



## 2020 Quarter 1 WINNERS!

### Abel Acuna, Service Tech - Level 3: Attitude

Abel is 1st guy to call for work every day. Follows through with any task given. Abel is always helping out other teams when they are overwhelmed with P1's. Overall solid tech. Glad to have Abel on our team. *-Nominated by Leroy Hinojosa, Service Tech - Level 4*

### Afrim Gashi, Service Technician: Integrity

All of our technicians are on the front line and showing great levels of bravery and integrity and I am extremely thankful to all of them. I would like to nominate Afrim Gashi because he has shown a level of bravery and integrity during this covid-19 epidemic that I admire tremendously and is quite inspirational. He lives and works out of Bronx, NY and everyone knows that can be a challenging city to work in during normal times. He comes to work everyday and does his job while following all the recommendations set forth by the CDC, WHO, his governor, and Coolsys, but most importantly, uses common sense and stays calm. During our company wide Zoom meeting he was one of the voices of reason on the call. When some people seemed panicked he spoke up and reassured people that if they just stay clean and follow procedures, we would all be fine. He is on the front line, literally because of where he lives, but still acts and says all of this while knowing that he cannot bring covid-19 home to his wife who is at home with serious underlying conditions. He is an upstanding, dependable, leader and co-worker and I admire his integrity and actions during this extremely difficult time. *-Nominated by Jim Ligoci, Manager, Service*

### Alex Kapelkin, Senior General Foreman: Technical Expertise

Alex Kapelkin recognized a need for CO2 refrigeration training at the local level. He took it upon himself to add to his busy workload and made time to review some local Transcritical and Subcritical CO2 job sites that RSI services in preparation for technical training. Alex went out of his way to obtain the P&I diagrams, mark them up for training use and prepped detailed subject matter. Alex structured the training for both theory and job site interaction and executed flawlessly. The feedback from the team was very positive and the knowledge and experience obtained by the crew will surely yield safer, more efficient service. *-Nominated by Way Chiu, Service Manager*



## 2020 Quarter 1 WINNERS!

### Andres Palafox, Service Tech- Level 6: Service Excellence

Andy has been on team for a few years. We have worked in same branch for many years. Andy is always willing to help out and go the extra mile to help out he is very Dependable . If I ask him to do something he always gets it done and doesn't complain. He is very good at generating billable work

*-Nominated by Ken Solis, Service Tech- Level 7*

### Andrew Palisch, Electrical Designer: Service Excellence

Other the last few months, I have been trying to express the importance of owning your work. I have been able to work closely with this nominee on a current project and he continues to impress me with how he seriously he has taken what I said to heart. This individual is learning a great deal and improving our designs because he has taken pride in what he's designing. He's showing that he is eager to learn and won't stop until he fully understands what he's putting on paper. It's this level of commitment that will help us improve the quality of work and keep bringing in new work.

*-Nominated by Peter Arvay, Senior Project Manager*

### Arika Johnson, Executive Assitant: Service Excellence

Arika goes beyond the call of duty with her help to the FP&A team during last years budget crunch as well as the more recent ARES board meeting. This includes working late and coming in on weekends to help us with her great powerpoint skills

*-Nominated by Joe Blanding, VP FP&A*

### Chris Huang, Software Developer 2: Service Excellence

I'm nominating Chris Huang for Excellence in Service. Chris recently worked on a project for API integration for Corrigo and SMS. When she works on a project, she sticks with it and makes sure the entire project is completed accurately and in a timely manner. She asks great questions and applies that information when working on the project. She does a great job making sure the project will work for all portions of the business. So she makes sure the information is getting updated properly for Call Center, Dispatch and handheld devices for the techs through all stages of their work order right up to getting the invoice billed correctly to our customer. She regularly updates business owner/customer throughout the project rather than waiting for them to come to her for an update. She is a pleasure to work with and I really appreciate her efforts on this project.

*-Nominated by Camille Cox, Manager, Customer Accounts Specialist*

EMPLOYEE RECOGNITION PROGRAM

# VALUE COIN Awards

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

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

## 2020 Quarter 1 WINNERS!

### Brett Wetzel, Service Tech- Level 7: Technical Expertise

Brett has helped from fixing anything mechanical or electrical, also walked me through Controls issues and design issues. Variety of issues have been resolved by Brett over the phone and in person. He is the only one who deserves this award. *-Nominated by Mauricio Reyes, Service Tech- Level 5*

Brett Wetzel, for one, is a tremendous tech, boss and a wealth of knowledge. On countless occasions he has helped me with diagnosis anytime of day or night. He is always, willing to help and use the opportunity to teach. He teaches in ways easier to understand if you don't understand it the first time he takes the time to explain again without getting impatient and has the ability to explain it in multiple fashions. He is a very good asset to have and I know the Dallas guys feel really lucky to have him around. *-Nominated by Greg King, Service Tech- Level 4*



Pictured: Brett Wetzel and Matt Roth

When reading over the description for the Technical Expertise coin, you see keywords and phrases such as “elite”, “ high levels of performance”, “applicable real-world”, “mentor ship”. There is nobody that comes to mind faster than Brett Wetzel. If you’ve ever worked with Brett on a job for more than 5 minutes, you start to see how far his expertise is known. He will get phone call after phone call from across the country from Coolsys techs and other companies. These are technicians who have exhausted all other avenues to get a problem solved. Within a 5 minute phone call, Brett has sent them down the right path to getting the issue solved. He never comes right out and tells you exactly what is wrong and how to fix it though. He guides you through how he got to the solution and works with you to make sure you understand the hows and whys. It would be so much easier and quicker for him to just give the tech the answer and get back to what he is doing but it would not teach the tech. And that is what is always first and foremost for Brett. Sharing his knowledge. At times it seems like his knowledge in this field is limitless. For the few things he doesn’t have direct, hands on knowledge of, he has read about and gone to great lengths to understand. He is always reading technical updates and bulletins to further his knowledge and is always sending out emails to help further our knowledge as well. Recently, he put on a class for 14 techs in the DFW branch for Novar / Sams Club training. He put together a flash drive with all





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the information you could possibly need to address and fix any problems at a Sams club. While onsite, he went through the racks and made sure all the techs had working knowledge of the systems. No matter the questions you would throw at him, Brett was not only ready with an answer, but an explanation for how he arrived at the answer.

I don't believe there is a technician out there who everyone would unanimously agree to for receiving this award other than Brett. I don't believe there is a technician out there whose name is known as far and as wide for their expertise and dedication to this field as Brett's is. *-Nominated by Kristoffer Lewis, Service Tech- Level 4*

Brett is the exact definition written for the Technical Expertise Coin. I can't count the number of times he has answered his phone to walk me through different programming issues with e2, novar and vfd controls throughout my 4(ish) years with our company. He is one of the busiest men I know but always takes time to answer or suit up and show up for an opportunity to teach and take care of our customers. I feel like this coin was created for Brett Wetzal and he should receive it. *-Nominated by Kyle Taff, Service Tech- Level 5*

### Chris Glenn, Foreman: Commitment to Add Value

Chris knows that the jobs need to get done. He has continued to keep this aspect in mind during this tough time. The look ahead and continual process of moving forward in difficult job site constraints with environmental navigation on the minds of everyone. Chris keeps his project managers informed of what is happening onsite so that the office team can make decisions on what is best for the company. He also has solutions for job starts and stops and picks up where is needed. He is a valuable member of the ABC Construction team. *-Nominated by Aimee Chiore, Project Manager*

### Conley Lyons, Service Tech- Level 1: Commitment to Add Value

I can count on Conley for any and all special projects. His willingness to listen, act and learn is second to none. He will surprise you with his knowledge and creativity to finish a project or job on time. He is a great asset to our team. I look forward to more projects with Conley's help. *-Nominated by Riley Goodman, Service Tech- Level 5*



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### Dana Erickson, Manager, Call Center: Service Excellence

In response to the coronavirus outbreak, we were trying to get everyone who could work from home up and running. This turned out to be a little tougher for the Call Center folks as there was no way to take queue calls from home. We would have to install the little-tested Sip Softphone and configure it on each agents computer. There were simply too many agents as the IT dept was slammed trying to get everyone working from home. Dana (and her crew!) went to work gathering all the necessary info we'd need and actually installed the Softphone software on all the machines FOR US! All we had to do was configure the backend and people could start working. Dana saved the day on this one and we got people working from home faster because of this! There is so much more that she has been helping us with but i dont want to take up too much space! *-Nominated by Josh McCord, IT Support Specialist*

### Dannette Weisman, Representative, Customer Service: Commitment to Add Value

DANNETTE IS ALWAYS THE FIRST PERSON TO HELP LEARN A PROCESS FOR NEW CUSTOMER. SHE GETS AN UNDERSTANDING OF WHAT THE CUSTOMERS EXPECTATIONS ARE, AND THEN LETS THE DISPATCHERS KNOW WHAT IS NEEDED AND THE PROCESS. SHE IS ALWAYS WILLING TO HELP OTHERS UNDERSTAND AND ALWAYS PUTS THE CUSTOMERS NEEDS FIRST. SINCE HAVING TO WORK AT HOME DUE TO COVID-19 SHE IS ALWAYS HELPING WITH GETTING TECHNICIANS THEIR PM PACKET PAPERWORK AS DISPATCH ISN'T IN THE OFFICE. DANNETTE GOES ABOVE AND BEYOND EVERY DAY HELPING OFFICE STAFF AND TECHNICIANS TO THE BEST OF HER ABILITY. WHENEVER I HAVE A BILLING QUESTION I ALWAYS GO TO HER! SHE ALWAYS HAS THE ANSWER AND IF SHE DOESN'T(WHICH IS VERY RARE) SHE IS ALWAYS WILLING TO HELP GET THE ANSWER AND LEAD YOU IN THE RIGHT DIRECTION. DANNETTE YOU ARE VERY APPRECIATED FOR YOUR ROLE IN THIS COMPANY! KEEP UP THE GOOD WORK, IT DOESN'T GO UNNOTICED HOW HARD YOU STRIVE FOR EXCELLENCE! *-Nominated by Shanda Baker, Dispatcher*



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### David Bell, Administrator, IT Systems: Attitude

Issue: COVID-19 emerged out of nowhere requiring us to enable an emergency work from home plan to continue to support our customers effectively. What Associate did: Just as quickly as COVID-19 moved into America, CoolSys needed to enact the ability for the Call Center and Dispatch agents to be able to work from home and still support both our internal and external customers. David Bell's knowledge and recommendations were immeasurable. He assisted in the phone software re-configurations allowing us to switch agents from taking phone calls through a desk phone to softphones, enabling us to take the same queue phone calls through the computer. He diligently sourced for USB compatible headsets from multiple suppliers and placed orders quickly allowing us to get the supplies we needed for our team members before they were sold out due to the high demand. Even once the Call Center, Dispatch and Purchasing agents transitioned to working from home, David has tirelessly worked to support them as needed to ensure the service levels to the customers have maintained including being available during nights and weekends for the Afterhours associates. Thank you so much David. Your hard work and commitment to our customers and employees is exceptional. *-Nominated by Dana Erickson, Manager, Call Center*

### David Burdick, Service Tech- Level 1: Service Excellence

When I arrived at Legacy, Dave Burdick took me under his wing and showed me the ropes. I was impressed that he was so thorough in the service and repair of ice machines and other food service mechanical equipment. He is an inspiration to his coworkers and exemplifies the Legacy standard and core values: Integrity, service before self and excellence. Please consider Mr. Burdick for this award, Dave is Legacy. *-Nominated by David Blake, Service Tech- Level 2*

### David Zavala, Service Tech- Level 4: Attitude

David has quickly become the go-to tech here in Austin. His technical expertise is unparalleled but on top of that his great attitude towards his job and the team as a whole is what truly makes him one of the best overall techs in the company. David can be sent to the most complex of issues, being his, or assisting a team member and always remain positive. In his words, he will do all he can to help this branch succeed. *-Nominated by Luis Mendoza, Manager, Service*





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### Dragan Matorcevic, Service Tech- Level 2: Service Excellence

I work with "The Dragan" on a regular basis, working on projects and other service related issues. He always has a good attitude, unparalleled work ethic, and a thirst for knowledge. On multiple occasions, I have had Publix managers comment that they have confidence in Dragan. The managers state that they know that he will take the time to fully understand and resolve any of their issues. This type of recognition from one of our tougher customers, goes a long way in helping us maintain positive customer relations. *-Nominated by Andy Burkett, Service Tech- Level 7*

### Elaine Rombousek, Manager, Executive Administration: Service Excellence

I'm nominating Elaine for the Value Coin because she always goes above and beyond for BRR. I have never worked for a company where someone put their staff and company before themselves. Elaine always bends over backwards to help her employees and to make sure we have what we need in order to get our job done. She shows excellent management skills and top notch customer service. Whenever you have a question shes there to answer it. *-Nominated by Autumn Kessock, Administrative Assistant*

### Eric Campbell, Foreman: Service Excellence

Met Eric Campbell at a Whole Foods in Austin Texas. Meeting was to go over several items that were missed. Our team Coolysys Energy Design worked on the drawings for WF. Several items were missed but Eric came to the meeting not to blame. But to come up with solutions. And Eric did; all written in his note pad. One thing I noticed about Eric was his commitment to ensuring the project was completed correctly and satisfying our customer. Eric was professional and to the point. Equipment manufacturer did not provide one of the items for the refrigeration equipment. And Eric had to re-circuit the entire panel with all new switching. Eric sent me a photo of his work and I was very much so impressed. It is for these reasons I am nominating Eric Campbell for Service Excellence and his professionalism. Thank you. *-Nominated by Louis Sandoval, Refrigeration Designer*



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### Ermelinda Muskaj, Senior Electrical Designer: Attitude

A few weeks ago we were presented with an issue. Being in the Northeast we have been facing serious travel restrictions and concerns around being out in public due to COVID-19. One of our active and demanding clients requested that we complete three surveys in a short amount of time. Understanding the travel concerns, our leadership team asked for volunteers to conduct these surveys. The person I am nominating responded within minutes offering to conduct all surveys to minimize exposure for the team. This simple example had a meaningful impact on the team. It is also not the only example of when this nominee has stepped up. Countless times she offers guidance and advice to the newer staff, always with a smile on her face. She's an early riser but often the last one out of the building. She's also a great cook! *-Nominated by Peter Arvay, Senior Project Manager*

### Greg Johnson, Supervisor, Service: Attitude

Not only an excellent service tech and manager but one of the best attitudes in the trade, an excellent person *-Nominated by Kurtis Bannach, Service Tech*



Pictured: Greg Johnson and Kurtis Bannach

### Guadalupe Corral, Service Tech: Service Excellence

He is one of the most accurate and perfectionist technicians I have met in almost 20 years of experience. He is also very kind and is always willing to teach and offer a little bit more. In this branch we have learned a lot from this man. *-Nominated by Pablo Alvarez, Service Tech*





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### Jaclyn Fernandez, Purchasing Agent 1: Attitude

Jackie was thrown into taking over installation coordination duties for the Southwest region. She took it upon herself to get to know the Techs, managers and what they needed to make sure it was a smooth transition. It was stressful at first, but she took it all in stride. She has a great attitude, always smiles and has a great sense of humor even in times of stress. She is a great fit for our team, and has a calming voice during the transition. *-Nominated by Bernard Rowlett, Purchasing Agent 1*

### Jaison Koss, Dispatcher: Attitude

During these difficult times and some hard decisions, Jaison has always kept a good attitude. Having been in that position during the recession it becomes nerve racking when there is no work to keep techs informed and happy *-Nominated by John Brewster, Service Tech*

### Jake Schneider, Service Tech: Commitment to Add Value

Jake came to us from the electrical contractor world a few years back with minimal experience but he seemed like a go getter and wanted to work so we gave him a shot. Since, Jake has done nothing but excel in all areas. His technical ability is increasing faster than any I have ever seen. He has a very good ability to just figure things out and get it to the DONE part all on his own. His attitude has been nothing but great since day one and he is always willing to help out (other techs & office) while promoting the company in a positive manner. To be honest, when I got to question 11 above I didn't know which value to choose because he would qualify for all of them, for these reasons I nominate him. -

*Nominated by Mike Turner, Manager, Service*

### Jay Manzano, Sales Process Manager: Service Excellence

I started working with Jay on Walmart projects and he has helped me gather information, contact people and has helped me get everything that i needed in order to complete my job and my paperwork. Jay has gone above and beyond and i know he deserves recognition. Always with great attitude. -

*Nominated by Byron Dubon, Supervisor, Installation*



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### **Jeri Griffin, Billing Specialist: Commitment to Add Value**

I would like to nominate Lyne for a value coin , One of Lyne's responsibilities is handing the Carb / refrigerant leak reporting for multiple customers, however specifically this relates to Whole Foods and the end of the year reporting. We received a call from Whole foods along with a spreadsheet related to sites where refrigerant reporting needed immediate attention & action in order for Whole Foods to file /report for 2019. Lyne without any hesitation took on this task of researching the deficiencies & updating the reporting, all this had to be completed within a 48hr window to stay in compliance with carb filing, allowing Whole Foods to report on time which was successful due to her hard work & dedication. Whole Foods is a National Account & Lyne's attention & prompt action into this matter adds value to RSI & the customer. *-Nominated by Mark Field, Specialist, Customer Accounts*

### **Jessica Smith, Employee Engagement Specialist: Commitment to Add Value**

Jessica does a great job of continuing to administer the value coin program, brings employee engagement in everything she does from helping with training center, Anaheim relocation to keeping people engaged. *-Nominated by Robert London, Director Operations, Installation*

Jessica has gone above and beyond for the training and development of our service techs on top of all other employee engagement task she already does. Jessica has helped me with whatever I need when instructing classes . This value coin of commitment to add value is well deserved *-Nominated by Mike Reed, Service Tech-Level 7*



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### John Russell, Foreman: Technical Expertise



I am nominating John for his hard work, dedication, and innovative spirit he put forth on the Training Center build-out project. John was an integral part to the training center build-out and his technical expertise took an idea and what was done in the past and elevated it to be what the training center is now and what it will continue to be. John took the time to think through not only what was needed to meet the goal but thought through situation to elevate the existing ideas and help create a truly impressive training center. Through the help and guidance John provided that training center is on its way to be a great resource for all our technicians for years to come. Thank you John for your endless expertise and guidance on this project and all you do for CoolSys.

*-Nominated by Jessica Smith, Employee Engagement Specialist*

### Jose Rivas, Start Up Tech: Service Excellence

Excellent customer service/ work well with installation team and Service team. Multitask on both fields..

*-Nominated by Andres Patino, Start Up Tech*

He help me, teach me how to become a better pipe fitter and he teach me start-up skills. Never say no to help others. *-Nominated by Jhonatan Ivan Gutierrez Zapata, Apprentice 1*

### Jordan Torbitt, Service Technician: Attitude

Jordan has continued to grow as a Technician and is always trying to further his Abilities in the field. He is also been very engaged in creating EMS work in older markets where retrofits are needed. -

*Nominated by Scott Lees, Manager, Service*





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### Joseph Nelson, Service Tech- Level 5: Commitment to Add Value



With everything that's going on in the world Joe is still traveling and staying in hotels and helping other branches so he can stay busy says a lot for his attitude  
*-Nominated by Bruce Bachman, Manager, Service*

### Jun Mendoza, Mechanical and Plumbing Designer: Technical Expertise

Jun is one of our talented Mechanical (HVAC) and Plumbing Designers at CoolSys Energy Design. Aside from his expertise in these fields, he is a very experienced leader in the use of Revit. Revit is the software we use to design our projects in 3D to produce highly coordinated and accurate design plans. While Jun's main job is not managing the use of Revit in our CA office, he is always willing to help teammates whenever questions come up and also leads our in-house Revit training program. He is one of our most skilled Revit users and helps our whole team provide better designs, day after day. Thanks for all you do, Jun!  
*-Nominated by Ben Rosenzweig, Vice President, Engineering Operations*

### Karen Billings, Representative, Accounts Payable: Attitude

Despite an ongoing painful medical condition, Karen has maintained a positive attitude. She is always willing to help her co-workers if needed and is quick to reply to emails. Karen demonstrates the ability to continue to work through whatever obstacle might come her way. She is a perfect example of a dedicated employee that is part of the Coolsys company.  
*-Nominated by Sue Sandoval, Representative, Accounts Payable*



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### Justin Oloughlin, Project Manager: Service Excellence

Recently Justin temporarily joined my team to help us get caught up on a backlog of CenturyLink EMS jobs. Working closely with Robert Phippen and myself Justin was able to help us deliver the projects to CenturyLink early. Justin also helps us drive down equipment costs by suggesting a new vendor to power meters. Justin's actions help both our top and bottom lines, way to go! *-Nominated by Michael Ellis, Senior Project Manager*

What Associate did: I'd like to nominate Justin O'Loughlin and Fred Toralla for their work on the Walmart "SubM" Submetering project they have worked tirelessly to make a success. Last year we participated in a proof of concept store and then were awarded stores for install last year and this year. The opportunity we were given on a project that involves every store in the Walmart fleet was huge and Justin and Fred made a great impression not only with the Walmart Renewables & Energy Team but also with all parties involved including the outside project management team, material supplier, and cabling contractor. The customer gives consistent positive feedback about the whole team but has specifically mentioned Justin and Fred numerous times in the past 11 months. From Justin driving to the proof of concept store so he could receive materials next day air at home on a Saturday, installing over Memorial Day weekend at the customer's request, to proving that two guys could flawlessly execute what most teams with twice the manpower could not and that comes directly from the other contractors gasping in disbelief at the pre-bid this year....."no way just two guys and they did the refrigeration tech portion?".....Yes way! I have a team of very humble guys who'd probably say, "I'm just doing my job" and definitely do not want any special recognition but I can only be worn down with customer compliments for so long before I absolutely have to honor them for their work! I think the most fitting category would be Excellence in Service because they are consistently going above and beyond what the customer expects. Impact of Associate's Actions: Helped land CoolSys Energy Solutions 185 submetering projects for Walmart in 2020

From the Customer: - See email from Seth below and he is very excited I can pass on a more summarized version of his comments over the past year

From: Seth Sade <Seth.Sade@walmart.com>  
Sent: Thursday, April 16, 2020 9:55 AM  
To: Ashley Nettles <annettles@coolsys.com>  
Subject: RE: Quick Favor-Award Nomination for Fred & Justin  
Hey Ashley,



## 2020 Quarter 1 WINNERS!

First of all, I think it's great that you are nominating both Fred and Justin. Last year they did an exceptional job installing our submeters at our stores. Not only did they install the meters, they managed a team to get the meters installed on time and also provided refrigeration tech services at the same time. We had positive feedback from store management, Loeb, Walmart Corporate, and DENT for work performance and communication. Wachter seemed to have no issues getting data cables installed post install and Geoffrey made a comment earlier this year about how well the DENTs were programmed and how organized the data was. Having DENT match Phoenix is crucial to this program, and CoolSys has knocked it out of the park. I'm glad that Fred, Justin, Ashley, and CoolSys in general are participating in this year's program and look forward to working with them on this year's installs! Thank you too Ashley for all your hard work on this program. I know it's not the easiest, but you are doing an excellent job and am happy to be working with you!

Thanks,

Seth Sade, CEM, CMVP

*-Nominated by Ashley Nettles, Senior Project Manager*

### **James Chuong , Manager, IT Service Desk: Service Excellence**

COVID19 prompted immediate transition to work from home and quickly needed everyone setup to be able to work remotely. Initially it was the rush to get everyone relocated with single monitor and basic setup; quickly realized that to be productive needed the full office setup with dual monitors and docking stations for most users due to extended WFH needs. Computer hardware like laptops, monitors, cables, docking stations and meeting accessories suddenly ran out of stock with every vendors and suppliers and had to use every resources and channels available to find them. Amidst all these challenges, James and his team was able to coordinate, track and manage the distribution and delivery of each and every requests as well as coordinate resources to address the service requests. In a matter of few days, 600+ users were onboarded on VPN to be able to work from home with the resources they needed thanks to James' resourcefulness, dedication, hard work and a great attitude. Internet connectivity in many situations are still not adequate to be able to stay connected on VPN without frequent connection drops and some users are still waiting on headphones and other required conferencing accessories due to supply shortages. There are still several other challenges coming up on a daily basis, but overall , thanks to James' leadership in IT Service Desk, we are able to address timely those issues and concerns.

To celebrate James' accomplishments in this regard, I recommend him for the Covid19 service excellence award! *-Nominated by Tomy Joseph, Director, IT Infrastructure*





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### Ken Lago, Sheet Metal Fabrication: Technical Expertise

Issue: Working in the sheet metal shop at ABC-Coolsys is a technically challenging job. Normal routine has us producing custom fittings and ductwork as well as curb adapters, bracketry, hardware, drain pans, and trim parts. The pieces designed and manufactured supply every division of our company. Ken uses his considerable skill in metalworking, fabrication, machining and welding to produce needed items which would otherwise be commercially unavailable. His skill and expertise allows our company to effectively and efficiently handle situations where the need for custom metalwork is required. I am proud to be his coworker. *-Nominated by Robert Church, Sheet Metal Fabrication*

### Lisa Pitt-Cerecedes, Manager, Regional Business: Integrity

Any time there is a issue I lean on Lisa for support and if she doesn't know she finds the answer. Then she gets back to me in a timely manor. And if mistakes are made and her team is at fault she assumes all responsibility and handles the matter promptly. That is a wonderful trait. This is why I am recognizing her for the integrity coin. *-Nominated by John Hyman, Manager, Service*

Our manager Cynthia Rollins, is out of the Brea, CA office. Lisa has always gone above and beyond in assisting myself & Patrick Cooke. If I have any little questions about office stuff or have some computer issues, I can check with her first to see if, she can assist me. This keeps down Help ticket requests from me & enables me to get back to work much faster than waiting for when IT has a chance to assist me. She is always trying to remember to included us in other office activities so that, we are not left out or forgotten. Lisa does this always, with a positive attitude and friendly manner even though, we are not under her supervision or in her realm of work. She doesn't make Patrick or I feel as though, we're inconveniencing her. Shes a great asset to Coolsys. *-Nominated by Susie Sanchez, Coordinator, Operations*



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### Mandi Fallon, Manager, Regional Business: Service Excellence

This quarter, I have had the absolute pleasure of working with Mandi in regards to new client on-boardings, and the day to day dealings with new customers. These customers have included, Corrigan, Cookie Factory, Chowbotics, Aramark, and JJB Pizza Brands. We all know how crucial new clients are to our business, and Mandi has always gone above and beyond to ensure a flawless delivery to the clients. From her delivery on the call, to executing even the smallest of details, and always doing it with a smile, she makes the CoolSys clients feel 100% confident in awarding us the work. Being in sales, and always traveling, the time change can be rough, however, regardless of the time it is in Florida, she always responds and gets me what I need to satisfy the customers. Mandi is truly an amazing working, and person, and its no wonder Steve and Veronica have her on board the team. *-Nominated by Jacqueline Loftis, Enterprise Account Manager*

### Mark Richardson, Sheet Metal Shop Forman: Technical Expertise

Mark has been in the sheet metal industry for over forty years, and with Arjae since day one. The knowledge and pride in craftsmanship he shares with the rest of us is priceless. He is one of the last old school fabricators. He understands the value of developing a repeat customer base and consistently reminds us all of that importance. *-Nominated by Terry Heupel, Sheet Metal Shop Forman*

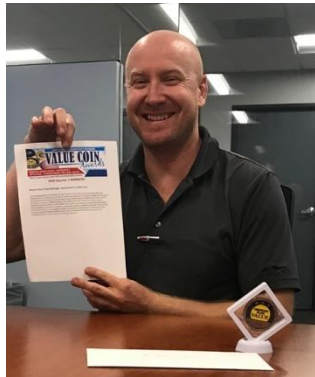


Pictured: Mark Richardson and Terry Heupel



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### Mathew Pace, Project Manager: Commitment to Add Value



I am nominating Matt for commitment to Add Value for many reason, but most noteworthy is his contributions to the training center build-out. Matt was assigned as the project manager for this project and he went above and beyond to ensure the success of the project on a tight timeline. Not only was this project a success on timeline because of his watchful eye, but at every turn he was trying to maximize resources to come in under budget with trying to use equipment coming off job sties there were just going to be trashed. He helped to manage the numerous obstacles the project faced and did so with great success. I am so grateful for Matt's contributions to this project and for keeping calm under the pressure. Thank you Matt for all you do, our company is better because you are in it! *-Nominated by Jessica*

*Smith, Employee Engagement Specialist*

### Megan Harder, Representative 2, Payroll: Commitment to Add Value

she has helped everyone to get thru the new owners process *-Nominated by Neal Barrett, Service Tech*

### Michael Polson, Business Development Manager: Commitment to Add Value

I have had the pleasure of working with Michael on a Cardinal Health project, for the last 2 months. I have received the best sales and technical support possible, while performing one of the most important projects of this decade. The project consist of building multiple refrigerated storage warehousing for the COVID-19 virus medicines and shipping gel packs. Due to the medical urgency, we have been working as a true team on an accelerated basis. I would work any project, at any time with Michael. He is a asset to the Coolsys team. *-Nominated by Paul Esposito, Supervisor, Installation*







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### **Michael Reed, Service Tech - Level 7: Commitment to Add Value**

Michael Reed always has a great attitude and is always willing to work and go above and beyond to help out the team *-Nominated by Jason Clark, Manager, Service*

I recently attended training, and was blown away by how committed my trainer, Mike Reed, was to helping our group learn the level 5 material. I wanted to make sure that the company knew about his efforts. Not only did he do an excellent job presenting the material and addressing our questions during our scheduled training time, he also spent his evenings with our group during our nightly study sessions. He was no longer on the clock, but was still willing to spend his time answering our questions and going over examples as we studied what we had learned that day. I appreciated his efforts and his expertise that he was able to share with us. *-Nominated by Laren Barfuss, Service Tech - Level 4*

### **Michele Zimmerman, Administrative Assistant: Commitment to Add Value**

Michele is the employee many organizations would like to have on their team. She is willing to do whatever it takes to get the job done and is willing to work with everyone who asks her to assist. She has knowledge in a lot of areas within the office setting and excels with whatever she is asked to do. Michele is very dedicated and takes ownership of her job duties and works hard to do what is best for the entire organization. *-Nominated by Ben Wiles, Regional Director, Service*

### **Miguel Gallegos, Service Tech: Attitude**

He is always available to help and teach everyone no matter what you or where need it *-Nominated by Pablo Alvarez, Service Tech*



## 2020 Quarter 1 WINNERS!

### **Paul Esposito, Supervisor, Installation: Commitment to Add Value**

On the Cardinal Health Lakeland project, currently being executed for Chapel, Paul has been stand up in his involvement with our customer, the End User and Coordinating with all Trades to position us for success. The project was an Install that we were entrusted to provide: Engineering, Permit Submission and some angles of the project that typically fall on a Construction Manager or GC. In effort to stay ahead of things that have come up on this Pharmaceutical Cold Storage Essential project that is directly tied to regional support for COVID-19 for the Florida area, he has also gotten us additional opportunities on Change Orders/ additional revenue and kept us in the driver seat on the project as the trusted Mechanical/ Refrigeration Installer. It has been brought up by both Chapel Electric and Cardinal Health employee's more than once, that they are glad we had Paul on the project and "We would not be where we are today in the progress without Paul". I strongly believe this will get us aligned on additional bid opportunities. Paul represent's CoolSys well and his technical knowledge and willingness to provide solutions. The Value he brings to the table is impeccable. Keep up the solid work Paul and providing a great example for our teams in the SE. It is a pleasure to work with a Professional Tradesman of your level! I owe you virtual lunch. :-)

*-Nominated by Michael Polson, Business Development Manager*

### **Rachel Nguyen, Director, Materials Management: Commitment to Add Value**

The COVID crisis has put a strain on the entire organization as we scrambled to continue to serve our customers while ensuring the safety of our technicians on the front lines. Rachel's efforts (along with Richard Reeves & our own Parts team led by Mike Mccuin) worked tirelessly to secure supplies of masks, hand sanitizer, gloves, etc. when widespread shortages made that feat seem impossible. Rachel demonstrated tenacity, resourcefulness and creativity to overcome obstacles in the Supply chain that seemed insurmountable. Our techs appreciate the efforts she went to and so do we!

*-Nominated by Angela Collins, Vice President, Administration*



## 2020 Quarter 1 WINNERS!

### Ray Tripp, Manager, Installation: Technical Expertise

Ray Tripp was presented with a new challenging install project. Our company's first subcritical low temp/Liquid overfeed med temp CO2 install for Publix. For the duration of the project Ray stayed on top of all aspects of the installation. This was a first time full CO2 system install for Ray and his team. Ray worked directly with the Publix refrigeration team to make sure that the system was installed correctly and per their specs. Several issues that came up during the job were handled quickly and efficiently by Ray. Ray had to work with a difficult local inspector who asked to see and check things we have not encountered before. Then came the calling part of the project- the startup. Throughout the startup Ray worked closely with Hill Phoenix engineers and field service personnel applying his formal Hill Phoenix classroom training to get the store up and running and work through the all commising issues found as the startup progressed. I had the chance to spend a few days w Ray during the startup and was impressed on how well he carried his classroom training into the field on a complex CO2 system especially considering the fact that it was a first time for all of us. Ray is a Technical expert in the supermarket refrigeration field and I am honored to work with someone as well versed as himself. -

*Nominated by William Wyndham, Regional Director, Field*

Ray Tripp has taken me under his wing at a new Publix grocery store. He has explain how the CO2 system works in the grocery store and has answered all my all my questions and has plenty of patience.

*-Nominated by Bobby Abeyta, Supervisor, Installation*





## 2020 Quarter 1 WINNERS!

### Richard Reeves, Director, Purchasing: Service Excellence

All personnel in the MT Region Operations are Richard's customer. We count on him to come up with best pricing, help with AP issues that potentially cause customer issues, manage the purchasing and procurement logistics involved with getting the PPE to our field teams in the face of the COVID-19 crisis amongst a number of other things we ask. Richard never fails to answer the call from our teams when we are in need of his effort and expertise. He is present, accountable, reliable and the follow through on important issues to our teams is First In Class. Mr. Reeves, well done and thank you sir. -

*Nominated by Corey Kastama, Regional Director, Service*

We are managing a very fast paced, high profile and high value project in Texas with many sub-contractors as well as Coolsys technicians. This project is considered necessary infrastructure to the local jurisdiction, and the deadlines for project completion has not changed. With the COVID 19 recommendations changing consistently, we were potentially going to be in short supply of masks and hand sanitizer for the amount of people working directly under us. I reached out to Richard Reeves for guidance on securing more PPE supplies, and within hours of the request he was able to procure and expedite delivery of these critical items, helping to remove a road block the local team may have had in being able to continue to drive towards the necessary completion date. This is just one example of many where Richard has been asked for guidance and jumped in to help solve for an issue. We appreciate his commitment to adding value and supporting operations. -*Nominated by Robert London, Director Operations, Installation*

### Ruben Macias, Service Tech- Level 5: Technical Expertise



Ruben has been very helpful in my on boarding. Very knowledgeable and great tech support. -*Nominated by Jose Magallanes, Service Tech- Level 3*

Pictured: Matt Roth and Ruben Macias



## 2020 Quarter 1 WINNERS!

### Sean Gemberling, Administrator, IT Systems: Service Excellence

Sean and team at a moment's notice mobilized out workforce to be able to work from home. He work tirelessly at night and weekends to spin up servers, set up laptops, monitors and the likes to allow people to work from the safety of their own home. But with the current COVID situation aside. Sean has always been ridiculously available all hours of the day and night to help people and the organization to keep our IT up and running. He has a wonderful attitude and a true servant's heart. He is the calming presence when people are frustrated. Thank you Sean

*-Nominated by Jay Parker, President, Division*

### Sparkle Shamburger, Dispatcher: Commitment to Add Value

Sparkle has taken over multiple tasks while dispatch has gone under some changes. She schedules monthly and quarterly maintenances for all customers and makes sure they are completed in a timely manner. She schedules install of parts for both areas (Sac and Bay). She has taken on learning the new dispatch program 360 and is helping others to learn as well. She has trained newly hired employees. While Sparkle continues to do her day to day routine, she is continuously learning and helping others. She is a hard worker and is always willing to learn and ask questions when applicable. She adds value to the company, especially the dispatch team. *-Nominated by Michelle Billingsley, Coordinator, Service*

### Stevan Mussatti, Service Tech- Level 4: Commitment to Add Value

Stevan consistently shows unwavering dedication to not only the progression of excellence within Coolsys, but also within his fellow employees. He maintains vigilant communication with customers and bridges the social gaps between the customers and Coolsys technicians. Customers and technicians alike know that they can rely on Stevan to attentively cater to their needs. Stevan has made it abundantly clear that he is available for technical assistance, even when he is not working he answers his phone every time and helps in any way that he can. He has a refreshingly positive and upbeat attitude at all times, and is able to turn what seems to be a total disaster into a fantastic learning experience, leaving his fellow teammates more educated and having a positive outlook moving forward. He is the embodiment of the Coolsys mission of making a positive impact in our local community through excellence of service. As a result of Stevan's consistent positive attitude mixed with technical excellence, the local Coolsys customer base continues to grow exponentially as well as the technical expertise and overall positive of his fellow technicians. *-Nominated by Andrew Canham, Service Tech- Level 5*



## 2020 Quarter 1 WINNERS!

### Steve Gayle, Business Account Manager: Technical Expertise



Steve Gayle is hands down the most experienced person in the company when it comes to CPC/Emerson products. I have even been with him at the CPC/Emerson factory and he can do things with their systems that they can't do themselves. I have been in the controls industry for over 25 years and have never had the privilege of working with someone this advanced in their expertise with this product line. Steve has gained respect across the industry for his knowledge. In 2019 - he was asked to visit Wal-Mart and spend a few days with their programmers to teach them some new tricks. Steve doesn't hoard what he knows but is always open and willing to share his knowledge. He spends time both internally and with the customer hosting on line and in person training sessions. He also fields between 50-75 calls from service techs each month (above and beyond his normal job activities). Steve did not get this stage in his career by waiting for someone to download knowledge into his head - he worked throughout his career and still works tirelessly today to learn as much as possible so he can add value to the team, the company and to the customers. Very proud of Steve and can't wait to see what he does in the future.

*-Nominated by Robert Eidson, Director, Energy Solutions*

### Warren Graham, Project Manager: Commitment to Add Value

Last year, we had a valuable team member get hurt and put the team in a scramble. Everyone had to pick up the extra slack and take on more roles and responsibilities than before. Warren was one of the employees that stepped up into a greater role and helped pushed last year's profits to be one of the best yet! Warren had to jump in running into a high pace program and not only that he was now and still is responsible for handling the incentive program. This program helps keep the pay backs down and helps us obtain the energy projects through one of our biggest clients, Albertsons. Warren is self-driven and always looking to help any way he can. He has a can-do attitude and you hardly hear the words "no" from him and if you do it is for your best interest! Warren responsibilities continue to grow, and he continues to add value to our projects every day. I feel confident to speak on behalf of my team and myself that without Warren our jobs would be a lot harder!

*-Nominated by Petros (Rocky) Pafilas, Project Manager*





EMPLOYEE RECOGNITION PROGRAM

# VALUE COIN Awards

SERVICE EXCELLENCE • INTEGRITY  
ATTITUDE • COMMITMENT TO ADD VALUE

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

The graphic features several 'Value Coins' in the background. One coin is inscribed with 'COMMITMENT TO ADD VALUE' and 'COOSys'. Another is inscribed with 'INTEGRITY' and 'PROMISE TO PROTECT OUR COMMITMENT'. The background is a light blue and white pattern.

## 2020 Quarter 1 WINNERS!

### Way Chiu, Manager, Service: Service Excellence

On all occasions Way has helped many of us by supporting us on hard times when our foreman are busy, he has a unique way of making everyone feel welcome and understood, he encourages us all in all levels and always returns calls, and making us all feel like a family working together and to prosper together with high quality of work and integrity. *-Nominated by Manuel Agredano, Service Tech*

### Kyle (William) Tschirgi, Service Tech- Level 5: Attitude

William has been a vital part of our Reno branch for a couple years now. William is a leader in the field and in the community, well liked among his peers and customers. From the time he started with us he brought a can-do attitude to the job. William always steps up to help construction with EMS, electrical and mechanical. he takes on large projects for the branch and performs with excellence and enthusiasm. Without his contribution and energy construction and service would not be where we are at today. *-Nominated by Daniel Churchill, Service Tech- Level 6*



Pictured: Dan Churchill and Kyle Tschirgi