison with the customer and even cattle prod holder when needed. Throughout Q4 Jay has assisted with a much needed focus of collecting long outstanding change orders with this customer. With tremendous tenacity, and a drive to be successful in moving these along, he has stayed in constant contact with the customer representative. He answered every question and provided all the backup details requested, in order to get these moving through their system (several times reworking presentation and details at the customers request). As the year ended Jay was successful in adding over \$60K to our bottom line results, with an additional approximate \$100K that should be just days away from approval to bill. Great Job Jay! *-Nominated by Korey Louder & Steve Cook, Regional Director, Installation & Vice President, General Manager*



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Michelle Nares, Director, Operations: Commitment to Add Value

In my acting GM Role for the Mid-South, Michelle went above and beyond for months on end to perform in a capacity as our RBM (Regional Business Manager) after the exit of the previous one. She made multiple trips to TX, traveled the region to support multiple branches, facilitated reporting as well as mentored several employee's of the Mid-South both in person and remotely. She played a key role in keeping operations functional during a tumultuous time while still performing her own role and responsibilities. Additionally she invested the time to personally assist with inventory at a branch that was on the audit list with a team that had never performed inventory before, and was able to deliver a positive audit result. Speaking for the entire Mid-South team, I cannot express enough how vital her impact was on keeping the region functional as there was a complete transformation of key staff members and culture. If I could, I would honor her with all four value coins for the overall sacrifice and commitment she exhibited, and continues to exhibit. *-Nominated by Robert London, Director, Operations*



Pictured: Fred Stockert & Michelle Nares

I would like to Nominate Michelle Nares for the Commitment to Add Value Coin. During our Transition here in the Mid-south Michelle really stepped up in every aspect. From countless hours, to a never say no attitude Michelle is always looking to make our operational processes better. She contributed at every level of our operation with an impartial view. I don't think there is any one person in Coolsys that could that could pull off what Michelle did over the last quarter of the year in helping turn the Mid-South around. With a dedication to excellence and a very positive attitude I feel Michelle is very deserving of this Value Coin. *-Nominated by Jason Edwards, Regional Director, Service*



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Collin Wilson, Electrical Designer / Project Manager: Service Excellence

Synergy is the best word that I can think to describe Collin Wilson and the relationship that was created to manage one of the most involved client projects we have ever experienced. It shall be noted that until this summer, we hardly had any interaction working together, but now I am grateful to share this experience with Collin. At any given time, dozens of people across the country, including clients and inner office staff, were involved with this endeavor. The precision and detail required to compile ginormous amounts of information that changed not only daily, not only hourly, but at times to the minute, was unmatched by no one I have ever worked with before. With a fluid like grace, Collin helped to prioritize the ongoing order of tasks to help all of us maintain a vision to the direction we were marching. We spent many months working together very closely where success hinged on our ability to effectively communicate with extreme accuracy and Collin brought a laser focus to help guide all of us. I feel that it is generally known that co-managing is difficult, and personalities can get the best of people; however, this was never the case working with Collin. Collin showed me how to be a better person in the most challenging times. Communication and organization are very key, and Collin helped prove that constant communication and great organization will lead a team to success. It has been a true honor to work with a leader such as Collin and experience true synergy. *-Nominated by Justin M Barta, PE, Refrigeration Engineer / MEPR Project Manager*

Hunter Bercow, Mechanical and Refrigeration Designer: Commitment to Add Value

In his first few years at Source Engineering and now CoolSys Energy Design, Hunter has continued to excel and continuously add value to our engineering team. He recently passed the Professional Engineering exam and has become one of the newest Professional Engineers in our group! Hunter never says no and always takes on our toughest engineering challenges without hesitation. He is continuously learning and will add more and more value to the entire CoolSys family as his career continues. *- Nominated by Ben Rosenzweig, Vice President of Operations*



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Michael Roel, Electrical Designer: Attitude

Issue: Shortened deadline and lessened manpower for new store design project.

What associate did: Mikey (as he's called) has exhibited a remarkable and completely selfless dedication to providing a good product to our customers. He has put in unasked overtime time and again to ensure that CED puts the best possible foot forward. He has helped me as best he's able to learn Revit so I can help carry the load while still getting his own work done. Further, he constantly challenges himself to learn and do more. He's one of the finest designers I have worked with. Specifically with the HEB Lubbock project he worked without complaint as late as 11:30 pm to make sure we got as good a set of drawings completed as possible on the day the project was due. *-Nominated by Don Mcleod, Electrical Engineer*

Josh Branch, Project Manager: Commitment to Add Value

Josh's ability to help, train and advance future technicians is second to none. His commitment to give the customer the best service available is nothing short of amazing. Hes thorough and his dedication to work is hands down what we all should strive to be. Josh brings the highest standard of professionalism to the table and it's an amazing feeling having him on our team. Hes a hidden gem tucked in Wisconsin frozen tundra. *-Nominated by Brad Scarpetta, Service Technician*

Cheryl Hoxsie, AR Specialist: Commitment to Add Value

Cheryl's commitment to our cash collection efforts is outstanding. She takes her role very seriously and her persistence continually pays off. She recently took on collection efforts for the installation department and was able to collect on outstanding invoices dating all the way back to 2018! I am proud to have her on my team! *-Nominated by Christi Willey, Controller*



2019 Quarter 4 WINNERS!

Peter Arvay PE, Sr Electrical Engineer / Project Manager: Commitment to Add Value

I am one of the Senior Electrical Engineers and Department Supervisor for Coolsys Energy Design; I have been with this company for 33 years. Peter started with us in 2012 as a recent college graduate; he had come to us from an Energy Auditing firm and was new to the MEP Consulting world. As Peter's direct supervisor, I have observed his growth over the past 7 years; his career progression had him starting as a Junior Designer, learning the basics of Electrical & Mechanical Design, with his enthusiasm to learn and dedication to absorb knowledge, Peter quickly moved to a senior level Engineering position, and has obtained the level of Team leader and Project Manager. As a PE Peter has demonstrated excellent design skills and a great concern for accuracy on plans for the projects he works on and reviews. His problem solving and technical abilities are exceptional; his understanding of both Electrical and Mechanical trades has been a tremendous undertaking and he has been very successful coordinating difficult projects which rely on that advanced skill.

When Peter decided to take the Mechanical PE Exam, we had no doubt that he would receive his Professional Engineers License, and he did on his first attempt. A year later Peter saw that our firm had a need for an Electrical PE in some states requiring dual licensing requirements, Pete being dedicated to our mission again stepped up to the plate and is the first person in our firm to receive an additional PE in a second trade. Today Peter currently holds PE licenses in over 24 states. In 2018 Peter was highlighted in ABI's 40 under 40, This Article featured up and coming professionals who are committed to the high standards of achievement at work and in their local communities.

Peter has definitely enhanced our firms Relationships with many of our clients, his speaking and presentation skills when seeking new clients or romancing existing ones are exceptional. He is a person that has extrudes an abundance of personality. He commands a room when speaking and always presents technical information with confidence and conviction. Pete is no doubt a great candidate for the Coolsys Value Coin and I am honored to have the opportunity to submit his name for nomination.

-Nominated by Ken Philipson, Electrical Department Supervisor / Project Manger

Nate Block, Project Manager: Integrity

NATE IS RESPECTED BY HIS CUSTOMER BASE AS WELL AS THE TECHNICIANS HE OVERSEES. HE IS ALWAYS THE FIRST IN THE BUILDING AND LAST TO LEAVE. I HAVE SEEN HIM IN ON WEEKENDS WORKING MAKING FAMILY TIME SACRIFICES. *-Nominated by Bob Hall, CRM Group Leader*



2019 Quarter 4 WINNERS!

Brett Murray, Foreman - Installation: Service Excellence

Brett went to Quincy to do the start-up of the GO and ran into a multitude of issues while he was there (electricians, plumbers and GC were behind with their work). PG&E wasn't able to energize the building with permanent power until the Thursday before the Health inspection (the following Monday). Brett worked through the weekend to get the system operating well enough to pass the Health inspection on Monday. *-Nominated by Blaine Morgan, Installation Manager*

David Eirstedt, Senior General Foreman - Service Tech: Service Excellence

Dave is engaged with our everyday business as a service senior general foreman. His daily tasks include ensuring and providing excellent service from our technicians to our customers base. Dave exudes professionalism and provides top quality customer service to everyone. He can make good business decisions when times are hectic and or the work load is heavy. Dave always keeps his composure even when customers can be demanding and difficult at times. Dave collaborates daily with the office and field staff. He cares about all our technicians and is truly an outstanding contributor to RSI. Dave recently coordinated and successfully worked a large project for Whole Foods which included a refrigerant conversion and condenser changeout in one night.

-Nominated by John Nunez, Service Manager

Karen Price, Purchasing Manager: Commitment to Add Value

Karen has gone above and beyond her duties as a manager ensuring that we have all the resources we need to ensure we can do our job efficiently. She has also given us all the tools to ensure we are able to find any information we require. Karen has always gone the extra mile to assist us in ensuring we have all the information we need to work in an efficient manner and takes upon herself all the nuances that come with our job. *-Nominated by Evaristo Cisneros, Procurement*

EMPLOYEE RECOGNITION PROGRAM

VALUE COIN Awards

SERVICE EXCELLENCE • INTEGRITY
ATTITUDE • COMMITMENT TO ADD VALUE

They're just words until YOU put them into action!

2019 Quarter 4 WINNERS!

Alejandro Aguilar, Senior Foreman-Refrigeration: Commitment to Add Value

Alex is a excellent Foreman,always makes the effort to teach whoever is working with him,especially the newer guys that don't know much. *-Nominated by Anthony Heredia, Apprentice 2-Refrigeration*

Is always looking for ways to strengthen the value of each and every team member. *-Nominated by Robert Robles, Apprentice 2-Refrigeration*

He completed every phase of the work to the meet and exceed the customer's needs always willing to go the extra mile an teach us *-Nominated by Joseph Gonzales, Apprentice 2-Refrigeration*





2019 Quarter 4 WINNERS!

Arthur Ojeda, Service Tech - Level 4: Service Excellence

Food Service is a relatively new service we offer in the Salem branch. Art has been extremely effective in overseeing this area under Eric Potter's Lead. He is in constant communication with Dispatch, the stores, and Ken Hopstad to make sure we are responding to calls appropriately. He oversees all the calls and techs for food service in the Salem and Eugene areas to make sure the food service group is an overall success. I cannot stress enough the help he provides dispatch by keeping an eye on this area.

-Nominated by Christine Collins, Dispatcher

Barbi Berrios, Coordinator, Service: Attitude

Ever since Barbi has joined our team she has jumped right in with a positive and awesome attitude! A pleasure to work with, ALWAYS willing to help, her communication skills and her ability to work well as teamplayer have all made us a better team. She is the Service Coordinator for Austin, San Antonio, Corpus Christi, and Rio Grande Valley and I do not know how the techs or myself ever survived without her.

-Nominated by Tonia Hollyfield, Dispatcher

Barbi runs 5 different office's and keeps everything and everyone inline. She is not afraid to go the extra mile to insure the guys have everything they need to complete a task. She does more than her job call's for and does it with a smile.

-Nominated by Paul Kiehn, Service Tech - Level 3

Brett Leabo, Senior Foreman-Refrigeration: Attitude

Brett came to Texas to help us run HEB appliance projects, He had never been a IS or a PM, he had never worked on a HEB, he was unfamiliar with the Appliance Retirement process or program. Brett stepped in went to work, with a can do attitude and solution minded approach too problems. Very quickly he was in charge of his projects, new what had to be done, solved problems. Brett best attribute was his can-do attitude. Brett, I appreciate and admire your abilities and attitudes. Thank you for managing and helping us when we needed it most.

-Nominated by Matt Burris, Regional Director, Installation



EMPLOYEE RECOGNITION PROGRAM

VALUE COIN Awards

**SERVICE EXCELLENCE • INTEGRITY
ATTITUDE • COMMITMENT TO ADD VALUE**

They're just words until YOU put them into action!

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Danette Madrid, Dispatcher: Service Excellence

I think being a dispatcher is a really challenging job, and my hat goes off to Danette for her awareness of job flow. How she can manage all of us guys here in the Southwest is amazing and still have time to make us laugh in the midst of crazy ness is something special!!! No amount of words can say how much all of us here in the Albuquerque branch appreciate all her efforts and hard work to keep us flowing smoothly!!

-Nominated by Gregory Montoya, Service Tech - Level 2



Edgar Cabrera, Supervisor, Installation: Commitment to Add Value

Edgar was recognized by the sales team at Coolsys for adding value to the organization with his quick responsiveness and going above and beyond on the Target account. Barbra Russell commented on Edgar's professionalism and willingness to get the job done for our customer. Edgar's commitment to improve our relationship with the customers add value to our organization.

-Nominated by Bob Thomas, Vice President, General Manager

Jose Lopez, Service Tech - Level 3: Service Excellence

I have worked with Jose on multiple occasions. While working with Jose, I have noticed that while performing his own work, he always takes the time to answer phone calls to provide support to other technicians who are having issues. This type of technical support and willingness to share knowledge helps strengthen the team, and provides our customers with fast solutions to their problems.

Nominated by Andrew Burkett, Service Tech - Level



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Hector Rodriguez, Service Tech - Level 4: Service Excellence

Biomat Bellflower location: Recently had significant issues with Freezer 1 RTU. During the process of replacing an oil separator on the condensing unit, Hector was with me and was trained in the start up process of ultra- low temperature refrigeration. The Compressor for the unit was eventually condemned by myself, however, I was not able to complete the replacement due to class/ instructors schedule. The compressor was replaced by Hector and a level 8 tech, however due to time constraints they were not able to start up the new compressor. Hector returned on his own, the next morning after working on call the night prior, and performed all necessary processes to start up the new compressor and Freezer 1 RTU. He performed all necessary checks for the system and monitored the system to operating temperature of -40 degrees Celsius. This work is ultra-low temperature refrigeration requiring specific training and knowledge. Hector met with the customer on sight and complete all tasks requested by the BioMat refrigeration engineer. Our customer John Farley of a Grifols voiced his satisfaction to me, and how pleased he was with Hectors work and professionalism.

-Nominated by Timothy Provencio, Service Tech - Level 6

Francis Patton, Service Tech - Level 2: Attitude

Francis has been recognized by senior management at Publix in the last quarterly review. The retail District managers for Publix wanted me to know that his attitude and care for their stores was exceptional. Francis has a great attitude and always smiling, making it a pleasure to work with in the stores. *-Nominated by Bob Thomas, Vice President, General Manager*

Hector Perez, Service Tech - Level 2: Commitment to Add Value

Hector never complains and is always willing to take the extra calls. He is also progressing at a quick rate and is extremely valuable to our team *-Nominated by Jason Clark, Manager, Service*



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Jason Jones, Manager, Installation: Commitment to Add Value

Jason hired on in August from Enreps Commissioning. He was a former employee. Jason hit the ground running, immediately embraced and owned the HEB Appliance projects. His leadership has made them our most profitable business. His reputation with HEB and the Refrigeration Market put him on the Frontline. HEB immediately shifted to calling him. His dedication, new processes, management has made this program a success both from Customer Satisfaction and profitability. Jason, when I say add value I mean both Customer retention and profitability. Your work is outstanding, the customer depends on you and you help bring this program together to the success it is now. We did 5.6M dollar worth of work at 25%, not including 512K in the Corp RP cost center for HEB. Thank you Jason, you are a Valued partner! *-Nominated by Matt Burris, Regional Director, Installation*

Our Customer HEB awarded us a huge program of projects in the Mid-South that have been confusing, challenging and very difficult to manage. Jason Jones was hired in the middle of this program and immediately took the project by the reigns and continues to work to deliver the customer the product and service they need. Jason Jones stepped into a huge and complex program of Refrigerant Retrofit projects that has been severely more complicated and intense than even the customer could have known. He immediately earned the trust of the customer, so much so, that they started communicating almost solely through him. He has not only helped us resolve our issues, but helped the customer learn and resolve issues on their side, including challenges with equipment vendors, OEM providers and logistics. He has gone above and beyond to make sure we as a company did not fail in this first phase which is critical to securing more work over the next several years in what will be the largest refrigeration retrofit program the state of TX has ever seen. He's taken call's 24 hours a day, sacrificed family and personal time as well as become a confidant of our field people in just a few short months. He's kept the frustrations and challenges to his peers and supervisors and displayed a great and optimistic attitude to his direct reports, the customer and others involved in the program. He's been a great add to the team and organization and will continue to be a valuable player. *-Nominated by Robert London, Director, Operations*



Pictured: Jason Jones & Matt Burris



2019 Quarter 4 WINNERS!

Lisa Pitt-Cerecedes, Manager, Regional Business: Attitude

Lisa has been a huge asset to the entire Mountain region in this last quarter. Lisa has gone well above and beyond with assisting all the managers in preparation for year end, managing dispatch, and helping with the inventory process in the Az branches. Lisa has worked tirelessly long hours to make sure we all get done what is needed for a solid year end finish without missing a beat. Lisa's attitude has been an example of what has enabled this company to grow. *-Nominated by Jerry Dilley, Manager, Service*

Mark Nierodzinski, Service Tech - Level 7: Attitude

First of all, Mark has been at Source for 26 years. It takes a hard working attitude, ethic and endurance to perform at the level Mark has in this business for that long of a time. I appreciate the no nonsense, old school approach to his craft and the attention to aesthetic and professional detail that makes us all look good. Mark leads by example and is always game to tackle the most difficult projects and service issues. I appreciate Mark's willingness to travel to Portland for a couple of different trips this winter; he was a big help to the Portland crew and helped wrap up a large project here. Mark has consistently demonstrated the attitude it takes to do this job for 26 years, much thanks and respect. *-Nominated by Corey Kastama, Regional Director, Service*



Marshall Barrett, Service Tech - Level 6: Service Excellence

I'd like to thank you and your team for the fantastic job you are doing at our River Stores in Az. and the Reno area stores. The management of each location is grateful to have Source on board. Please pass this on to your service teams, as they deserve the recognition. With that stated, I am wondering if you and Marshall are ready to take the last of the River location stores, SM191 in Bullhead Az.? Please let me know what you think as soon as possible, but now would be a good time, as it is going in to the better part of the year so Marshall can get it in the mix while call volume is low. *-Nominated by Douglas Wolfe, Manager, Service*



2019 Quarter 4 WINNERS!

Matthew Burris, Regional Director, Installation: Commitment to Add Value

The Mid-South region experienced an incredible amount of turnover throughout the ranks during the summer, including some key positions. Matt stepped up and worked tirelessly to support as many functions as he could to keep the Mid-South operating. The Mid-South as a whole experienced a very rough transition in the middle of summer. Matt worked tirelessly, mostly 12 hour days and many weekends to keep as many balls in the air as possible. He stepped in and assisted in estimating, vetting and coordinating vendors and customer expectation on what will probably be the largest single contract job Coolsys has ever performed, Flow Chem Mark II. He also kept the installation group moving forward after losing his Primary Installation Manager as well as filled in and supported me in the temporary General Manager role, including multiple forecast updates, budgeting requirements and all the day to day tasks that are required to make it through a very busy summer. I know he himself would be the first to point out all the things that did not go as planned, but he personally sacrificed a great deal to do what he could to keep the train moving forward. I appreciate all of his effort, commitment and dedication to the company and the people he works with. *-Nominated by Robert London, Director, Operations*



Pictured: Monty Boyer & Matt Burris

Pamela Watson, Coordinator, Service: Commitment to Add Value

When we had a coordination staffing shortage Pam stepped up to the plate right away and volunteered to help support. I didn't have to ask, Pam saw there was a need and immediately took on the responsibilities of the role. During this time period Pam never complained, was diligent, ensured all items were up to date. Pam took ownership of this role and was willing to do anything necessary to ensure the responsibilities of this role were taken care of until we had people in place to do so. By taking on the additional workload she alleviated any potential burdens to the rest of the team and allowed for us to properly train another team member so the aspects of the role which needed to be supported locally could be. *-Nominated by Keisha Thomas, Manager, Regional Business*



2019 Quarter 4 WINNERS!

Ronald Jeffrey Porter, Foreman-HVAC: Attitude

Jeff Porter always has a positive attitude regardless of the situation. There are plenty of days that we have major hurdles and Jeff maintains a positive outlook through even the hardest of tasks/ Hurdles. His positive attitude is reflected in everything he does. He constantly praises and offers help to all of the HVAC installers. His positive attitude is contagious. I have had a number of general contractors call in and give Jeff praise for the way he handles business and mainly his attitude. We win projects because the customers know Jeff will be involved with their jobs.

Jeff is a valuable asset that should be recognized. *-Nominated by Michael Leewright, Supervisor, Installation*

Steven Starling, Supervisor, Service: Integrity

Steven Starling has been with Source Refrigeration for 9 years. He gives 100% at all times. Whether it is training younger to the industry technicians, to being the guy that is always willing to step up to the plate on a weekly basis with supporting my role as Service Manager in Jacksonville. Steve is a guy that would be embarrassed by me putting him forward for any recognition as he takes his role as just being part of his job.. Which goes to show the quiet dedication and mostly unnoticed contribution to the company over the years. I believe his time has come to be recognized as being part of the leadership team here at the Jacksonville office and out in the field. Thank-you Steve for your support and all that you do. You are greatly appreciated mate. *-Nominated by Deane Ellis, Manager, Service*