

Ethics In The Construction Industry By Tom Frisby, The Frisby Group

Your mission statement or statement of values represents that your company is customer obsessed. What does that mean? It means that in order to truly be customer driven that:

- √ You will organize to provide outstanding service.
- √ You will hire personnel who have the potential to do that.
- √ You will develop policies and procedures consistent with that goal.
- √ You will train personnel to perform their work in an outstanding manner.
- √ Your company will perform as it represents it will on each project.
- √ Your company will be reliable and accountable.

In fact, your mission statement is a promise that you will do these things. A promise, and fulfilling the promise, are ethical issues. So organizing your company effectively is actually an ethical issue.

Your mission statement or guiding principles provides that you are committed to your in-house personnel. What does that mean?

- √ You will treat your personnel respectfully.
- √ They will never be bullied.
- √ They will be given the opportunity to make input.
- √ They will work in a completely safe environment.
- √ They will be treated fairly and without prejudice.
- √ They will not be harassed for any purpose.
- √ They will be adequately recognized for their performance.

These are implied promises made to your personnel through your mission statement. *Human relationships are ethical issues.*

Employees also make implied promises when they hire on.

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Have
A
Happy
Thanksgiving!



“Tool Box Talks” - Safety Tip

SHOP SAFETY CHECKLIST

The following are common, important safety guidelines to remember when working in the shop environment:

- Under no circumstances should unapproved people be allowed to use the shop equipment. Do not allow unauthorized persons to visit or loiter in the shop.
- Secure the shop when no one is present. It goes without saying that you should *never* leave a machine in operation while it is unattended.
- Check emergency equipment such as first aid kits, emergency lighting, fire extinguishers and eye wash stations monthly.
- Periodically check all hand tools, portable power tools and larger shop equipment. This is usually a good time to submit purchase requisitions for replacements cords, guards and other worn or damaged equipment, such as a scratched face shield that users can hardly see through.
- Check to make sure all cleaning baths and parts washers are safe to use. Take this opportunity to check area lighting, ventilation and fusible links on the self-closing covers.
 - Good safety practices start with *good housekeeping*. Use the following guidelines for your shop maintenance:
 - Clean up spills immediately.
 - Keep walkways and stairs free of tripping hazards.
 - Store oily rags in a covered metal container and be sure to empty it every night.
 - Periodically remove excess cutting oils and filings from shop machinery.
 - Keep all tools in their place and red-tag tools that need repair.
- Never wear jewelry or loose clothing around rotating machinery. Be cautious of any item that may become entangled, including long hair.
- Remember to follow all the proper steps when utilizing a lockout/tag-out procedure. Never cut corners because you think it's going to save time.

If you have any doubts or questions about the operation of a particular piece of shop machinery, never hesitate to ask your supervisor or a qualified co-worker.

Condolences

Mr. Furman Cullum & Family
Mr. & Mrs. Chris Cullum & Family
Mr. & Mrs. Rudy Cullum & Family
Mr. Thomas Cullum & Family
Cullum Mechanical Construction, Inc., Charleston
On the loss of wife, mother
Ann Willis Cullum

Mr. Bill Self & Family
Self's Heating & A/C, Camden
On the loss of his wife
Montez Self

Welcome New Members

Coastal **Will Murdock**
PeopleReady Skilled Trades
North Charleston

Anniversaries

If you are celebrating your anniversary this month and would like it to appear in next year's newsletter, please send us the information.

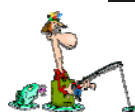
Update Your Outlook

Let us know if we need to update your Outlook or if you know someone who does!

Upcoming Events



10th Annual Midlands Area Nine At Night
Scholarship Golf Tournament
Thursday, April 4, 2019
Charwood Country Club, West Columbia



The Charleston Slam 11th Annual Inshore
Fishing Tournament
Captain's Meeting - May 17, 2019
Graybar Electric Co., Inc.
Tournament - May 18, 2019

13th Annual Piedmont Area Clays for College
Friday, April 26, 2019
The Clinton House Plantation, Clinton



12th Annual Pee Dee Blast Sporting Clays Event
Friday, September 20, 2019
Back Woods Quail Club, Georgetown



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- √ They will learn the job and continue to improve.
- √ They will provide their best efforts always to perform as they are expected to.
- √ They will give 8 hours work for 8 hours pay at whatever level they are.
- √ They will be honest and report facts as accurately as possible.
- √ They will be respectful of others.
- √ They will provide input aimed at improving the operation.
- √ They will never bully nor harass.
- √ Prejudice and bias will never be practiced.
- √ Sexual harassment is not accepted.

These are all ethical issues. So ethics is not just from the top, it is a culture to be practiced by all in the company. And should be practiced by each member of the team from the owner, design team, general contractors and construction managers, as well as suppliers and other third parties. Indeed, in the great companies, large and small, ethics is truly a culture which is lived by everyone.

Think about a company where all treat each other courteously, say good morning, listen to each other, are respectful and caring. Think about a company where bumper stickers that we are the best grow into action by all of us which truly makes us the best. Think about a company where all of us help each other succeed. Think about a construction company where the only people we complain about are the players on our favorite sports team that lost again last week, and in our own company, we deal face to face with contemporaries to deal with issues and conflicts that may arise, but never behind their backs.

And think about a construction project where each player is committed to helping all the other players be successful, where each promise is a reliable one which you can take to the bank, where the best interest of all and not just one is the guiding force.

Such companies exist. Many do not. Such projects happen. Many do not.

In some companies and on some projects ethics are actually discussed. Not so many.

So construction is all about ethics. Or not.

Tom Frisby is a management consultant with a legal, construction and financial background. He is a negotiator, expert witness, mediator, author, educator who has managed a successful construction consulting firm for over forty years. You can contact Tom at tffizzle@gmail.com

Quotable Quote

It does not matter how slowly you go as long as you do not stop.

Confucius

Handling Special Needs with E.A.S.E.

By Jim Mathis, The Reinvention Pro

Whether you are in Leadership, Sales or Customer Service you have to know how to get along with people. Teddy Roosevelt said, “The single most important ingredient to the formula of success is knowing how to get along with people”. Every business depends on people. In actual studies of leadership in American business, it has been proven that the average executive spends three-fourths of his/her working day dealing with people. The largest single cost in most businesses is people. The biggest, most valuable asset in any company is its people. All executive plans are carried out, or fail to be carried out by people. So how do you work with others to produce the greatest performance, coaching results, sales and service to their advantage? As a distributor and trainer with Inscape Publishing, I use a technique they developed called the E.A.S.E. skill. You, too, can learn to handle special needs with E.A.S.E.

E – Explore people’s Needs. Everyone has needs. Your job is to find out what they are through asking very good questions. In Sales you become an investigator. Remember the 1970’s television series, “Columbo?” Peter Falk played a disheveled detective who always annoyed his adversaries by asking questions ... lots of questions. Most of the episodes consisted of Columbo driving the suspect “nuts” by asking repeated, unnerving questions. And just when you thought the detective had given up, he had one more question – the zinger – that always brought out the confession. People love talking about themselves. A good coach, leader or sales person is great at asking people to tell their story and bring out their goals or needs. You can best Explore people’s Needs by:

1. Actively listen to their needs. Acknowledge what is being said. Active listening involves: keeping eye contact; body language that says, “I’m concerned and I’m listening”. It also involves giving people your undivided attention. Try this exercise. Get someone to tell you what they had for breakfast while you look away the entire time. Notice how frustrated they will become as you pay no attention to what they are saying.
2. Restate the understanding on their needs. Learn how to paraphrase back what they just told you. This helps you clarify your understanding and helps the other person know you heard them.
3. Gain agreement on your understanding of the needs. Make sure the two of you agree on what was just stated. Ask questions like: “Is that correct?” “Did I hear you correctly?” or “Did I state that as you understand the situation?”

A – Assess possible alternatives. What are your options? Everyone loves options. That’s why there are so many different restaurants in your town. Some people like steak, some seafood, some a vegetarian menu, some ethnic cuisine, etc. That’s also why there are so many different makes and models of automobiles. We love to have a choice in life. What alternatives are available to meet other’s needs? In sales, what options can you give to help your customer find the best deal for the best money? In leadership what alternatives exist to help your people achieve their best productivity level? You can best Assess Alternatives by:

1. Questioning for additional details. Again asking questions is the best way to find out what people want. Often we tend to rush to judgment and come up with a solution before we have heard the entire situation. Coming on too strong with a remedy often doesn’t meet the correct need.
2. Identify possible alternatives. I had a customer service problem with my cable television provider that took weeks to resolve. Finally, they put me in touch with the proper person in Technical Support. Right away he began asking me what the problem was and what he could do to solve it. Within a short time he had a remedy with several options I could choose from, depending on how much time I wanted to take to resolve the problem. That was three years ago and to this day I remember his name because he solved my problem by hearing me out and offering several viable alternatives.

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S – Select an Alternative. This may sound elementary, but you'd be surprised as to how many people don't know how to narrow a search down to the right solution. Often, your customers don't know what is the best solution and you have to guide them to make the right decision for their own good. Remember, manipulation is getting someone to do something for your benefit. Motivation is getting them to do something for theirs or the organization's benefit. You can best Select an Alternative by gaining agreement on the selected alternative. Make sure you both know what you have agreed on. Never assume that the other person understands the same thing you do. Many a tragic mistake has resulted from wrong assumptions. When the Duke of Wellington defeated Napoleon, the story goes that the message was sent by signal to England, but only part of the message was delivered. A heavy fog rolled in and blocked the last part of the signal, so everyone thought "Wellington defeated ..." meant that he had lost to Napoleon. This is why all important messages in the military are repeated back to verify accuracy.

E – Execute the Decision. Just do it. Many organizations are crippled by what is known as "Analysis Paralysis". They analyze a situation to death while failing to act. It's like looking down the site of your weapon and saying, "Ready. Aim, Aim, Aim, Aim, etc." A great way to find out if your organization has this reputation is to wander around and ask your people what decisions they feel are being put off. They will tell you the truth if you ask with the right spirit. You can best Execute the decision by:

1. Explaining what is going to happen. State exactly what you are going to do, referring back to the alternative you selected. This way there can be no doubt as to what action will be taken.
2. Follow up after the fact. More leaders fail to follow up and this causes a communication breakdown. In service it causes the customer to feel a lack of concern. Get back in contact with your people and ask them how well the need was met.

Now that you know how to meet people's special needs, why not try it out? Begin by asking questions of your people. Actively listen as they tell their stories. Look for alternatives they can choose. Select the one that is best for everyone concerned. Execute the decision in a timely manner and follow up immediately. Look for ways to meet needs that no one else is doing and you will win your followers, customers and clients over.

Permission is granted to reprint this article provided the following paragraph is included in full:

Jim Mathis, CSP is an international Certified Speaking Professional, executive coach and trainer. To subscribe to his free personal and professional development newsletter, please send an email to: subscribe@jimmathis.com with the word SUBSCRIBE in the subject. An electronic copy will be sent out to you every month. For more information on how Jim and his programs can benefit your organization or group, please call 888-688-0220, or visit his web site: www.jimmathis.com.

Around The State

**Midlands Area Joint Meeting
October 4, 2018**



**Coastal Area Meeting
October 23, 2018**

**Associate Member:
MURRAY SUPPLY COMPANY**

Founded in 1965 in North Carolina with humble beginnings, Murray Supply Company has grown to be a large regional wholesale distributor of residential & commercial plumbing products, mechanical & industrial PVF, and multi-family housing maintenance supplies. Our branch inventories combined with sourcing capabilities give us the ability to supply products to our customers when and where they are needed, supported by local associates who care about the contractor.

In 2015, Murray Supply Company was purchased by MORSCO, a leading U.S. distributor of commercial and residential plumbing, waterworks and HVAC equipment & supplies based in Ft. Worth, Texas, and whose beginnings go back to 1917. MORSCO now operates in 17 states with over 190 locations. Murray Supply opened our first South Carolina location in Columbia in June 2016, followed by Charleston in March 2017. Both locations have been extremely well-supported by customers, and we thank you for that!

The story of our growth continues with the Reece Group acquiring MORSCO in June 2018. Reece is Australia's leading provider of plumbing, HVAC and waterworks products, with many similarities to MORSCO in terms of product mix and business philosophies. Founded in 1920, the Reece Group has more than 5,300 employees throughout 600 branches in Australia and New Zealand, servicing the plumbing, building, civil, irrigation, HVAC and refrigeration industries. Everyone at MORSCO and Reece are extremely excited about bringing these two companies together in the United States.

MORSCO Chief Executive Officer, Chip Hornsby, said: "The Reece track record of innovation is truly world class and second to none. Our team is very much looking forward to the opportunity to join forces with a successful, strategic, long-term industry player."

For more information, or to register for a customer account, visit murraysupply.com or visit one of our South Carolina locations:

Murray Supply Company
1222 Bluff Road
Columbia, SC 29201-4715
Phone: (803) 767-4313

Murray Supply Company
2509 Clements Ferry Road
Charleston, SC 29492-7635
Phone: (843) 606-5457

Congratulations to our next Associate & Mechanical Members who will be highlighted in the upcoming issue of "The Tool Box":
Capital Electric, Charleston - Associate Member
Gregory Electric Company, Inc., Columbia - Mechanical Member

NOVEMBER 2018 MONTHLY AREA MEETINGS

MIDLANDS AREA

Thursday, November 1, 2018 @ 6:00 PM
Location: 2210 Westmoreland Lane, West Columbia
Sponsored By: Central Controls, Inc.

Cancelled

PEE DEE AREA

Friday, November 16, 2018 @ 6:30 PM
Location: 319 Alligator Road, Effingham
Sponsored By: Walkup Electrical Construction

**THANKSGIVING & CHRISTMAS
CELEBRATION**

PIEDMONT AREA

Tuesday, November 27, 2018 @ 6:00 PM
Location: 412 Fairforest Way, Greenville
Sponsored By: Trane U. S., Inc.

Topic: "Clemson University, Capital Projects"
Presented By: John McIntire
Director of Project Management
University Facilities Capital Projects, Clemson

COASTAL AREA

Friday, November 30, 2018 @ 7-11 PM
Location: Gold Bug Island, 1560 Ben Sawyer Boulevard, Mt. Pleasant
Sponsored by: Trane Carolinas

**COASTAL AREA
CHRISTMAS PARTY**
**Bring a monetary donation for
MUSC Children's Pet Therapy Program**



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South Carolina since 1912.*

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Duwayne Jacobs, Secretary
Leslie Whitehurst, Associate President
Mona Flowers, Managing Director

Mechanicals make it happen -
Be part of the best!

.....
MCASC Vision Statement

The Mechanical Contractors Association of South Carolina (MCASC) will be the leading construction association in South Carolina for specialty contractors and suppliers in the electrical, mechanical (HVAC), and plumbing fields by serving its membership, the industry, and the Community in a vibrant and harmonious fashion.

MCASC Mission Statement

The Mechanical Contractors Association of South Carolina (MCASC) will provide its membership with:

- current business/technical information and support
 - a proactive political/legislative agenda
- a joint industry collaboration to improve relative business practices
- an ongoing effort to offer training opportunities for both professional and craft personnel
 - educational scholarships for deserving students
- the development of industry related career opportunities

The Association's objective for this mission is to enhance the future of the Construction Industry in South Carolina.