



NEWSLETTER

2019 – 4th Quarter



TEAM WORK

INNOVATION

QUALITY

CUSTOMER SERVICE

INTEGRITY

Upcoming Events

April 3, 2020

Crawford Company is sponsoring the Quad City Steamwheelers game on April 3rd. We will receive 200 tickets to the game. Invitation coming soon!

Anniversaries

5 Years –

Beau Caras

Steven Crowe

Jason Cale

SPOTLIGHT | ART-O-LITE JOINS CRAWFORD

Crawford Company would like to welcome Art-O-Lite employees. Crawford recently assumed ownership of the electrical contractor. Art-O-Lite has become a new division of Crawford. Art-O-Lite will continue to do business as usual with the same employees, internal structure, and contact information.

Art-O-Lite, founded in 1967, has served as a premier electrical contractor in the Quad Cities. The electrical employees maintain affiliation with IBEW Local 145. Crawford has also joined affiliation with NECA Quad Cities. Brad Williams and Scott Williams will continue in leadership roles for this division. Art-O-Lite is mainly involved in commercial and industrial work, as well as some residential projects.



PLUMBING



Light Commercial and New Construction work has been steady. There are several projects on the books for fall/winter starts. Projects include multiple buildings near the Bettplex, Twin Span Brewery and Restaurant (plumbing), Unipart's Olson, Moline School PE addition, John Deere Harvester Works, Century Woods Apartments, and Rock Island Arsenal projects.



Several Industrial and Mechanical Piping/Plumbing projects are underway or on the books as upcoming. The Rock Island marijuana manufacturing facility (GTI) has been a big part of 4th quarter work. Other projects include Exelon nuclear plant, Aleris, Twin Span Brewery (piping) and multiple commercial/residential boiler change outs and upgrades.

Site work and services has continued with a consistent work load for service on residential/commercial replacements and repairs. We have also performed 320+hrs a month for the last several quarters, performing site work for local mobile home parks. This work shows no sign of slowing down.

Service/Remodel continued to show steady work load in the 4th quarter.

FABRICATION

Work is nearly complete for the winter shutdown at Aleris Aluminum; this shutdown required 14 guys for roughly 30 straight days of work. This work included various furnace repairs, holder repairs, replacing some refractory lined ducting, along with numerous other fabrication requirements.

We have five guys working on three siding projects at the Lyondell Clinton facility. Marc Fluegel and crew have done a tremendous job getting us established on site and proving our value to the engineering and maintenance staff of Lyondell.

We were awarded a new project which will consist of fabricating 16 stainless steel water wheels for the Kansas City Waste Water facility. This work which is in process of being measured, will generate approximately 24 weeks of work for the Fab Division.

Our Fab shop will build five new UV machines for a Hereaus/Tri City Electric project. Ongoing work with our general customer base for numerous smaller fabrication projects seems to be very strong right now leading into a positive start for 2020.

As everyone is now aware of our interest in producing equipment for the Cannabis industry, we currently have KC Cupp and Jim Wischusen participating in some conferences as we narrow down a focus of which products will fit our fabrication styles best.



CRAWFORD NORTH



Crawford North's Industrial Fabrication team looks forward to some additional production lines coming to the Hormel Plant in Dubuque. This will provide many opportunities for work, as Hormel will have a lot to do to get the equipment in a condition to meet standards. John Deere has slowed down, but there is talk of more projects coming soon.

HVAC continues to see steady growth. There has been an uptick in service calls and we are starting to get a share of the residential market. North has recently completed a few commercial projects, including a church retrofit and adding cooling capacity at Q Casino.



Plumbing is starting to receive invites and calls from other local businesses to provide bids and do work. We are currently working with Bimbo Bakery, Q Casino, Nordstrom Distributing Center and Gronen Restoration.

On the residential plumbing side, we are trimming out our second home for a project called "True North". This project hopes to revitalize 100+ homes in the downtown Dubuque area. We hope this work continues to pick up.

We currently do not have any service technicians, so Austin Cahill has been very helpful in taking some of the boiler calls.

BREWING EQUIPMENT

We welcome Marc Gottfried to the company to take over the responsibilities of Brewery Design & Sales. Gottfried has been very aggressive on promoting our brewery line of products. He has also been looking into partnering with a few new suppliers as he introduces our craftsmen to the distillation side of the business.



While Brew has been slow for a while, we currently have six new breweries signing on with us, requiring some 7 & 15BBL systems. One being a full production project which includes a 4-vessel 30BBL brewhouse with 15, 60 and 90BBL fermenters. This is hopefully the beginning of Crawford Brewing Equipment venturing into a larger scale of production brewery projects.

Promotion of the OTTO automated keg washer is generating sales for our new keg washer. We just sold two machines and have two more customers ready to release payment on the systems.



SERVICE HVAC



Fourth quarter has been busy for the Service Division. We have been focusing on winter preventative maintenance, ensuring our customers heating systems are set for winter. We have also been busy with failure replacements.

Contract additions for 4th quarter include securing a full coverage agreement for the Quad City Times main building, a controls contract for Lyondell Basell in Clinton, and an addition to the Lab PM's and mechanical service "mentioned in 3rd quarter newsletter". Other contracts include four BettPlex store locations, eight TBK Bank locations, and five Salvation Army locations. This adds to the total of 490 residential and commercial preventative maintenance customers, along with continued estimating of future contract customers.

RESIDENTIAL HVAC

Residential HVAC is proud to announce that Crawford Company has once again been recognized by Bryant for achieving the designation of Circle of Champions. This is an elite group of Bryant dealers nationwide that attain specific goals and benchmarks in sales, training and leadership. Only about 10% of Bryant dealers receive this designation each year.

Crawford has also renewed their commitment to being a Factory Authorized Dealer (FAD) of Bryant equipment. Factory Authorized Dealers must meet the highest standards for installation and service, as well as offer customers a 100% satisfaction guarantee.

Training plays an important part in qualifying for FAD and Circle of Champions. The Residential team participated in several training classes on Bryant rooftop units, ductless mini-splits and marketing to younger, tech savvy homeowners.

Even with a very sluggish start in 2019, due to flooding and other weather conditions in the Midwest, Residential HVAC came very close to matching a record sales year achieved in 2018.

Residential HVAC started a new radio advertising campaign with Dwyer and Michaels on WXLN (97X). This campaign will promote Residential HVAC for sales and service.





COMMERCIAL HVAC

Commercial HVAC has completed several projects during the 4th quarter. These projects include the training center at Thomson Prison, Davenport North High School Fieldhouse, and a design build project for Guardian Glass.

Sturgeon project at 3M is under way with a large AHU replacement and some duct modifications. Commercial HVAC will also continue work at GTI in Rock Island.

Over the holidays work started on John Deere PDC Phase 2, which includes replacing 1- AHU, adding an RTU to replace 3 older units, and updating 90+ VAV boxes.

Upcoming projects for 2020 include Kingston, Muscatine stadium, Century Woods, and Trillium. Commercial HVAC has also received a contract for Enterprise Rent-A-Car, for their new Quad Cities headquarters. Work for this project begins first quarter.

MONOXIVENT FRP

The fourth quarter of 2019 has been quite busy for the FRP Division. This year's GreenBuild trade show in Atlanta, GA garnered much interest in UnderDuct, generating approximately 50 leads to follow up on for future projects.

As big as this show was, it paled in size when compared to the MJBizCon show that took place in Las Vegas, NV. Crawford Company's KC Cupp, Nick Foster and Monoxivent's Jim Wischhusen all walked this Expo which focused on everything cannabis. With over 1,300 exhibitors displaying their cannabis-related goods and services and over 35,000 attendees from 70-plus countries, MJBizCon is the largest gathering of cannabis business professionals in the world.

FRP Solutions has been busy on the road as well with Representative visits to Georgia, Colorado and Connecticut. These all-important trips included Representative Employee product training, Engineer & Contractor presentations and selective onsite project visits.

FRP Solutions is finished strong for 2019 with new orders putting FRP at capacity for the first quarter of 2020 and more coming in. Sam Stelzner secured a large purchase order of over \$600K with the City of Kansas City, MO for replacement of sixteen water wheels at the Kansas City WWTP. Fabricated in stainless steel, these wheels will be fabricated by Crawford's Fab Division and the project will be billed through Monoxivent.



MONOXIVENT SOURCE CAPTURE



Monoxivent finished the year strong, exceeding our 2019 sales goal. Our production team worked diligently to get as many orders out the door as possible to help us achieve those goals. Monoxivent's backlog is strong going in to 2020.

We have started a campaign with our representatives to give us reviews on Google. This will help us achieve better search placement within Google's search engine. We have received a tremendous amount of positive feedback, which should help us in this endeavor. In addition to this, we are working closely with Charles Taylor and the IT department to maximize our web presence.

Monoxivent is also gearing up for 2020 rep visits. Rep visits are an important part of our overall action plan, as it directly involves/impacts our representatives and ultimately their engineers and mechanical contractors/customers. We try to visit each of our contracted rep firms at least every 18-24 months.

We are moving our electronic filing system from our server to a Cloud based platform. This will make all of our rep/quote files more easily accessible and make the overall filing experience more enjoyable.



HOLIDAY PARTY

Crawford's Holiday Party was held on January 18th at the TBK Bank Sports Complex. We had a great turnout of employees and their families. It was a fun night for everyone with bowling, arcade games, laser tag and food!

Crawford gave four service awards to employees that have reached milestones with the company.

10 Year Anniversary

- Jerry Lee – Accounting/Safety
- Mike Murphy – Monoxivent Source Capture
- Sam Stelzner – Monoxivent FRP Solutions

20 Year Anniversary

- Kyle Meincke – Commercial HVAC



RECENTLY IN THE COMMUNITY

Black Hawk 5k Hustle- November 9, 2019



Crawford Banner at TBK Bank Sports Complex



Crawford and QC Storm Pint Glass Giveaway- January 10, 2020



HUMAN RESOURCES

Moves:

KC Cupp has made the move from Brew Design and Sales Manager to a new role as Cannabis Equipment Design & Sales Manager. In this new role KC will be meeting with top companies in this field and generating sales solely focused on their current and future needs.

Marc Gottfried, formerly of WK Busch Brewing, has joined Crawford as the new Brew Equipment Design & Sales Manager. Marc's responsibilities will help us move in a direction from smaller systems and focus on the needs of larger breweries while continuing to build on existing customers' needs.

New for 4th Quarter 2019:

The **online portal** is up and running. The portal is located at www.crawford-company.com. On your mobile phone click on the menu icon on the upper left-hand corner and select Employee Portal. On your computer select Employee Portal in the upper right-hand corner. The Safety Data Sheets, Crawford Time Tracking, Master Phone List, Upcoming Events and other valuable information can be found here.

In October advisors from Beyer & Rock Investments met individually with employees to review their **Crawford Company 401K** plan. Please contact HR if you would like to meet with an advisor but were unavailable when they were here.

Several employees participated in the **flu clinic** held in November. Hopefully everyone stays healthy this winter!

Important information to know:

National Suicide Prevention Hotline 1-800-273-TALK (8255) - available 24/7
Crisis Text Line – Text HELLO to 741741 – available 24/7

SAFETY

The Crawford Company Safety Committee has met several times in the past months. The priority of the committee is to focus on worker safety.

In the past month several of our workers have gone through various safety training sessions. The completed training has been Arc Flash/Arc Blast safety training for the HVAC Service Division and First Aid/CPR/AED training for various trade professionals and managers throughout the company.

In addition to safety training, we will increase the number of jobsite safety inspections. Focus will be larger HVAC and Plumbing jobs. Additionally, we will be inspecting the shop areas including the duct shop, weld/laser shop, Monoxivent and Brew shop. The goal of the inspections is to inspect (obviously) and educate workers on hazard recognition and elimination.

Safety is a group effort. If you see anything that looks unsafe or may need improvement, please say something, so the hazard(s) can be eliminated.