

## ASPE Presentation

1. Intro - logo, company history, bios
2. Service & Repair
  - a. Markets we serve: 85% construction/contract work, 15% residential
  - b. Area of service: Orange County
3. Construction
  - a. Markets we serve: Healthcare industry, institutional (public works, schools, city buildings, etc), manufacturing, pharmaceutical
  - b. Area of service: all of Southern California
  - c. Job size: \$15k-\$3mil (sweet spot: \$750k)
4. TOPIC: How COVID-19 has affected our industry/business
  - a. We have been very fortunate to still be working. We dipped at the beginning of the crisis, but due to the industries we serve our work has been steady. The biggest change we have seen has been in COMMUNICATION. The need for over communication and clarity.
    - i. The velocity at which the pandemic overwhelmed everyone (not just our industry), overwhelmed most businesses' crisis plans. However, our industry is vitally essential, so we, along with our business partners, have to adapt quickly in a relatively inflexible industry.
    - ii. As we adjusted and caught up with an ever-evolving landscape:
      1. The first thing we issued was an official statement on practices and safety
      2. Tried our very best to ensure that internal and external messaging is the same. This seems simple but can get you into hot water easily as internal messaging often goes external. (insert anecdote about union miscommunication early on)
  - b. PPE shortage
    - i. As most people in our industry know, we had a wildly dramatic shortage in PPE
    - ii. There is still a noted increase in PPE requirement on job sites. With these increased requirements, there is potential reduction in productivity, and therefore profits.
    - iii. ALSO with these increased requirements, this is where extra clarity in communication has become important. Setting the PPE expectations early, can help you account for these costs/hidden costs ahead of time.
  - c. The most tangible change has been the increase in request for touchless fixtures
    - i. Toilets and urinals have been the standard for a while, but there has been a noted increase in requests for touchless faucets
      1. Sloan and Chicago are the two major reputable suppliers for touchless faucets and they have sold their quota for the YEAR already, so most of these are back ordered. Manufacturing cannot keep up with demand

2. We expect to see an increase in demand
  - a. There's a risk that materials could go beyond list price
  - b. Ex: toilet shortage of the 1970's
- ii. Hot water
  1. From the CDC: "Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds."  
<https://www.cdc.gov/handwashing/when-how-handwashing.html#:~:text=Wet%20your%20hands%20with%20clean.for%20at%20least%2020%20seconds>
  2. Even with this, some clients are asking for instant hot water (timing varies and this is what we hire engineers for), BUT then you have to make decisions about circuit systems. It is vital that you have a reliable engineer to determine what is necessary to fulfill the clients needs (insert anecdote about a large project, 15 seconds water time and how that transfers to the healthcare industry)
5. Ultimately, estimating is about clearly communicating what you are going to deliver for the best possible price (for as much money as you can get for it - ha ha's)