



2021 Quarter 1 WINNERS!

Kenneth Lago, Journeyman 1-HVAC: Attitude

I work with Ken, in a job that is either monotonous or frantic. Together we produce the daily requirements of ductwork and specialty fittings for our division. He is a role model and mentor to me as well as an example for the rest of the staff at ABC Coolsys. His attitude is consistently positive and friendly. He treats other co-workers as valuable collaborators, when input is needed on special orders or modifications. His quality attitude rubs off on all those around him, including upper management.

This positive attitude enables our Fab shop to engineer and complete projects successfully. Ken always comes in early and is willing to stay late, respected and appreciated here for the past 15 years! Can do! Thank you Ken for that positive attitude that keeps us going and achieving our goals here at ABC Coolsys. *-Nominated by Robert Church, Journeyman 1-HVAC*

Matthew Heater, Supervisor, Service: Attitude

Matt is an extremely valuable member of our team. Not only does he have vast amounts of knowledge that he shares on the daily, but he also looks for ways to improve office morale. Recently he created a program for our service department here at ABC. This program issues rewards throughout the year in recognition of employees who show exemplary performance in any assigned tasks. This program will be a great way to show employees that they are appreciated and should raise office morale, as this past year has been tough on everyone. Matt is always willing to go the extra mile. Any time I have had questions or needed a better understanding of the technical side of things he has always happily answered or sat down with me to make sure nothing is missed on larger jobs. *-Nominated by Ashley Rozonewski, Billing Speciali*

Tyler Krecidlo, Foreman-Refrigeration: Technical Expertise

Tyler has been very helpful walking me through programming issues on the E2 at grocery stores. Always willing to help and answers any questions. *-Nominated by John Melcher, Service Tech- Level 5*



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Denise Guel, Manager, Accounts Payable: Attitude

I don't have a unique situation, but consistent occurrences where Denise is called on to help with Vendor Payment issues. This could be that we have a new vendor whom we need on an emergency basis and need to expedite processing, some older AP commitments which the vendor is holding over our head, or just our day to day items, i.e. Home Depot account holds, supply houses, etc. I am positive that I am not the only one that call's Denise in a panic attempting to resolve an issue, but she consistently gives me and our team support with positive and helpful demeanor and can do attitude. She has called and negotiated with new vendors, expedited payment and championed causes on operation's behalf. I sincerely appreciate the situation she gets put in and her ongoing support. -

Nominated by Robert London, Vice President, General Manager

Gabriel Laza, Manager, Credit and Collections: Commitment to Add Value

We have a client who we are currently in litigation with for non payment. The issue has also impacted a primary vendor of ours, whom we also sub-contracted work to and continue to work with on a regular basis. Gabriel stayed on top of this issue and us to keep the issue front and center, and then took ownership and negotiated with our vendor to get them compensated, keep our working relationship, and save Coolsys a significant amount of money. He continues to keep us abreast of other Collections issues and works as a partner with us to resolve issues and manage our receivables in a challenging industry, and even more challenging time. I appreciate his commitment to add value, and to Coolsys. -

Nominated by Robert London, Vice President, General Manager

Lisa Mosteller, Manager, Tax Accounting: Service Excellence

Sales tax rules, regulations, various nexus set ups, etc. can be like learning a foreign language.... Since acquisition, Lisa has been more than helpful, informative, and patient. She assisted us with the tax connector to our current ERP system and will be providing her expertise again on our transition to the new ERP system. She does this without hesitation and always wants to ensure everything is handled appropriately. I can always count on her to reply quickly with needed certificates, answer questions, give guidance on how to handle certain tax situations, and everything in between. It makes my job a little easier knowing she is there to always help out. Thank you Lisa for all you do for Coolsys Energy Solutions! -Nominated by Aimee Rogers, Manager, Accounting



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David Wise-Barton, Service Tech 3 - HVAC: Safety Excellence

The word No doesn't exist in David's world. From the day I met him and began to talk Safety he was 100% in. He asked all the right questions and always asked if he could do more to help keep his teammates safe in the workplace. David has quickly adapted to understanding the importance of PPE and is able to explain why we use the PPE we use and how it keeps technicians safe. David has become a competent person for fork and scissor lifts and is able to train technicians for Arjae and CoolSys in the Portland area. I just want to say thank you to David for going above and beyond in helping with the creation of the Arjae (CoolSys) Safety Culture in Portland. *-Nominated by Matt Farrand, Regional Safety Manager*

Harold Phillips, Service Tech 3 - HVAC: Service Excellence

Harold has taken the lead on a new account that was brought on in his area and provided top notch service to this new customer. The new account is through JLL and it's two military bases near Harold. Harold has let the way through large PM's on these two bases, managing multiple techs to meet the deadlines of the client. Harold has ran many calls outside of normal business hours making sure we meet the clients tight eta's. He has provide such excellent service that the Area JLL manager requests him specifically. Harold trains new techs on the policies and procedures for the bases ensuring everything is done right the first time. *-Nominated by Justin Larsen, Regional Director, Service*

Harold Phillips has been one of the leaders into the DeCA account that we recently acquired, And he has been outstanding in his attitude about it. We have spoken many times at 1-5am and he is ALWAYS friendly, and excited to be able to do his job. He never has a poor day, or a day he lets a poor day leak into the way that he treats the people around him. He has been an inspiration to me while we learned this new customer and process together. *-Nominated by Kenni Anderson, Coordinator, Service*

Geoffery Nassimbene, Service Tech- Level 5: Technical Expertise



Got nothing but he really knows his stuff to be so young it's like he's been in the field for years. *-Nominated by Harris King, Service Tech- Level 4*



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Kenni Anderson, Coordinator, Service: Commitment to Add Value

Kenni is my right hand! She really goes above and beyond for everything and everyone! I work the dispatch box and some days volume can get pretty heavy and I can always count on her to help me when needed. She puts in extra time and effort just to catch mistakes and help train where ever training is needed. She take initiative to make sure things sure things run as smoothly as possible and her communication is always on point! She is an absolute Joy to work with and her positive attitude and mellow Zen is so contagious! Even on a hard day, she remains calm and carry's on! She is definitely a gem! *-Nominated by Nia Harris, Coordinator, Service*

Jimmy Shinault, Appretince 1- Refrigeration: Commitment to Add Value

Jimmy takes any challenge at hand and knocks it out of the park. Great to work with and wants to get better everyday. *-Nominated by Johnathan Kight, Appretince 1- Refrigeration*

Jimmy has been working so hard . Keeping everyone in line and making sure things get done . He picks up all the slack. It almost seems like he's running this Job. Jimmy deserves all the appreciation and definitely a pay raise . Jimmy is the man !!! *-Nominated by Casey Gleich, Refrigeration tech*

Jimmy Shinault has shown excellent knowledge and work quality and has been a mentor to numerous employees through out his employment at BRR. *-Nominated by Chris H, Appretince 1- Refrigeration*

Jimmy has showed excellent leadership and knowledge and work ethic on the Catelent job site for the last 8months and has been a great lead to work for in this company and I respect and admire the man's work ethic.p *-Nominated by Christopher Hanes, Appretince 1- Refrigeration*



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Matthew Ries, Service Tech- Level 4: Service Excellence

Matt has been on many large projects in the last two years. Some of these projects are over \$500,000. Matt has brought all the projects in on budget or ahead of budget. Matt has also had very little to no punch list when the jobs are done. Matt has proven himself to be an exceptional in Project management and as service technician. Matt works long hours and never complains about it. Matt has been a true asset to the success of our branch. *-Nominated by Bernie Igoa, Manager, Service*

Suzette Urban, Dispatcher: Commitment to Add Value

Suzette has made major improvement on her average days open and in just 2 weeks time reduced her average days from 25 to 21 in Seattle and 18 from 27 in Salt Lake City. Suzette has also been working hard to make major improvements on the travel percentage reduction. Outside the travel policy, Suzette has made a 7% improvement for Salt Lake City and a 6.7% improvement for Seattle. She takes pride in her work and adds value by working with the customers and other departments, has a positive attitude, and is commitment to our Regional success. *-Nominated by Lisa Pitt-Cerecedes, Region Business Manager*

Reynaldo Charles, Install Foreman: Service Excellence



The San Antonio service department called asking to help with a call in Laredo, TX for Target. The customer was expecting work to be performed that night but never notified the Coolsys team in San Antonio. I was then called to see if we could support getting this work done the same night. I then spoke with Rey and asked him if he could get the material and drive to Laredo (6 plus hours away) to get this work knocked out. Without question Rey asked for the material list, POC and address. Rey then went to Laredo late afternoon to perform this work overnight and completed all work in one night. The end result with this is that the customer was beyond happy with all work being completed in their timeline and the teamwork within the region to fulfill the customers needs. *-*

Nominated by Jason Jones, Manager, Installation



2021 Quarter 1 WINNERS!

Travis Nelson, Service Tech- Level 7: Commitment to Add Value

Travis is our leader for our Kennewick, WA service operation. Kennewick is a small community in the southeastern corner of Washington State and driving a business can be a challenge. Since Travis arrived in Kennewick, customer satisfaction and confidence have returned, technical capacity has increased and business volume has improved. Customer perception of the Coolsys brand in Kennewick has returned to its status as best in class as is Travis' expectation. Customers like Safeway and Grocery Outlet count on the Kennewick team to serve facilities which are vulnerable to response and capability concerns common to rural and isolated communities. Travis and his crew hang their hat on top notch capability and the absolute willingness to respond to repair requests both near and far. When you are a customer that is 1- 3 hours away from Kennewick, trust me you are way out in the deep end of the pool when you are counting on reliable expertise from a commercial refrigeration contractor.

Our customers in Kennewick and surrounding towns and cities in Eastern Washington and Oregon have come to trust and expect the response and expert service that Coolsys provides when they pick up the phone and call us for help. It is not an accident or luck; Travis' commitment to add value, ownership and the dedication to the company has put us back on top in one of the more difficult and obscure places we do business. Thanks Travis. *-Nominated by Corey Kastama, Vice President, General Manager*

Bryan Fullen, Regional Director, Installation: Commitment to Add Value

Bryan Fullen has a full time job being the RD of Installation for the SE. As we have been working to consolidate the Installation for the South, and due to staff changes, I asked Bryan to stretch and also oversee the Mid-South Region. Bryan has made multiple trips to TX to do training, support the team, holds weekly calls, and is not managing three branches in his RD role. He has done so with a great attitude and continues to mentor in a professional and positive manner. I appreciate the commitment that he continues to show for the greater good of the company and not just his specific region. -

Nominated by Robert London, Vice President, General Manager

Always goes out of his way to get the job done or assistance needed. *-Nominated by Leonardi d Tejada, Start-Up Tech*



2021 Quarter 1 WINNERS!

Alex Palafox, Service Tech- Level 5: Service Excellence

When Coolsys gained the contract for the commissaries, we took over service of Naval Air Station Jacksonville which was in a major state of neglect, despite only being a few years old. The store management team showed low confidence in any refrigeration contractors due to their poor previous experience. We immediately began receiving several service calls regarding a low temp protocol rack that according to the store had been problematic for years. Alex spent several days on site, as well a substantial amount of time over the phone assisting other technicians working on the rack. Alex determined that the system had been compromised with moisture and dedicated his time there changing liquid line driers on every case, at the rack, and eventually even performed a removal of the gas and a fresh charge. Alex made it his personal mission to see the issue through to the end and established an excellent report with the store management team, boosting their confidence in the capabilities of Coolsys here in Jacksonville. We have had no related issues on that rack since Alex's repairs, even after several months. *-Nominated by Austin Taylor, Service Tech- Level 5*

Alex Palafox has the highest integrity of any person I know. He is always willing to go the extra step to make sure the job or diagnosis is correct. He will reach out to teammates to check if he needs to perform another diagnostic check before downing and major component of a rack. He is Always willing to help a teammate out in a bind. He Will not give up on an issue until he has it ironed out. Alex makes our Jacksonville Florida division better by being who he is. For example our newest contract with JLL has us doing military bases in the area. Alex was able to trace out a communication error on a danfoss control system that the store had from day one. Alex found the issue and made the repair to bring the communication loop back online after not properly communicating for 3 years. *-Nominated by Riley goodman, Service Tech- Level 5*

Christopher Bomer, Service Tech- Level 5: Service Excellence

I have had multiple customers call to tell me how Chris has done a good job. Also the service coordinator for HEB has told me his paper work is 100% on point. Chris has had a good attitude on all projects he as been given. *-Nominated by Ronald Porter, Manager, Service*



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Juan Alcala, Supervisor, Service: Service Excellence

Juan has always been a valued asset to the SAO team. Recently he has had to step up due to medical issues with his manager. He has risen to the challenge and has stepped up to take on more of the work load. On top of that with the issues in Austin he has also added more customers to his teams work load and has been consistently having to sacrifice time in office to time in the field to give his techs the support they need. Juan is someone that is to humble for recognition and deserves the recognition. - *Nominated by Glenn M Harris, Supervisor, Service*

Want to recognize Juan Alcala for his Commitment to add value. Juan has worked as a Service Supervisor and as we have been working through adversity in the SAO and Austin branch i called on Juan to step up and stabilize the business. Without missing a beat he stepped in and asked what i needed of him. His service manager has been battling some health issues and i need Juan to run the branch. He did not let me down. He came in, met with his teams and immediately made a difference as he rallied his team through adversity. We had Climate Pro's poaching our guys in Austin. Again i called on Juan and his leadership and Juan stepped up to the plate, helped build a plan and stabilized the business. Juan is truly the future of the business and has a never quit attitude. Never an excuse and he always just gets it done. i want to reward Juan for all he has done through adversity. He is truly a Leader of men and nothing deters him from getting the job done. Thank you Juan for all you do. -*Nominated by Jason Edwards, Regional Director, Service*

Scott Morgan, Service Tech- Level 5: Safety Excellence

Scott went above and beyond in protecting customers from a slip and fall incident. When a customer did slip, Scott did a great job of documenting the incident. Scott's documentation has allowed for safety to create a safe work practice for the task. -*Nominated by Weldon Miller, Regional Safety Manager*



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Stephen Haynes, Service Tech- Level 6: Service Excellence

Very knowledgeable and willing to assist over the phone or in person good attitude during sorting out a target new to us with some incorrect numbering and bad sensors we resolved on a weekend call. *-Nominated by Bruce Swan, Service Tech- Level 5*



Miguel Medrano Jr, Apprentice 2- Refrigeration: Attitude



Miguel has been one of our strong up and coming apprentices and has been extremely reliable asset to our team. Recently he has shown a interest in learning EMS and is advancing his skills and becoming a invaluable resource to our team here in SoCal. *- Nominated by Sean Ostrand, Project Manager*

Scott Barrett, Regional Director, Installation: Safety Excellence

The Safety Team has launched multiple initiatives this year and at the end of last year. There is a large focus on Safety. Scott has embraced all of the initiatives wholeheartedly. He is constantly messaging his team with the Safety Goals and objectives. He consistently uses statistics and reports to make sure that his team is meeting the required levels of training and compliance. He takes the lessons learned each week and uses them to engage his team and make sure that they are aware of issues that have happened elsewhere in the company. His Team has had no injuries in 2021 as a direct result of Scott's enthusiasm and effort. He is truly deserving of the Safety Coin! *-Nominated by Michael Lyman, Director, EHS*





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Sergio Mena, Foreman: Attitude



Sergio is always willing to go at a moments notice. Recently we had a job that issues arose on Friday and we needed to get a guy onsite ASAP. Sergio had already worked his shift for that day and just got home, when we called him he did not hesitate to pack a bag and head north 5 hours and get the issues resolved and work through the weekend to make sure the customer was taken care of. *-Nominated by Sean Ostrand, Project Manager*

Angela Martinez, Dispatcher: Attitude

Our dispatcher Angela. Is familiar with our teams weaknesses and strengths. , knows What tech to send to each job. she's has really great communication skills. Able to answer questions regularly regarding job quote , jobs and customer description. Really great asset to SFV we need to recognize her hard work and dedication to this company , she goes above and beyond to issues tech get what they need to complete there job. THANKS ANGELA LOOKING FOWARD TO WORKING WITH YOU MANY MORE YEARS TO COME *-Nominated by Angel Murillo and Anthony Sando, Service Tech*

Angie is very good at what she does ,I can't thank her enough on how she keeps this branch going. She definitely takes care of our techs making sure we have sure starts and work. Again thank you Angie for all that you do It is very much appreciated *-Nominated by Marcus Licon, Service Tech- Level 4*



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Edgardo Lara, Service Tech- Level 6: Service Excellence

Over the last few years of working with Eddie, I've directly picked up invaluable methods from him on how to approach, follow-up, or close out a variety of service calls. Not to mention something technical he'll take the time to pass on. He'll listen to any question, and tell it to you straight so you know next time. He's hands down the best self-contained, and ice machine guru, along with a literal psychic when it comes to anything related to refrigerant leaks. Not once have I gone behind him, and saw that he dropped the ball on a call: whether he was out late, or saw something in passing. Eddie brings to the table a certain standard no matter the account--making you work harder yourself in whatever you're dealt. He doesn't hesitate to answer the phone even on his days off, or even in the evening when he's most likely taking on another call himself. I feel Eddie is a great all around service tech, lead, and asset to our team. *-Nominated by Joshua Murray, Service Tech- Level 4*

Edgardo is a Team Lead here in San Diego. He is a wealth of knowledge in refrigeration as it pertains to every aspect of his daily work load, and is heavily relied on by his service manager. Ed has a positive attitude and is always available to help out when needed. He is an Asset to our branch and company. *- Nominated by Kevin Desmond, Manager, Service*

Arturo Acero, Service Tech- Level 4: Integrity

Arturo has been with source for many years mostly under construction. He's a new to the service side but has demonstrated the willingness to go above and beyond what is asked of him with no questions asked and has always carried himself with the utmost respect. And would like to see him recognized. *-Nominated by Gilberto Rivera, Service Tech- Level 5*



Marco Diaz, Technician: Safety Excellence



While on a weekly all-hands call where we discuss Safety, I received a suggestion from Marco regarding a Safety graphic/message that would pop up on our technicians' hand-helds each time they are about to start a job. It was a great suggestion and we are in the process of implementing it already. Kudos for Marco for suggesting something that will help all of our technicians work safely! *-*

Nominated by Angela Collins, Divisional VP



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Karen Hoyt, Human Resources Business Partner: Commitment to Add Value

From the moment that we have been acquired by Coolsys, Karen has been nothing but a joy to work with. She has reached out to several of my employees for specific issues and each employee has given me great feedback about working with her. On a personal note, she has been there for every question that I have had since being acquired by Coolsys. Normally she has the answer and if not she will have the answer for me within an hour. I still haven't quite figured out her hours, I will get emails sometimes at 5 am or 8 pm from her, normally for something that I have asked her to dig into for me. Our smooth transition to the Coolsys team is a direct reflection of Karen's personality, work ethic and willingness to help us no matter what time of day. *-Nominated by Mike Belisle, Manager, Operations*

Nancy Uong, Specialist, Talent Acquisition: Service Excellence

When each of us were hired on to Coolsys, we worked closely with someone from home office who helped guide us through the process and ensure our entry was as painless as possible. That first person whom we first encounter is instrumental in setting the tone and expectations for what's to come. When I was hired, my guide was Garmen Quang, whom I am still grateful for today. Since being hired on, I have had the pleasure of being a part of the process of bringing new team mates on board with Coolsys. Many have worked with Nancy Uong and have had great things to say about her. Nancy is a fantastic communicator with the hiring manager and new hire alike. She follow ups when needed and is self motivated to push the process through to completion.

Comments from two recent CES hires:

Cynthia Cochran: Nancy was very helpful. She was always very responsive and helped even after my start date when I had missing equipment. We even swapped funny personal stories which always helps make people feel comfortable when starting something new. If I had a question she always had an answer. She did a great job.

Nick Shreve: I worked with Nancy for my onboarding. She was very helpful with an open line of communication and made the whole process seem effortless!

We, at CES want to send a special "Thank you" to Nancy for all of her work, patience and commitment to service. She is a valuable asset to Coolsys and we are very pleased to nominate her for a value coin. *- Nominated by Robert Eidson, VP, Coolsys Energy Solutions*



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Joshua McCord, Technician 1, IT Support: Technical Expertise

Josh has routinely resolved IT issues that are critical to day to day operations. Not once has he handed an IT ticket to someone else to deal with, and he has never failed to resolve our issues. He understands the importance getting critical issues resolved quickly. When we need immediate IT service, Josh is our go-to guy and he has helped many of us in RSI tremendously. *-Nominated by Austin Bretting, Customer Account Specialist*

Josh has been training me for the last 2 weeks and has shown an impeccable knowledge of the inner workings of the IT department here at CoolSys Inc. Any question you throw at him he has an immediate succinct and easy to understand response. He breaks it down to where you can understand the subject easily on your level. He always has an amazing attitude and can do spirit. Josh goes above and beyond to get I.T. done! *-Nominated by Atreyu Bosley, Technician 1, IT Support*

Anthony Evelina, Electrical Designer: Technical Expertise

Anthony Evelina is an electrical designer with CoolSys Energy Design who takes on many complicated electrical engineering design projects that fall outside what one might consider to be the norm for our business. Anthony is frequently involved in and delivers excellent design and reports for distributed generation, battery energy storage, combined heat and power, and other complicated electrical projects. From his designs to his power systems modeling; he always delivers excellent results to our clients. Thank you, Anthony for all you do! *-Nominated by Ben Rosenzweig, Vice President of Operations*

Joey Sanchez, Electrical Engineer: Service Excellence



Works like a dog and keeps going. *-Nominated by Emmanuel Ayala, Project Manager*



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Warren Graham, Project Manager 1, Energy Solutions: Commitment to Add Value

Warren is a diligent worker, has a great attitude, and always adds value to the hundreds of projects he touches. He has been a pleasure to work with and he helps us sell projects by maximizing utility rebates for the CES team and our customers. He makes us stand out in a very competitive environment. Thank you, Warren! *-Nominated by Alan Rogers, Sr. Project Manager*

Warren solely manages the utility incentives business for all of CES. His efforts in pursuing difficult utility incentives day in and day out have consistently led to the success of our organization. The work Warren puts in often helps drive down project paybacks and thus allows for us to win many project awards that would otherwise be spent in other areas of our customers' businesses. Warren works diligently to keep up on program offerings, identifies SPIFF's where available to improve margins, and possesses the knowledge to fight for additional incentives when utilities or program managers challenge him. Thank you very much for your efforts Warren, they don't go unnoticed and this team wouldn't be successful without you! *-Nominated by Christopher Silman, Director, Energy Solutions*

Warren is "the guy" for everything related to utility rebates for CES. He supports our entire group daily with advice, knowledge, application submission and rebate collection. In 2020 Warren collected over \$730,000 in rebates for Ahold/Delhaize and 99 Cent Stores alone. Warren finds rebates above and beyond the typical programs available and is always looking for additional opportunities. He is a great asset to our team. Thank you Warren! *-Nominated by Natalie Powlas, Director, Energy Solutions*

George Brault, Service Tech: Service Excellence

Take over of a store with no prior maintenance. Thoroughness, cleanliness, success on turning the store in a complete 180. Along with all prior learning experiences as an apprentice and years of being licensed, he always makes light of a big situation and helps resolve anything quickly and efficiently, whether it's a call for help or working together. *-Nominated by Jordan Green, Service Tech*





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AMY FLORES, ASM: Attitude



AMY IS ALWAYS POSITIVE AND UP FOR THE CHALLENGE NO MATTER WHAT THE PERSON OR SITUATION SHE IS DEALING WITH. AMY HAS LEARNED TO TAKE CHARGE AND PROVIDE EXCELLENT SERVICE TO INTERNAL STAFF AS WELL AS OUR CUSTOMERS. RECENTLY I RECIEVED A CALL FROM JENNIFER LAREZ, ACCOUNT MANAGER FOR CVS, RITE AID AND WALGREENS WHO SAID HOW NICE AND EASY IT IS TO WORK WITH AMY. THIS IS JUST ONE OF MANY COMPLIMENTS I GET ABOUT AMY. THE POSITIVE FEEDBACK SPEAKS TO HER POSSITIVE OUTLOOK ON HER JOB AND HER COMMITMENT TO COOLSYS LIGHT COMMERCIAL. *-Nominated by CHERISE RADER, BRANCH MANAGER*

DOUGLAS BROWN, TECHNICIAN: Service Excellence

Team, I spoke to Doug Brown during the first initial call and he is always so impressive. Together, Doug and I (mostly Doug) discovered the issue was Novar related, so I asked him to return the next morning since it was already late to work with Novar's tier 2 or 3 team to get the best help. The next day I was out for an eye exam that had me unable to see for the rest of the day, but I knew I was in great hands with Doug.

"I just received the attached quote from Amy Flores and was excited that the notes were so clear and brought over from what Doug reported, so I wanted to take the time to thank Amy for this and to thank Doug for being extra thorough and not leaving until everything was 100% resolved. Controls issues are often confusing and can be left partially incomplete, but Doug did not leave it this way and I sincerely appreciate this. Thank you. Sherry A. Campana, Specialist, HVAC Stand alone & Acquisition Facilities *-Nominated by CHERISE RADER, BRANCH MANAGER*





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Garrett Wade Dunham, Technician: Service Excellence



Hard to pick just 1 value to nominate Wade for. He is by far the easiest technician to dispatch and problem solve with. He is ALWAYS going above and beyond in every aspect possible. I don't think he knows how to halfway do something. He never complains about going to work, offers to help other techs out, never leaves a job before the customer knows exactly what is going on and what to expect and is always asking what he can do to help. He has driven to other branches in Texas to help out and has spent weeks away from his family with no complaint. He is extremely genuine about every move he makes and puts the company's best interest at the forefront of his actions. He is an amazing example of an employee and always puts a smile on my face!! *-Nominated by Stephanie Musgrove, Dispatcher*

Hugo Estrada, Technician: Service Excellence



Hugo is a great representative of us as a Company. I have come across multiple customers that Hugo has worked with and all have said how efficient and professional he is. Hugo is not only a go to tech when it comes to work experience but also that Technician you want when meeting with customers to see the vast knowledge he has but such a service focus and has a great way of making the customer feel confident in us. I am sure that his presence when I was doing my initial site walk through at Angel Stadium with the customer was a true benefit in the customer's eyes and since we have been working at the location the customer has told me that Hugo is always on top of things and was a huge help in getting the stadium in operating condition for opening day. *-Nominated by Dennis Holligrake, Business Development Manager*



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TIM AVERY, SERVICE TECH 2: Service Excellence



Due to personnel issues in the Tucson market -Tim had been the on-call technician for several weeks. He was good with the role until we could train a new tech. He finally decided to take a day off for his son's birthday. At 10pm on the night of his day off we got an emergency walk-in down call. Tim willingly went and took care of his customer even on his only day off. Tim is always on the phone with other techs to help them through technical issues and strives to always improve his technical skills. Customers send emails about his service on a regular basis. For this I nominate Tim Avery for the Service Excellence Value Coin. *-Nominated by WAYNE FINE, BRANCH MANAGER*

Tony Layne, Service Technician: Service Excellence

Our office has gone through quite a lot of changes recently, and we have also been facing a constant struggle maintaining the usual high level of service in the East region of VA. A number of service technician's turned in their notice, which led to stretching ourselves thin in the busy Richmond area. We reached out to Tony, and asked if he would offer extra help by covering additional duty, and he made himself available without any gripes or complaints. This involved additional travel every day, and time away from his family. If that wasn't enough, we needed help in the office when one of our long time serving employees retired. Tony saved the day again by agreeing to offer his expertise every morning at the shop writing up quotes for various install work. Without Tony, I would probably be on some medication to cope with the extra stress => Top guy. *-Nominated by Eser Alkac, Account Manager*



Richmond Refrigeration has gone through some changes recently and were shorthanded in or coverage area for our East division, Tony stepped in to help on call several times without hesitation, Tony has also is adapting to his new role of quoting small jobs and off to a great start. *-Nominated by Robert Hicks, Service Manager*



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Amanda Chambers, CAS: Service Excellence

Amanda consistently goes above and beyond by showing exceptional initiative, accountability and commitment in meeting her customer's and our region's needs. She has not only done a great job in managing the day to day needs of her high touch accounts like Safeway and Grocery Outlet but has also willingly assumed additional responsibilities in helping manage key accounts such as 7/11, JLL and Smart & Final in the absence of one of our CAS team members. She displays a helpful, cooperative and positive attitude towards our staff and customers. She voluntarily assist other team members in order to complete important department projects. A recent example is her assistance to complete refrigerant compliance working hand in hand with members of our compliance team. She takes initiative and frequently meets with our service managers and senior CAS to willingly learn and take on new responsibilities. She is a truly a role model to others and reflects the values at RSI / CoolSys. -

Nominated by Jay Dacuycuy, RBM

Blaine Morgan, Senior General Foreman: Commitment to Add Value

Blaine Morgan (Senior General Foreman – Install Department) has been one of the driving forces behind RSI's success for the past couple years. How does he add value to RSI? He can build a Wal-Mart refrigeration system with the same ease that he can update an estimating sheet. He can explain the nuances of a CO2 system as easily as he can explain job margins. He understands what it takes to secure a job, complete it, make a profit, and keep our customers happy.

When COVID-19 hit during Q1 last year, he was unfazed and not only pushed forward with active jobs, but also aided in securing many lucrative future projects as well. Blaine does not believe in the saying "if it isn't broke, don't fix it." If it can be done more efficiently, safer, quicker or at a lesser cost, he listens. Recently, he came up with an ingenious temporary solution at a large grocery store remodel. His suggestion not only worked better than what was originally proposed but was done at a considerable savings over the initial anticipated cost. He is not boastful or proud and is one of the key reasons why RSI has been able to consistently meet or exceed our goals. If you ask him, he will say, "it's not me." There are many RSI employees in the office and field who look to him for direction, guidance, and technical expertise. In addition, he is also highly respected by fellow CoolSys employees, vendors, and subcontractors. This nomination is from me, but I know I speak for many other people!

-Nominated by Theresa Golden, Project Manager



2021 Quarter 1 WINNERS!

James Wathen, Foreman: Attitude

Jim always has a good attitude no matter what circumstances we have in front of us and is always one of the most positive. *-Nominated by Thomas Privett, Apprentice*

Cynthia Rollins, Manager, Customer Coordination: Commitment to Add Value

Cynthia and I don't always see I to eye on everything. I'm an old fart that, sometimes likes to put up a little fight to the changes she implements. It can sometimes take me a little longer, to understand and grasp those changes she's made & honestly, don't always like the changes. It can be frustrating & a little intimidating for me, to learn something new. But I truly believe Cynthia is very committed in trying to improve our work process, always pushing herself to research information in our field, meeting with our customers or other staff members whenever needed, making the changes & implementing those changes in our group, in how our work process is done. This commitment, adds value, helps keep Coolsys out front, to be the best at what we do and the leader in our field. *-Nominated by Susie Sanchez, Refrigerant Coordinator*

Mikhaila Koningisor, Fleet Manager: Attitude

Mikhaila previously supported only the ABC refrigeration team but her role has changed to support all of the Coolsys. She has fully embraced her new role and is always willing to jump in on new projects. Her role as a Corporate team member has been critical as we bring on new acquisitions. Mikhaila has first hand knowledge of how acquisitions are done since ABC Refrigeration has already undergone transferring over to Coolsys is most area's of the business. Her knowledge of fleet is invaluable and her positive attitude in her role as the Coolsys Fleet Manager has made a significant contribution to Coolsys. So glad to have her as my teammate!! *-Nominated by Lisa Andersen, Fleet Manager*



Ryan Cass, Dispatcher: Service Excellence

Ryan is Ron's Service Dispatcher. Ryan spends his day talking with customers and service technicians. He is always positive and friendly with customers and employees. Ryan takes the time to listen to the customers concerns and answer questions. Ryan's positive attitude and service excellence are key to Ron's success. *-Nominated by Tammy Salewski, Director*



2021 Quarter 1 WINNERS!

Eric Amelunke, Alex Burkhardt, Rose Shannon, Lumen Coordinator/CAS Team: Service Excellence

Over the past few months i've had the opportunity to work more closely with the CTLK/Lumen team on their account. The diligence they put into this account to ensure our customer is properly taken care of and we are properly compensated for the work we do is 2nd to none, within their span of control, there is not a penny left on the table. Below is feedback from various members of the Lumen team regarding their performance:

Amy Schmidt - . I just wanted to touch base with you real quick as I never feel like people take the time anymore to write and talk about the positive things in our daily grind. Today I met Eric for lunch to discuss many items rolling in my area and also in the metro area. He always takes the time to sit and thoroughly walk through the details of the job since the equipment language can at times roll over my head he is great and never hesitates to walk me through details. In addition I know we constantly request him to pull reports, provide project updates and lists with little to no notice we rely heavily on Eric and Source as a Company. Now I want to make sure it is also pointed out that Alex Burkhardt has stepped up and been amazing at helping me in the California area also. I know this can be a challenging area of which I myself am still learning the territory so when I get into a situation he tries to help me find a contact to respond as needed to a site. Together you have a great team and I just wanted you to know. Keep encouraging cost savings for myself and the company!

Rick Stevens-Thanks for taking the time to point this out and sharing the positivity, I also echo your assessment of Eric, Alex and Coolsys as a whole. I look forward to the on going partnership. "*-Nominated by Keisha Thomas, Regional Business Manager*