

The Wow Factor

Built in 1911 by Father (later Bishop) Philip McDevitt and Mrs. Mary McMichan, Philadelphia's John W. Hallahan Catholic Girls High School is an enduring symbol of academic excellence. Inspired by a rich diversity and Center City location, the school educates women with faith, purpose, and vision through a Catholic values-centered curriculum.

A true metropolitan area resource, Hallahan's 620 students come from seventy-eight elementary schools and thirty-eight different ZIP codes. Ninety-six percent of the student population goes on to college. The Class of 2006 has been awarded more than \$6 million in scholarships.

Hallahan has graduated over 37,000 students throughout its illustrious history and active graduate chapters can be found nationwide. Recently, a Hallahan graduate was honored as one of eight Distinguished Daughters of Pennsylvania for 2006.

With longevity comes the challenge of maintaining a ninety-six-year-old, largely concrete, structure. A recent capital campaign identified renovations to the cafeteria as one of its major objectives. Hallahan President Nan Gallagher obtained three bids for the project and said, "When all of the bidding was done, Henkels & McCoy was chosen because of their bid and their reputation. Together we felt it was a winning situation."

The first stage of the project was a review of options by Gallagher and Henkels & McCoy's Manager of General Construction Gordon Dennis. According to Dennis, "The cafeteria was in need of upgrade. A design/build approach was most appropriate given the need to execute a ten-week project in half the time."

The architectural plans were developed by Henkels & McCoy's Tom Rambo under the direction of General Construction Department Project Manager Connie Weaver. The work was executed utilizing Henkels & McCoy's Project Management Methodology. According to Weaver, "This approach proved extremely valuable. The success of this effort illustrates how the Methodology can apply to projects of all sizes."

Next, permits were obtained from the city and the schedule finalized. The scope of work included the com-



Special challenges included completing the work during the school's summer break in order to be prepared for the return of students and staff.

plete demolition and renovation of the existing cafeteria. This included new finishes for walls, ceilings, floors, and doors as well as mechanical and electrical upgrades.

The walls represented an interesting challenge in the demolition phase, which lasted two weeks. "Some walls were much more difficult to remove than others. They had to be removed very, very cautiously, but Henkels & McCoy was able to coordinate all of that and open the cafeteria to students," adds Gallagher.

Astute space planning enabled the creation of a new faculty dining area and student bookstore while providing more natural light. "By putting the faculty dining room where we did, we opened up ten windows that filter in light. Overall, the

level of brightness has multiplied by 250 percent. The biggest part for the students is to have this nice, bright area for when they're not in class. It's such a welcoming environment. The students are pleased because they are much more comfortable," says Gallagher.

A great deal of thought was put into the psychology of the primary color selection. Blue was ultimately chosen because of its restful properties and traditional association with the school. The focus on aesthetics was matched by the need for efficiency and ease of care. The overall cafeteria design and low-maintenance floor have benefited the janitorial staff. Gallagher states, "The ease of cleaning the cafeteria is just incredible. The students are proud of this project and are taking very good care of it."

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Management Message

Customer Panel Provides Valuable Feedback

by **Jon Schoff**
Executive Vice President,
Chief Operating Officer

Since the beginning of the Company, Jack and Anne Henkels made it clear with the "sale" of their very first job to Philadelphia Electric in 1923 that customers would be the lifeblood of the business. This core belief has endured for eight decades and means as much to us as the large company that we are today as it did back then when there were only a handful of customers. We have eight hundred active customers today, and many more with

whom we have worked over the years.

Twice a year, we invite some of those customers to participate in a Customer Panel as part of our Supervisor Academy. This gives our attending supervisors some insight into how the customer thinks and what is important to them. It also updates H&M management thinking in terms of customer trends in the industry. As our industries are always evolving, we look to



Jonathan C. Schoff

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Thank You for Your Service

These Henkels & McCoy employees attained the following milestones in 2006. Congratulations to you all!

Corporate

- 10 Years: Dot Clark, Kenneth Klaunder, Theresa Wood
15: Ray Mancinelli
20: Rod Henkels, David Maginnis, Larry Marino
25: Al Lippy, Kathy Mills
35: Jim Mulhern
45: Bill Boell (right)



East

- 10 Years: Steve Benjamin, Michael Brothman, Allen Butterbaugh, Joao Cardao, Eric Coleman, Michael Farley, Lou Figliola, Chuck Holmberg, Dennis Howard, Augie Martins, David McGarvey, Randy Overholzer, Thomas Possien, Jim Ruby, Kim Schottmiller Keller, Brian Smith, Tim Smith, Barbara Stahlecker, Don Weed, Patricia Westerman
15: Kathleen Alcott, Jim Callan, Stan Christoff, Bill Colyer, Todd Copenhaver, Bruce Donnelly, Lou Ferenci, Rick Fuss, Norm Garrison, Gene Hartsock, Henry Himes, Leo Jones, Karen Kaltenbacher, Louis Lahrman, Bob Landry, Frank Mitchell, Wayne Pease, Randy Rutter, Robert Watkins
20: Elmer Bassett, Brian Bowers, BetteAnn Burr, Mark Castelli, Butch Cole, Harry Daniels, Mark Deery, Jules Dileo, Joao Felicio, Stu Foulks, Bob Garber, Charlie Gunnin, Richard Gutshall, Josiah Horn, William Mageski, John Nailon, Chris Painter, Erwin Parson, James Smith, Marshall Smith, Jim Stewart, Earl Swiernik, Larry Swiernik, Keith Urich, Arthur Wainwright
25: Samuel Beatty, Junior Contrisciani, Scott Hampton, Doug Jones, Joy Kehm, Dave Turiano, Gregory Whitsel
30: Ron Flick, Jon Livingston
35: Edward McDonald, Willis Reed, William Robertson, William Theurer
40: Skip Gough (right)

Central

- 10 Years: Fidel Cerda, Steve Gillespie, Scott Halvorson, Joe Hanson, Johnnie Hicks, Ernie Howey, Ron Lotz, Kevin McClerren, Rick Miller, Lonnie Morris, Arturo Ortiz, Javier Ortiz, Kenneth Payne, Gerry Pollard, Alberto Reyna, Filimon Rodriguez, Emetrio Saldana, Rodney Spencer, Randy Tallman, Donnie Yeager, Francisco Zavala
15: Dwaine Craig, Dennis Dehart, Dennis Frye, Ronald Hopkins, Victor Hopkins, Kevin Shoosmith, Dennis Tilden
20: Mark Hanna, Ron Hillman, Shirley Jones, Rayburn Stallings, Ken Woodbury
30: Ed Shuck

Pipeline

- 10 Years: Alan Burgess, Kevin Curtis, Gary Deverant, Gary Harbison
15: Kenny Grigsby, Van Ingersoll, Shane Johnston, Don Kindley, Rick Reams
20: George Doll
25: Ken Grigsby

West

- 10 Years: Mike Alvarez, Robert Beadle, Chris Benoit, Dan Byerly, Jim Coleman, Mike Crocker, Manuel Garcia, Butch Harris, James Hensley, Victor Martinez, Bob Rasmussen, Rodney Soberano, Chuck Sutton, David Yensel, Wayne Young
15: Mike Young
25: Ed Campbell, Bob Yoder

Engineering

- 10 Years: Aqueelah Abdul-Lateef, Sung Choi
15: Steve Bojanowski

NSS

- 10 Years: Paul Harnage, Rick Houser, Jean Stavelly
15: Carl Anderson, Al Hussey, Richard Jodway, Robert Kunard, Michele O'Kane, Darryl Smith
20: Frances Bodziock, Greg Hancock, Jim Hawkins



Customer Correspondence

The Best Type of Advertising

For nearly three years now, Henkels & McCoy has been my infrastructure cabling company of choice. The company I represent has over 1,300 locations in 50 states, Puerto Rico, the Caribbean, Mexico, and South America. In that time I have dispatched Henkels to hundreds of locations from Washington to Florida and from New Jersey to California. I have always found Henkels & McCoy to be highly professional and highly responsive. Very often they have gone out of their way to supply my last-minute and emergency needs.

I have recommended them to sister companies and would recommend them to others.

Sincerely,

**-- Dale M. Wright
Acquisitions Program Manager
Ferguson Enterprises, IT Dept.**

Storm Recovery Upstate

The Henkels & McCoy crews are doing an outstanding job in assisting in the October storm recovery effort in Western New York. My community was very hard hit and the crew from Henkels & McCoy working my street was excellent and a welcome sight.

-- Camille, Buffalo, NY

Electricity Up and Running

I wanted to send a great big THANK YOU to all of your employees who are working in our area helping AmerenIP to get our electricity working again. I am hoping that this e-mail can be forwarded to the workers so they know that their hard work and time away from their families is greatly appreciated and will always be remembered.

-- Truda, Mt. Vernon, IL

Sewer Repair was a Great Job

We had one of your crews to our house to repair our sewer line in the street, and I would just like to say they did a great job. I would just like to say thanks for having such professional people working for you and keep up the good work.

-- Anonymous, Jackson, NJ

Achieving Safety Excellence

by Jack Bennett
Central Region Safety Manager



Jack Bennett

Without question, effective safety management provides a competitive business advantage. It starts with a personal commitment to safety. This involves not only commitment to safety as a value, but also commitment to factors that instinctively integrate that value into the corporate culture. While no prescriptive approach to safety excellence exists, there are three initial elements to consider: management leadership, employee involvement, and measurement systems.

Management Leadership

The most important element of safety excellence is providing management leadership and commitment. Leadership must demonstrate a strong, genuine, continuous, and personal commitment to safety. Leaders must:

- Communicate a vision
- Integrate goals for addressing safety, health, and environmental concerns into the business
- Define roles and responsibilities
- Require accountability from employees

- Allocate resources to support programs
- Conduct assessments to support changes
- Take proactive measures
- Involve employees

Employee Involvement

The second most important element is meaningful employee involvement. Employee involvement incorporates activities that proactively identify hazards as an important component of an effective safety management system, including the use of job safety analysis, physical hazard inspections, employee safety training, safety meetings, and job safety observations.

Employee involvement includes the following precepts:

- Management commitment that is visible and consistent
- Individual development and capability (training)
- Individual involvement and influence

- Constant and varied communications
- Interdependent work processes and systems (integrated organization for safety)
- At-risk behavior auditing
- Recognition and reward
- Measurement systems

Measurement Systems

The foundation for safety excellence is based on the premise that to manage something effectively, a measurement system needs to be in place. Measurements should include both proactive process-oriented measures and reactive or failure-based measurements. The emphasis is on establishing safety as a corporate value that guides decision making on a daily basis.

Once you understand what is required to achieve safety excellence in your organization, you must determine exactly where you are in the process and how your organization and employees are currently prioritizing safety into business practices.

The ongoing application of these elements throughout the organization results in a continuous safety improvement process. The effective implementation of this process represents a win-win-win situation. Contactors, our clients, and their customers reap significant benefits.

Wow Factor

Continued from page 1

The upgrades are paying immediate dividends. Gallagher says the renovated cafeteria is also used for faculty and parents' meetings and reunions. "That's a real plus for us. Previously we were not able to have reunions here at school. Now we can have many more functions here. That is a real positive. The most interesting aspect is when students come from other schools and they walk through the cafeteria and you get the 'wow' factor from the kids remembering what it looked like before.

"I have been pleased with the work that has been done," says Gallagher. "We have had a very good relationship with Henkels & McCoy and with the workers. In a ninety-six-year-old building, we deal with many workers and jobbers and it was very nice to have the level of cleanliness on this project. Each day things were cleaned up and the debris and dumpster removed. These things are very important, especially when dealing with a school. That was a very positive aspect of the project. We plan on continuing our partnership."

Disaster Recovery Drill Day A-Okay

For more than eighty years, Henkels & McCoy has helped others in need by restoring power knocked out by natural disasters like hurricanes, floods, ice storms, fires, etc. Today, companies need to be prepared not only for natural disasters, but also for terrorism. What if some type of disaster was to strike Henkels & McCoy? Are we ready?

That question has been answered in the affirmative by the Information and Performance Systems (IPS) department located at H&M headquarters in Blue Bell, Pennsylvania. Thanks to their careful planning and preparation, the company is ready to weather any crisis situation.

The H&M IPS department's Disaster Recovery Plan ensures that very little, if any, information essential to ongoing business operations would be lost in the case of an emergency. How? By creating an off-site location containing all the equipment necessary to get up and running in a matter of hours. This



H&M's IPS department members restoring the computer systems in a test simulating a disaster that wiped out the entire headquarters building. L to R: Joe Catagnus, Ivan Plachuta, Jason Wozniak, and Tom Rodriguez.

includes e-mail, invoices, records, financial transactions, work orders, payroll, etc. In short, all day-to-day business activities would continue with little interruption.

H&M hopes this plan will never be needed but, if disaster should strike, H&M is ready to protect information vital to our customer relationships.

Swingin' Time at Tournaments

In keeping with Henkels & McCoy's long-standing commitment of service to others, the East and West Regions recently held golf tournaments to raise money respectively for Covenant House Pennsylvania and the American Heart Association.

Covenant House Pennsylvania (CHPA) is Pennsylvania's largest shelter program for homeless and runaway children under twenty-one, offering street and community outreach, crisis shelter, support services, and transitional housing to those in need. With their Crisis Center located in the Germantown section of Philadelphia, CHPA has a bond with Henkels & McCoy, which was founded in Germantown in 1923.

Covenant House's reach has expanded since its incorporation in New York City in 1972 to fourteen U.S. cities from Anchorage to Orlando, as well as Toronto, Vancouver, Guatemala, Honduras, Mexico, and Nicaragua. In the last year, over 76,000 youth received aid from this organization. In addition to those services listed earlier, Covenant

House also provides health care, education, vocational preparation, drug abuse treatment and prevention programs, legal services, recreation, mother/child programs, and aftercare.

The H&M Golf Outing East tournament took place October 17, 2006 at the Philadelphia Cricket Club in Flourtown, Pennsylvania. With 208 golfers in attendance, two courses were required to accommodate everyone: the original Wissahickon Course and the new Militia Hill Course. Golfers received awards for First, Second, and Third Places, Closest to the Pin, and Longest Drive for each course. Thankfully, the rain that had been forecast held off (conditions were sunny and seasonably mild), and the event ended up raising \$42,500 for Covenant House Pennsylvania. Rick Pieper, Director of T&D Support Services and principal coordinator of the East tournament, was very pleased with the outing's results. "I believe everyone enjoyed the day and [is looking] forward to attending again next year," he said.

Out West, tournament proceeds went to the American Heart Association (AHA). The AHA's mission is to reduce disability and death from cardiovascular diseases by



What it's all about: Rod Henkels (right) and Rick Pieper present a "big check" to Covenant House Pennsylvania executive staff members Stephanie Jussaume-Peddicord (left) and Jerome Kibane.

providing credible information for effective prevention and treatment. An ardent champion of public health, the AHA funds groundbreaking research, provides awareness and education, and has been instrumental in aiding the federal government's efforts to improve the national healthcare system. With its National Center in Dallas and twelve affiliate offices that span the United States and Puerto Rico, the AHA receives support from millions of donors and volunteers, both

West Region Vice President Jim Dillahunty presents the American Heart Association's Claudia Keller with a check for \$20,000 from the California tournament.



Walking the Walk for Juvenile Diabetes Research Fund

Once again, Henkels & McCoy sponsored a team for the annual Juvenile Diabetes Research Foundation's Walk for the Cure, held Sunday, October 29. We were among the 500,000 people at 200 walk sites nationwide, raising funds toward finding a cure for Juvenile Diabetes and promoting public awareness of this dreaded disease.

The weather was sunny and brisk. Complimentary morning coffee, juice, healthy snacks, fruit, and candy were provided by area businesses to help sustain walkers who left home without having had breakfast. Henkels & McCoy fielded eighteen (human) walkers and five canine participants, some dressed for Halloween. About 6,000 local walkers met at the steps of Philadelphia's famous Museum of Art for a pre-walk rally featuring local celebrities, including former Philadelphia 76ers co-owner and fitness guru Pat Croce, as well as Fran Dunphy, head basketball coach at Temple University.

Following the pep talks and a countdown



from Pat Croce, the walkers set out accompanied by strains of the theme from "Rocky," a fitting send-off from the Museum. Walkers completed the 5K walk in less than two hours and had a lot of fun in the process.

All in all, Henkels & McCoy walkers raised \$2,830 from generous pledges made by coworkers, friends, and relatives.

To learn more about the Juvenile Diabetes Research Foundation visit <http://www.jdrf.org>

101 Holes in One...Day

West Region's John Nichols (pictured) recently participated in a charity event for the benefit of the Boy Scouts in Hawaii. The event, held at the Makaha Valley Country Club in October, provided a unique challenge. Players had the opportunity to complete 101 holes in one day. On the physical demands of playing the course (which spans approximately 6,400 yards over eighteen holes) more than five times in nine plus hours, John remarked, "I stopped taking practice swings after the seventy-second hole." We thank John for his contributions to this worthy cause.



medical and non-medical, every year. AHA launched its first national fund-raising campaign in 1949, and the response has been growing ever since.

The West Region's Golf Tournament was held at the Pacific Palms Resort in Industry Hills, California, on September 21, 2006. Seventy-one different sponsors and 120 golfers in all participated in the event. Awards went to golfers for First, Second, and Third Places, Longest Drive, Longest Putt, Closest to the Pin, and Most Accurate Drive. Raffle prizes, which included a number of smaller items as well as a couple of mopeds, were also auctioned off at the Awards Dinner, raising \$4,400. Final proceeds to be presented to the AHA came to \$20,000. "Everyone had a great time," said Regional Vice President Jim Dillahunty of the day's events, "and it was definitely for a worthy cause."

Many thanks to all of those who helped make both H&M tournaments a success.

Next year's East Region tournament is scheduled for October 15, 2007. Please contact Rick Pieper for more details at 215-283-7924 or rpieper@henkels.com. The West Region tournament will be held September 26, 2007. For more information, please contact Jean Yount at 909-451-2541 or jyount@henkels.com.

Corporate Region Safety Council: Promoting Office Safety and Ergonomics in the Workplace

Last February marked the introduction of Henkels & McCoy's Corporate Region Safety Council. Established by Steve Kauffman (Coordinator, Corporate Safety/Environmental) with corporate sponsorship from Jon Schoff (Executive Vice President, COO) and Bill Mattiford (Director, Corporate Safety/Environmental), the Corporate Safety Council is a forum to discuss safety as it pertains to the office setting. Participants from each corporate department attend monthly meetings and report back relevant topics to their respective groups.

A major initiative the Council put in place in the last year is the Corporate Region – Safety Rewards Program (SRP). Modeled after the Corporate Guidelines, the SRP enables all corporate employees to earn points redeemable for H&M branded merchandise. SRP's purpose is to recognize those employees whose performance reflects safety as a "value."

The Ergonomics Awareness Program conducted at Corporate Headquarters and DelVal this past April is another success story. A representative from the URS Corporation came and visited each employee to focus on improving the placement of items around the workstation and make suggestions on posture and general organizational issues.

Looking ahead, the opportunity to become certified in First Aid/CPR will be made available to employees and their families as a way to encourage training as well as earn bonus points for the SRP. The Corporate Safety Council actively encourages suggestions from employees as we move forward together.

For questions on the Corporate SRP, please contact Pat Higgins or Steve Kauffman in the Corporate Safety Department at 215-283-7910.

Customer Panel

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add value in more definable and measurable ways to meet or exceed our customer expectations (and our own), even as they change.

Our people help make our reputation with our customers. That reputation is based on the work we do. As one customer said in a recent panel discussion, "When we hire Henkels & McCoy, we are hiring the entire management organization." Therefore, the pride we take in our work, in a job well done, is as essential to our future as it has been to our past. It is what differentiates us. In an industry that places the greatest importance on project execution, it is the most accomplished contractor that has the most to gain in reputation and therefore in additional work.

Consistent Performance can be sold to prospective customers, but as one customer put it in our latest panel discussion, "understand the relevancy of recent performance." That is to say, we are only as good as our last job. We have always understood this. Another customer representative on the same panel stated, "It is professionally completing work that is more important than who (which contractor) does the work." This, too, we understand.

Without some form of measurement, Performance is just an ideal. When we say "Performance has built our business," it is up to us to define it by the job we do on every job. We are constantly seeking feedback from our customers on the job we are doing and the value we provide to them. The Customer Panel at the Supervisor Academy is just one of those ways. We utilize customer satisfaction surveys as well. Also, many of our Alliance Programs have key performance indicators that benchmark and measure our performance. The closeout phase of our H&M Project Management Methodology also addresses customer satisfaction as part of our PM processes and PM culture. Some customers just rate us by giving us repeat business.

Another customer on the recent panel put it best when he said, "A true (contractor) partner is a steward for the customer." Providing personalized service to our customers has always been our trademark. Although this hasn't changed, the many ways we are now able to demonstrate it have been greatly expanded.

Bill Stinnett, in his book entitled Think Like Your Customer says, "Customers don't choose one vendor (contractor) over another accidentally, they choose for

specific reasons that they value." It is not only what we do then, but how we do it that we are remembered. Industry survey data by FMI says, "Satisfied customers will remember what you did for an average of 18 months, dissatisfied customers remember what you did wrong for an average of 24.5 years, and 61 percent of customers will leave you because of the attitude of one employee." It's a sobering thought, but those are the survey data.

Customer loyalty may be a two-way street, but it starts with us. Bill Stinnett also states in his book, "More important than our need to understand is our customer's need to feel understood. A focus on understanding should be more than a step in a sales process, it should be a philosophy of doing business. When it is, it will be the greatest differentiator of all."

Judging from the recent feedback of our major Alliance customers, this is something we increasingly understand. Even on everyday jobs for smaller customers, we have always instinctively understood. If you see someone new in the organization who doesn't yet understand this, please take the time to explain it. After all, "Performance has built our business," and all 4,500 of us company-wide represent that performance every day.

Regional Roundup

East Region News

The East Region has recently been awarded several notable projects. New Jersey American Water gave our General Construction Group a \$1.4 million contract to build a water treatment facility near Egg Harbor, New Jersey. Our Industrial Electrical Group was recently awarded a \$3.5 million project from GlaxoSmithKline. Henkels & McCoy will remove the old switchgear and install new switchgear and controls as well as perform all the facility modifications to support the upgrade.

The East Region has many challenging projects underway. Mike Cardell, Program Manager for PP&L out of the Power Group, is moving into the second year of a three-year alliance with PP&L. This work currently employs over two hundred men and women and the relationship continues to strengthen.

Our Telecommunications Group out of York, Pennsylvania, is in the middle of two large telecommunications upgrades for the Army at Fort Indiantown Gap. The work is being performed through Verizon Federal and ECI, who are the prime contractors. This work is valued at over \$4.2 million.

Our Underground Utilities Group, headquartered in Linden, New Jersey, is currently doing all the site and civil work for a new substation for longtime client, PSE&G. This \$2.4 million project involves the construction of over eighty footings, a storm water management system, and all associated site work. Tony Pinho is our Construction Manager for this ambitious project.

We have reached the midway point in the construction of a \$4.8 million transmission line upgrade project for Northeast Utilities. Danny Ashmore, Construction Manager, and his men from the Power Group's Oxford, Massachusetts, office are replacing sixteen 100-foot lattice transmission towers with thirty-two monopoles and will then install over fifteen miles of conductor.

Central Region News

Director of Project Management Jason Butts attended construction/engineering career fairs this fall at Indiana State University, Michigan State University, and the University of Wisconsin – Madison. The objectives: recruit graduates and provide them an opportunity to

develop Project Management (PM) skills to help Henkels & McCoy meet the PM Challenge.

Also, Central Region has provided financial assistance and sponsorship for three Indiana State University (ISU) Construction Management students, as they compete against other colleges and universities. ISU's team consists of ten students who will work on a management proposal by completing an estimate, schedule, cash flow forecast, project plan, and proposal. The team will present their proposal to a panel of judges at the National Association of Home Builders (NAHB) International Builders' Show in Orlando in February.

On the weekend of October 28, 2006

Central Region's Addison, Illinois, office relocated to 940 Kingsland Drive, Batavia, Illinois, approximately seventeen miles west. The new location provides a more professional atmosphere for our customers and supports our expanding power and gas business. We have also added a signal and streetlight division. The new facility has approximately a three-acre yard, a 25,000-square foot warehouse, and office space that can accommodate current and future staff.

Keith McKim, Area Quality Manager, coordinated and managed the relocation project and received help from many others. Keith's relentless attention to detail contributed to a smooth transition for our staff.

West Region News

West Region is awarded Montrose-Bel Air 69 kV Line Upgrade

On October 17, 2006, the Glendale City Council (Calif.) approved a motion awarding the long-awaited contract to replace existing overhead and underground power lines to Henkels & McCoy. The power operation group commenced the line upgrade on the Montrose-Bel Air 69 kV line in late December.

Under the terms of this twelve-month contract, Henkels & McCoy's power operations group will replace

the existing 12 kV overhead and 34.5 kV underground conductors between the Montrose Substation and the Bel Air Substation. This work shall be done in the public right-of-way and private property and will entail removing, replacing, and installing line conductors, insulators, cross arms, wooden power poles, underground vaults, and duct banks with new upgraded materials and devices.

In addition, each lattice tower will be modified, repaired, cleaned, and painted, and tower grounds will be installed. A new 288-count fiber optic communication cable will be installed onto the lattice towers.

Carlos Zancopé of our municipal power operations group is overseeing the project

assisted by Lester Stutts of our municipal construction management team.

Henkels & McCoy has been working for the City of Glendale Department of Water & Power during the last three years performing various services for the city including,

but not limited to, electrical distribution maintenance work on their 12 kV and 34.5 kV overhead lines, engineering and design utilizing CAD/GIS software and GPS hardware as well as installation and engineering of fiber-optic systems throughout the city.

Engineering News

Our power design capability continues to grow. In addition to underground and aerial distribution and overhead transmission design, the Infrastructure Engineering Group (IEG) provides tower analysis and substation design to determine whether towers can support the addition of antennas or heavier conductors. When indicated, design is provided for necessary modifications. An aggressive approach to training and staffing (a former utility company engineer has joined our staff) has significantly enhanced our ability to provide substation design to industrial and utility customers.

IEG has also increased our involvement with industrial design work. We are working with a number of industrial manufacturers in the pharmaceutical, automotive, and housing industries by providing process modification and infrastructure improvement design. These projects are challenging



Indoor warehouse racking at the new Batavia location.



because they require close coordination of electrical, mechanical, and structural disciplines. The designs often require a detailed sequence of construction to minimize plant downtime. It is not unusual for work to be performed around the clock with real-time design modifications to accommodate field conditions or improve the schedule.

NSS News

The Network Systems & Solutions Division (NSS) moves into the new fiscal year with plans to expand its already substantial offerings to customers and prospects. Traditional focus has been on standard structured cabling for voice and data networks. Plans to aggressively branch out into voice, security, and wireless spaces and support other low voltage applications are being acted upon.

Beginning in 2006, NSS is addressing the demand for IP-based (Internet Protocol) phone systems, generally referred to as Voice-over IP (VoIP). Plans are for NSS to align itself with multiple manufacturers to offer its customers a variety of competitive and leading-edge technologies.

NSS is supporting the increasing wireless needs of its customers through its operating groups and its teaming relationships with several partners. This includes performing installations for longtime integration partners as well as end-use customers in the retail, distribution, and diversified services vertical markets.

NSS is also deeply invested in mastering the deployment of IP-based security systems. Information Technology (IT) departments in most industries are adding security, traditionally a concern of facilities departments, to their domain. Connected by Ethernet cabling, security cameras become part of a company's network, allowing for multiple uses, including marketing, Customer Relationship Management, and asset tracking.

Poised to grow under the leadership of Vice President and Division Manager Mark Lehman, NSS seeks to build a customer base through value and versatility.

Corporate News

Lisa A. Lutz, Esquire, (right) has joined Henkels & McCoy as Corporate Counsel in our Legal Department, reporting directly to Christine Ann Crawford, Vice President, General Counsel and Secretary.

Prior to coming to Henkels & McCoy, Lisa was Corporate Counsel at



PECO/Exelon. She has also worked in the telecommunications and fiber industries, including serving as Corporate Counsel and Human Resources Manager for City Signal Communications and working in the Legal and Regulatory Department of XO Communications.

Lisa graduated from Cedar Crest College in Allentown with a Bachelor of Science degree in business administration. She earned her Juris Doctor from Widener University School of Law and was admitted to the Bar in Pennsylvania in 2000.

Trevor J. Lyle (right) has joined Henkels & McCoy as Project Manager, Project Controls Manager, and Senior Planning Engineer. Most recently, Trevor worked for Nooter Construction, dealing with all aspects of project management and project controls for combined cycle power station construc-



tion and refinery shutdowns.

In his role as Project Manager, Trevor will primarily be a resource to Henkels & McCoy's regions, reporting to the sponsor of a specific project and the Corporate Project Management Office. Further, Trevor will provide support to regional operations in Project Management Methodology training, project planning, and execution.

In addition to his twenty-five year business experience, Trevor is a graduate of the University of Ulster (UK) with a degree in Naval Architecture/Mechanical Engineering and California Coast University with a Bachelor of Science degree in Management; and is a Project Management Professional certified by the Project Management Institute.

Please join us in welcoming Lisa and Trevor to Henkels & McCoy.

Achievements in Project Management Training

Henkels & McCoy maintains its commitment to Project Management training excellence.

We acknowledge the outstanding achievements of our coworkers for earning the following ESI/George Washington University-sponsored certifications.

According to Kathy Mills, Director, People Department, participants worked extremely hard and should be congratulated for their dedication.

ESI International's Associate's Certificate in Project Management recognizes those who attain a basic working knowledge of project management through the successful completion of three online courses within two years.

Congratulations to our Associate's Certificate recipients: Marcie Allen, Jon Askins, John Bean, Linda Beck, Tripp Bell, Jamie Berrier, Jason Butts, Kevin Carney, Greg Class, Beau Collins, Ryan Crull, Steve DeRight, Eric Egelhoff, Bryan Ellis, Nick Ficca, David Frazier, Ricky Gilliland, Mark Hanna, Mike Harrison, Bill Henderson, Chris Herm, Pete Hite, Tim Hockenberry, Jason Jones, Karen Kaltenbacher, Mike Lambert, Jim Lantz, Vic Lasher, Mark Maxwell, Robert Murin, Tony Orr, Tim Pierce, Kathy



President and CEO Rod Henkels (left) and Executive Vice President and COO Jon Schoff (far right), congratulate Master's Certificate recipients (left to right) Paul Viggiano, Tom Clothier, and Ricardo Naranjo.

Richards, Roger Robinson, Jim Rudolph, Jon Schoff, Connie Seutter, Mike Seutter, John Sherwood, Denae Stevenson, Trish Toto, Dominic Valente, Roland VanZanten, Joel Venegas, and Connie Weaver.

ESI International's Master's Certificate recognizes professionals who have attained the knowledge and experience to oversee all aspects of project management, including initiation, scheduling, quality, procurement, and communications issues. Master's Certificates are earned by the successful completion of seven online courses within four years.

We salute the following Master's Certificate recipients: Marc Garman, James Hensley, Tate Johnson, Ricardo Naranjo, Paul Viggiano, Jovan Zaric, and Tom Clothier.

January 25-28
Building Industry Association Show
Neal Blaisdell Center, Honolulu, Hawaii

January 30-31
**Southern Carolina Telephone Association
Vendor Showcase**
Radisson Hotel, Columbia, South Carolina

January 30-February 1
UCT 2007
George R. Brown Convention Center
Houston, Texas, Booth #439

February 5-9
Federal Business Council (Hawaii)
Visit www.henkels.com for locations and dates.

February 14-16
**Louisiana Telecommunications Association – AMTA
Winter Convention**
Hotel Monteleone, New Orleans, Louisiana

February 21-22
**Georgia Telephone Association
Annual Vendor Showcase**
Holiday Inn, Macon Conference Center,
Macon, Georgia

February 26-March 1
Minnesota Telecom Alliance
Hyatt Regency, Minneapolis, Minnesota

March 6-7
ITA Showcase Northwest
Holiday Inn/Portland Hotel, Portland, Oregon

H&M Tradeshows 2007



We look forward to seeing you.

March 6-8
Rural Iowa Independent Telephone Assn.
Polk County Convention Center
Des Moines, Iowa

March 7-9
TSTCI Plantmen's Conference
Renaissance Hotel, Fort Worth, Texas

March 20-22
MTIA Show-Me Expo
Isle of Capri, Boonville, Missouri

March 25-28
Mortgage Bankers National Association
Location and Booth TBD

April 4-5
**Alabama – Mississippi
Annual Conference & Expo**
Chocaw, Mississippi

April 9-12
Telephone Association of New England
Mount Washington Hotel,
Bretton Woods, New Hampshire

April 10-13
TXTCA Texas Expo
Belton, Texas

April 15-19
Tennessee Telecommunications Assn.
Chattanooga Marriott Hotel,
Chattanooga, Tennessee

April 23-27
**Northwest Public Power Association
Engineering and Operations Conference**
Tacoma Convention Center,
Tacoma, Washington, Booth # 610

April 24-26
American Gas Assn. Operations Conference
Gaylord Texan Resort,
Grapevine, Texas

April 25-27
Kioskcom.com
Mandalay Bay Resort,
Las Vegas, Nevada

HENKELS & MCCOY Performance

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IN THIS ISSUE

The Wow Factor

With longevity comes challenges. Henkels & McCoy refurbishes dining facilities in a 96-year old Catholic girls' high school located in historic Central Philadelphia.



FEATURES

- Thanks for Your Service: honoring long-term employees
- Charity work can be FUN: golf and walking to help others
- Letters from customers, both corporate and consumer
- Customer Panel Provides Valuable Feedback

DEPARTMENTS

Management Message, Safety Update, Regional Roundup

PLUS...

- Project Management Certifications
- Disaster Recovery Drill Day A-Okay
- Trade Show Schedule through April

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