

Airconditioning, Refrigeration and Mechanical Contractors Association of Southern California, Inc.

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ALERT

Second Quarter 2011



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Time Management Skills Training Program Sells Out!

The “**Time Management Skills** for Project Managers, Service Managers and Dispatchers” program was very well attended. The program presenter, Nancy Bandy of Trainsitions, offered numerous tips to assist those in attendance with ways to “maximize” a person’s work time. This program provided attendees with an opportunity to discuss good time management practices and ways in which they can operate more effectively as individuals and as part of the team.

The program helped participants learn how to avoid the all too common trap of managing by crisis, instead of taking a long-term view that can help to correct systemic problems and prevent their reoccurrence. The program had each person take an assessment which measured their strengths and weaknesses in numerous areas. One of the programs goals was to help identify a productivity gain of just 5 minutes a day, which would be the equivalent of 1-1/2 weeks of lost time over a typical work year.

Ms. Bandy taught insights for both paper-based and electronic type systems that can be used to improve time management. Each program participant left with numerous helpful forms; such a Goals Worksheet, Daily and Weekly Activity Plans, Meeting Agenda Form, Meeting Follow-up Form, Delegation Analysis, and Improving Team Time Log.



Instructor
Nancy Bandy





The HVACR industry continues to experience the effects of a poor economy. It appears this business environment may be our “new normal” for the foreseeable future. One of the results of this economy has been the loss of several **ARCA/MCA Southern California** member companies. These companies closed their doors, resulting in a loss of jobs and a loss of contribution hours to our industry benefit trust funds.

Some of these company owners had not taken the time to prepare a plan to transition their company for a continuation of its operations. To better assist owners of **ARCA/MCA Southern California** member companies prepare for the day they choose to retire, **ARCA/MCA Southern California** will be hosting a seminar in November to assist owners in preparing for “Business Succession.”

You will find information about the seminar in this newsletter. The seminar registration form will be mailed to company owners in early July. I encourage you to take time to attend this seminar and begin the preparation of a plan personalized to the individual needs of your company.

I also ask you to mark your calendar and attend this year's annual ARCA/MCA Southern California membership meeting. The dinner meeting will be on **October 6**, at our usual location; the Pacific Palms Resort in the City of Industry. There will be many important topics to be addressed; update on negotiations for a new Service Master Labor Agreement, the status of the benefit trust funds, an update on implications of the national health care law and its impact on your company and our trust funds, training opportunities, and more.

I look forward to seeing you at the meeting!

Bob Lake, president

MSCA Service Contractors Best Practices

CUSTOMER SERVICE PRACTICES

- Educate everyone on the Cycle of Service
- Create and publish written service standards
- Frequent management contact with customers
- Train and empower employees to make decisions
- Conduct service follow-up calls
- Conduct surveys on the telephone, in-person, or online
- Hire Customer Care Representatives
- Hold everyone accountable for getting service satisfaction numbers higher



WORK ENVIRONMENT PRACTICES

- Encourage Healthy Habits (Cater healthy food, on-site gyms, gym memberships, weight loss contests)
- Conduct All Staff Get-togethers (Training sessions, all staff meetings, baseball and bowling teams)
- Take Time for Fun Events (Holiday decorating contests, Hawaiian days, BBQ'S)
- Provide “Soft” Benefits (Free bottled water, soft drinks, casual Fridays, end of the month parties)
- Include Families (Office “tick-or-treat”, accolades sent to spouses)
- Establish a “Veteran’s Club” for employees with longevity (Initiation ceremonies for “new” members; conduct ongoing outings; special recognition items)

Article
#2 of 5

Next article
in the
3rd Quarter
Alert
Newsletter

Congratulations
to our newest
MSCA Green Star Qualified Company!

Jackson & Blanc
San Diego, CA



Contact the **ARCA/MCA Southern California**
office for your
MSCA Star Qualifier Kit

909.477.4515 or rjsawhill@arcamca.org

Industry Supports Assemble Bill 397

Workers' compensation insurance: contractors.

Summary: Existing law requires private employers to secure the payment of compensation by obtaining and maintaining workers' compensation insurance or to self-insure as an individual employer or as one employer in a group of employers. The Contractors' State License Law requires every licensed contractor to have on file at all times with the Contractors' State License Board a current and valid Certificate of Workers' Compensation Insurance or Certification of Self-Insurance, or a statement certifying that he or she has no employees and is not required to obtain or maintain workers' compensation insurance coverage. This bill would require, at the time of renewal, an active contractor licensee with an exemption for workers' compensation insurance on file with the board to either recertify the licensee's exemption or to provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. The bill would also provide for retroactive license renewal, as specified, for otherwise acceptable license renewal applications when the applicant provides the required documentation within 30 days after notification by the board of the renewal rejection.

Submitted by the CLC of Politico

Industry App Recommendations

Wanted !

**Do you use an HVACR app
that really rocks your
world?**

**MSCA wants to hear from
you!**

We are developing a directory of value-proven industry applications that can be downloaded to a mobile device or smart phone.

Apps include, for example, those that assist with fleet management, duct sizing analysis, outside air calculator refrigerant charts, job estimation, and other relevant calculators. Based on your input, we'll post a list of the best of the best on our Web site for members to check out.

Please send a link to the app and the reason or reasons why you have found it helpful in conducting your day-to-day business .

etibbetts@mcaa.org





THREE STATER BROS. SUPERMARKETS

earn awards from U.S. government for their earth friendly refrigeration systems

Stater Bros. at 14425 Moreno Beach Drive in Moreno Valley (Riverside County)

Stater Bros. at 67-800 Vista Chino in Cathedral City (Riverside County)

Stater Bros. at 2687 Gateway Road in Carlsbad (San Diego County)

San Bernardino, California (MAY 2, 2011) – Stater Bros. is pleased to announce that three of the company's newest Supermarkets have earned the prestigious EPA GreenChill Award for meeting tough standards and using refrigerants that do not harm the earth's ozone layer.

Each of these “Blue Ribbon” Stater Bros. Supermarkets has earned the Gold Award from the U.S. Environmental Protection Agency's (EPA) GreenChill Partnership for helping the economy and the environment. The Gold Certificate is the second highest award from GreenChill, and Stater Bros. is the only Southern California grocer to have three stores that are certified at the Gold Level.

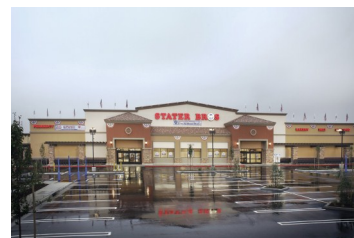
“Stater Bros. is very proud to receive these awards from the EPA's GreenChill Partnership,” stated Jack H. Brown, Stater Bros. Chairman and Chief Executive Officer. “We are happy to be doing our part to protect our Planet Earth, and we are especially pleased that the EPA has recognized our environmental achievements.” Other organizations that have recognized Stater Bros. for its commitment to our environment include the California State Parks Foundation. In January 2011, the California State Parks Foundation presented Stater Bros. and Coca Cola Refreshments with the “Golden Poppy Award” in recognition of the unique public-private partnership between Stater Bros., Coca Cola Refreshments and California State Parks that for the last three years has raised much needed funds to preserve the state's parks. In addition, on Earth Day 2009, Stater Bros. introduced a “Green Waste” Composting Program in all its 167 Supermarket locations to turn organic waste into compost that is sold to area farmers. For this environmentally friendly program along with the Company's many other recycling efforts, Stater Bros. was recognized as a 2010 WRAP (Waste Reduction Awards Program) Winner by the California Department of Resources Recycling and Recovery (CalRecycle).

About EPA's GreenChill Partnership

EPA's GreenChill Partnership works with supermarkets to reduce refrigerant emissions and decrease their impact on the ozone layer and climate change. The Partnership provides information and assistance to help supermarkets transition to environmentally-friendlier refrigerants; reduce harmful refrigerant emissions; and adopt green refrigeration technologies, strategies and practices. For more information on EPA's GreenChill Partnership, including its store certification program, please visit www.epa.gov/greenchill.

About Stater Bros. Supermarkets

Stater Bros. was founded in 1936 in Yucaipa, California, and has grown steadily through the years to become the largest privately owned Supermarket Chain in Southern California and the largest private employer in both San Bernardino County and Riverside County, with annual sales in 2010 of \$3.6 billion. The Company currently operates 167 Supermarkets, and there are over 18,000 members of the Stater Bros. Supermarket Family. Throughout the year 2011, Stater Bros. will be celebrating 75 years of proudly serving Southern California Families.





Business Succession and Exit Seminar

Do you have a plan to exit your business?

If you are like most business owners, you have some ideas about how to transfer ownership and management of your company to the next generation. Or you might have ideas about how or to whom you may sell your company. But most likely, you do not have a plan in place.

ARCA/MCA Southern California will be sponsoring an educational seminar and workshop on **Wednesday, November 16, 2011 from 8:30 until 10:30 am**. This seminar will provide the insight and practical steps you need to develop and execute a plan to ensure a smooth transition and exit from your business.

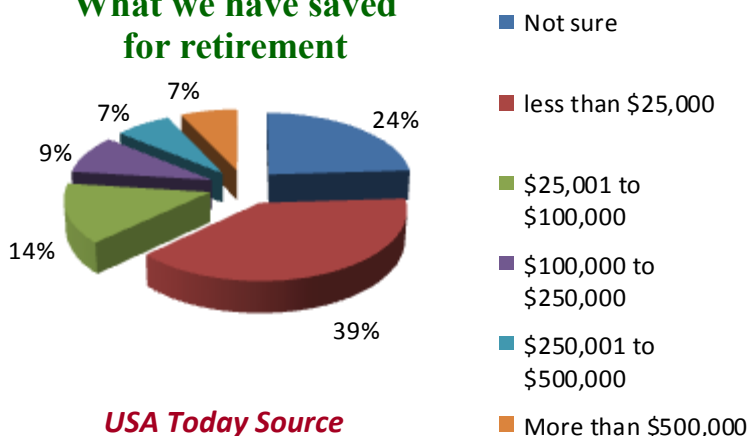
The registration form will be mailed and emailed to all **ARCA/MCA Southern California** members in July 2011.

You will learn how to:

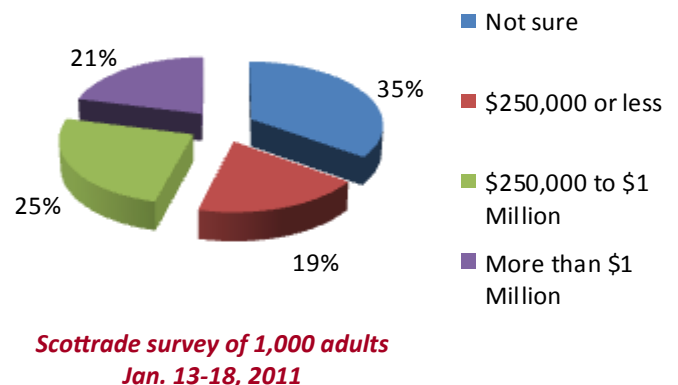
- ◆ Identify the most critical issues that need to be addressed in transitioning or selling your business
- ◆ Prepare your business in the event of your (and/or your partners') death, disability or retirement
- ◆ Sell or transition your business to a family member or key employee who has little or no cash
- ◆ Reduce taxes when you sell or transfer the business
- ◆ Implement contingency plans if you cannot sell your business to an employee, partner or third party
- ◆ Gain insights on how businesses in your industry are currently valued
- ◆ Convert the hard work you've put into the business into income

You will receive a complimentary copy of Tax & Financial Group's new, in-depth research report of business owners, the **2010 Report of Closely-Held Business Owners – The Exit Planning Process: Challenges, Trends and Conclusions**.

What we have saved for retirement



What we want to save for retirement





MSCA Educational Conference October 9-12, 2011 Broadmoor Hotel Colorado Springs, CO

Featuring

Special Keynote Speakers who will show you the power of the **Orange Revolution!**
The Carrot Principle

Chester Elton, employee motivation expert and "apostle of appreciation"
Understanding the World's Largest Economy and Tomorrow's New Future

Lowell Catlett, futurist and economist

Who Wins in a Recovery?

Ross Shafer, motivational speaker and Emmy Award®-winning television host

Register Early and SAVE! www.mcaa.org/education/msca/annualconference

The member registration fee for MSCA 2011 is only \$900 if you register by July 1. After that date, the registration fee is \$975. If you are attending the MSCA educational conference for the FIRST TIME you can save an additional \$75! The fee for first-time attendees is only \$825 (early bird prior to July 1) or \$900 (regular).

Why Attend?

MSCA 2011's three days of outstanding speakers and educational programs focus on topics to guarantee 24-Carrot Service! You'll learn about techniques to develop and maintain a satisfied workforce that provides 24-Carrot Service to all your customers; communication tactics to build teams, trust and success; how to market your products and services to the new generation of "Dreamscape Dwellers;" and much more!

More Highlights...

Roundtable session topics ranging from creative selling to government funding opportunities.

- ♦ An optional one-day session *24-Carrot Sales: Building the Ideal Sales Team* that will blow the doors off your current thinking about the selling process.
- ♦ An exhibitor display featuring the industry's latest products and services and an opportunity to obtain timely and critical information from our exhibitors.
- ♦ A new Technology Information Forum that will put your finger on the pulse of emerging trends.
- ♦ A special spouse event featuring a heart-stirring motivational speech from Tim Strachan who overcame adversity after a paralyzing spinal cord injury crushed his dreams of playing college football.
- ♦ Optional trips highlighting the breath-taking beauty of the greater Colorado Springs area.
- ♦ Enjoy the five-star accommodations and amenities of the luxurious Broadmoor Hotel.

Sign up today to ensure your participation in this conference which is sure to sharpen your vision about the HVACR industry and be a bunch of fun!

2011 Calendar

June

- 1 11:30 am Service Managers Roundtable
 8 7:00 am SCPT Finance Committee
 9 10:00 am **ARCA/MCA Southern California** Board of Directors

July

- 4 **ARCA/MCA Southern California** Office Closed
 13 7:00 am ACPT Administrative and Delinquency Committees
 14 8:00 am P.I.P.E Board of Trustees
 26 9:00 am Inland Refrigeration Benefit Funds Board of Trustees
 27 8:30 am SCPT Board of Trustees

August

- 1-3 Association Executive Council Annual Meeting (AEC)
 (Napa Valley, CA)
 8-12 United Association International Convention
 (Las Vegas, NV)
 18 10:00 am **ARCA/MCA Southern California** Board of Directors
 23 10:00 am ACRT Board of Trustees

September

- 5 **ARCA/MCA Southern California** Office Closed
 21 7:00 am SCPT Finance Committee

Mission Statement

ARCA/MCA Southern California

The Mission of the Airconditioning, Refrigeration and Mechanical Contractors Association of Southern California, Inc. (ARCA/MCA Southern California) is to exceed the expectations of the Association's member companies. The Association will provide a link of communication that will address, advance, and inform the Association membership of the latest updates on legislation, technology, and issues pertinent to the Airconditioning, Refrigeration and Mechanical Contracting Industry. The success of the Association in achieving this Mission is to be based on integrity and loyalty to its members. We will strive to be diligent and flexible by supplying services the membership needs to be competitive in an ever-changing business environment.

Save the Date

ARCA/MCA Southern California Annual Membership Meeting

October 6, 2011
5:30 pm Dinner 7:00 pm Meeting

Pacific Palms Resort
City of Industry



ACCO Engineered Systems
Glendale, CA

Air-Ex Air Conditioning, Inc.
Pomona, CA

Barr Engineering
Santa Fe Springs, CA

Control Air Conditioning Service Corporation
Anaheim, CA

Jackson & Blanc
San Diego, CA

Thermalair, Inc.
Anaheim, CA

United A/C Service Co., Inc.
Yorba Linda, CA

Weatherite Corporation
Walnut, CA

Western Allied
Santa Fe Springs, CA

Wittler-Young Service Company
Los Angeles, CA



Allison Mechanical
Redlands, CA

Emcor Service/Mesa Energy Systems
Irvine, CA

Jackson & Blanc
San Diego, CA