



NEWSLETTER

2020 – 1st Quarter



“Real craftsmanship, regardless of the skill involved, reflects real caring, and real caring reflects our attitude about ourselves, about our fellowmen, and about life.”

– Spencer W. Kimball

Upcoming Events

QC River Bandits and Crawford Company Pint Glass giveaway and baseball game on May 9, 2020 has been postponed.

QC Steamwheelers’ 2020 season has been cancelled. Crawford will continue to partner with the Steamwheelers for 2021 season.

More information to come!

Anniversaries

5 Years –

Jeff Dennis

Brad Hann

Paul Rosmann

30 Years –

Susan Reynolds

SPOTLIGHT | PLUMBING

The Plumbing Division saw a steady work load during the first quarter of 2020. The spring and summer months look to be busy, with work in the Quad Cities area, as well as other markets.

Site work continues to come in regularly for residential and commercial replacements and repairs. Each month 320-400+ hours of site work is performed at local mobile home parks.

Plumbing service and remodel has been slower than traditionally during this time of year, but it is chugging right along.

Industrial and mechanical piping/plumbing has several projects underway and more upcoming work on the books. Projects include work with Crawford Brewing Equipment and customers Tumbled Rock Brewery, Adventurous Brewing, and Bottle Rocket Brewing Company. Other projects include Friendship Manor, GTI (Rock Island and Oglesby), and multiple commercial/residential boiler change outs and upgrades.

Light commercial and new construction has also been steady, with more work coming up. There are several projects including multiple BettPlex buildings, Costco (Champaign), Uniparts Olsen, Black Hawk College AHU #3, Sterling High School Fieldhouse, Silvis Public Works and Fire Department, John Deere Seeding and Harvester Works. Other projects include Moline High School, Century Woods Apartments, and Rock Island Arsenal hot water distribution. Additional work will be performed at Friendship Manor for the C wing remodel and fan coil replacement project.





MONOXIVENT SOURCE CAPTURE

Monoxivent has started 2020 strong, with solid sales in the first quarter. The backlog has been equally as strong, and we've sustained this volume going into the second quarter.

Monoxivent has recently moved to new offices under the training room. This move will put the office staff close to the production floor, making interaction between the office and shop personnel much easier and timely.

In January, Monoxivent attended the annual AHR show in Orlando, FL. This gave us a chance to look at new technologies, as well as see what our competitors have been up to. In conjunction with the show, we hosted an open house for our representatives and their customers. It was very well attended, with nearly 150 guests. A good time was had by all, and we look forward to doing it again at 2021 AHR in Chicago.

Monoxivent has made the decision to postpone 2020 Rep Training until this fall. Approximately 25 representatives from throughout the United States and Canada attend this comprehensive training on Source Capture and FRP products. Rep training consists of educational sessions held in the training room, as well as on the shop floor, where various products are displayed.

MONOXIVENT FRP

The 1st quarter of 2020 has remained strong for the FRP Division with three solid months of performance. Despite current events, daily activities have *virtually* remained the same, pun most certainly intended!

With large orders being fabricated for projects in Miami and Denver, FRP production in both Virginia and Chicago remain at capacity, and are projected to remain so through July. This is in addition to a mix of some twenty other small to medium sized projects in destinations throughout the US and Canada.

Representative and Engineer visits are not currently happening. Steps are being taken to temporarily substitute this all-important duty with teleconferencing, so as not to lose touch. Quote requests still continue to come in from Representatives daily.

In new product development, work continues on the Grip Seal. This is an alternative option for connecting UnderDuct in buried applications. Product drawings are complete, as are data submittals and specifications. FRP plans to release this new product in May 2020. This undoubtedly will have a great impact on sales of underground duct work, as duct installation is made simpler.



BREWING EQUIPMENT



The Brew Division is in the final stages of partnering with a company out of Oregon, that shares all of the same made in the USA values as Crawford. They create stills which are truly works of art. These stills will enable us to eventually re-brand the Brew Division as "Crawford Brewing & Distilling Equipment". Their expertise working with copper, as well as experience making stills, made them a good choice to get this division off the ground, as opposed to engineering these products in house. When providing a customer with one of their stills, profitability will come from the sale of additional stainless-steel items produced by us, as well as additional installation work.

Lately, Brew has seen an uptick in business, mainly due to several long-term, new customer relationships that finally came to fruition. We have a couple more that look promising, and they both have a lot of interesting custom work involved. For one customer, we developed a beer freezing system for an ice brewing process they desired, and for another, we developed a total automation package. Even if this particular customer does not purchase every feature we developed, it was good to get this research done, and to have a solid foundation for automation options on brew systems moving forward.

FABRICATION

1st Quarter Fabrication Division sales have had strong results with aggressively quoting work in the last quarter of 2019. The Fab shop is currently working on Kansas City waste water wheels, with more to be released in April. John Deere Experimental projects are generating a lot of work hours as well.

We had a very successful 2019-2020 shutdown with Aleris Aluminum, with work continuing. Currently Fabrication has a significant amount of work at both Lyondell Clinton and Lyondell Morris facilities. And we just wrapped up a yearlong Nestle Purina stainless project.

Fabrication estimating and project engineering is staying quite busy right now, so we should continue to see a lot of man hours and work released to the floor this spring.



ELECTRICAL



The Electrical Division has seen a steady flow of work over the first quarter of 2020. Work includes both renovation and new construction projects.

The team has been working at Black Hawk College on the AHU replacement, along with renovation projects for Cardiovascular Medicine and Unity Point Record Storage Office. Work has also been performed on United Fire Insurance temperature controls, Thomson Prison Firing Range, and the Captain's Table.



Upcoming work for this spring includes several projects at the Rock Island Arsenal. These projects are for bus duct installation in Building 250, the Gage Room in Building 220, and chiller replacement in Building 68.

Other work for the 2nd quarter includes Sherrard High School roof top replacement and the new Silvis Public Works and Fire Department. The Electrical team will also continue working at Cardiovascular Medicine in Moline and Davenport.

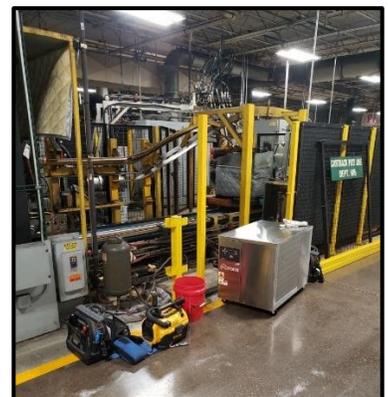
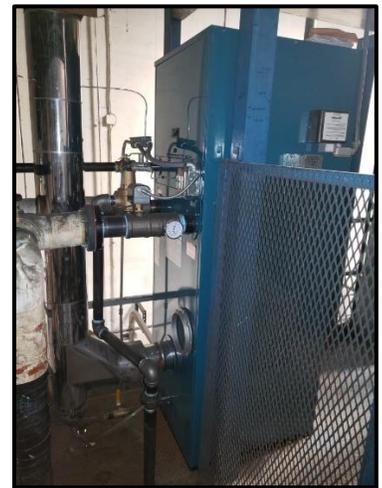
SERVICE HVAC

Service HVAC has been busy quoting and closing new contracts, as well as renewing existing contracts. Though man hours have been slower than normal for the first quarter, the future work load for these contracts will be steady.

During the first quarter boiler and chiller work was completed at Sears Manufacturing. Crawford replaced a steam boiler used in the paint line. This unit sits 20' in the air on top of a platform. The boiler supplies steam heat to the paint booth. An existing chiller was replaced with an Advantage chiller, responsible for cooling molds used during the production process.

A large highlight for Service HVAC is winning the City of Davenport, 5 year Mechanical and Plumbing contract. From this contract, Crawford gained over 22 commercial sites, and over 48 residential properties. Within the first 4 weeks of winning the Davenport contract, five projects have been sold between Service HVAC and Plumbing. We anticipate a large uptick in service and project related calls through the partnership formed with the City of Davenport.

Several new PM contracts have been signed, including BettPlex 4 & 5, Techoblock, The Advisory Group, L&M Development and Sorenson Communication. Service HVAC has also renewed PM contracts with Radiology and Associates, Kone SBC 1 & 2, and Steffannini.



RESIDENTIAL HVAC



It's official! Crawford Company was awarded the Bryant Circle of Champions designation for 2020. The Circle of Champions honor is awarded to only 10% of Bryant Factory Authorized Dealers nationwide. The award represents a Bryant dealers' commitment to achieving a specific sales volume, and meeting the highest standards for installation, service and training.



Residential HVAC has completed several whole house remodels. One of the projects included replacing an existing boiler with a new Bryant Evolution modulating furnace, variable speed air conditioner and full duct package. It took a great deal of skill and creativity to incorporate the basement duct work into the existing framing of the home. The customer is thrilled with the results and the state-of-the-art Bryant Evolution equipment and Connex Wi-Fi enabled thermostat.

Several Residential HVAC technicians completed testing to achieve their Core refrigeration certification. Hats off to all those who completed this course. And a big thank you to Republic Companies for their help in proctoring the exam.

The 1st quarter of 2020 has been particularly challenging due to COVID-19. We are adjusting to the new way in which we interact with our customers. Residential HVAC technicians and support staff have handled a difficult situation with great effort and professionalism. We're very grateful to have this caliber of employees on our team, to work through these challenges. Be safe and keep your distance!

COMMERCIAL HVAC

Commercial HVAC has been slow the first quarter of this year, but the coming months look to be very busy. Many projects were awarded for new construction, remodel and replacements.

New construction projects include Forest Grove Park, Residence Inn (East Peoria), Trillium, Costco (Champaign) and Silvis Public Works and Fire Department.

There are several other projects on the books including CVM (Moline and Davenport), LeClaire Police Department, QC Botanical Center RTU replacements and John Deere Seeding.

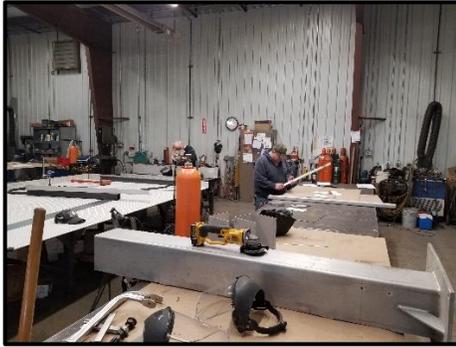
A substantial amount of Commercial HVAC work will be performed for local schools. This includes Muscatine High School Storm Shelter, Washington Jr. High, Sterling High School Fieldhouse, Black Hawk College AHU #3, Moline High School, Matherville Intermediate School, and Sherrard Junior High and High School.



CRAWFORD NORTH



We are all alive and well, and extremely busy right now at Crawford North. The pandemic has created quite a stir in our world, but has also opened some new doors as manufacturers take advantage of their employees being home for a while. This provides Crawford an opportunity to do work in their facilities.



Crawford North is part way through the installation of new production lines at Hormel. John Deere is adding a large precision measuring room, which has been keeping guys busy for the past few months. Hormel and John Deere continue to invest money in their facilities, and we want to be there as a resource for those projects.



In the HVAC Division, Austin is quoting every project he can, and hopefully we can land some of those. Stacy is still doing well in the Plumbing Division and has a firm presence at John Deere. She has without a doubt claimed the preferred plumbing contractor title in their facility. Good job Austin and Stacy!

Stay safe and healthy, everyone. We will be returning to our normal lives soon. We can and will make it.

SUSAN REYNOLDS CELEBRATES 30 YEARS WITH MONOXIVENT

Susan Reynolds is celebrating 30 years with Monoxivent this month. Reynolds began working for Monoxivent and Eastland Packaging in 1990 as an accountant.

In 1995 Monoxivent moved from Davenport to Rock Island. Reynolds managed purchasing, order processing and accounting.

Monoxivent moved to 2nd Street in Rock Island in 1997. Three years later, in 2000 Crawford Company purchased Monoxivent. Reynolds moved with the company in 2001 to its current location on Mill Street in Rock Island. Currently she oversees inventory control, production, scheduling and purchasing as Production Manager.



“Congratulations to Susan on 30 years with Monoxivent! That is quite a milestone and she should be proud,” said Erik Swanson, Division Manager. “Susan’s hard work and perseverance throughout the years have certainly helped to make Monoxivent the success that it is today. Susan is an integral part of the team and I look forward to her continued success into the future.”

RECENTLY IN THE COMMUNITY

2020 QCBR HOME SHOW



2020 TRI-STATE HOME SHOW



NAWIC BLOCK KIDS CONTEST- JANUARY 25, 2020



MEET OUR NEW HR MANAGER- JEREMY SENN

Flashback to when you were 10 years old. What do you want to be when you grow up? – At 10 years old, I wanted to be a professional skateboarder.

What are you most proud of? – My career, I was lucky, I started as a Janitor at St. Ambrose; and therefore, working full time, I was also able to go to college for free. I then earned a degree in Economics. I always jokingly say that I literally came up out of the garbage.

Is there anything you would like to do or accomplish in your life that you haven't done yet? – I would like to learn how to play an instrument.

What do you like to do in your free time? Hobbies/Interest? - Sci-Fi fiction, auto maintenance, NBA, going to the gym.

What is your favorite part about living in the Quad Cities? – I like that it's a Bi-state region, the river front culture, historical facts and sites.

Where is your favorite place to eat in the Quad Cities? – So many to choose from... I'll say Antonella's pizza, right downtown, it's a classic pizza establishment.

If you could be anywhere other than here, right this minute, where would you be? – At home

Why did you choose to go into HR? – HR actually found me, after college, as an Economics major, I didn't know where to start; a Recruiter called me and asked if I was interested in a Human Resources position, I said sure. I've been in HR ever since.

Do you have an HR philosophy? - I think HR should provide solutions, and support the goals, and challenges of their company by providing services that promote fair treatment of staff, open communications, personal accountability, trust and mutual respect.

What do you think are your best skills that you bring to your job at Crawford Company? – I have a humble background, I was a non-traditional student, I worked labor intense jobs, it took a while for me to get established, I am very thankful. I think that gives me an advantage when understanding and communicating with all levels of employees.

HUMAN RESOURCES

Moves:

Jennifer Bowman joined the Crawford team in February. She works with the Plumbing Division performing multiple tasks including Dispatch for service calls.

Jeremy Senn joined the Crawford team in February as Human Resources Manager. Along with human resources, he will assist with the company's Safety Program.

Message from Human Resources:

We hope this note and update finds you coping well and staying safe during these challenging and different times. Hopefully, things will improve soon, both from COVID-19 safety and economic standpoints.

As a contractor that provides HVAC, plumbing, electrical, production and specialty work – we fall into the “essential services” classification. Therefore; we have remained open and focused on field work, in our shop and production environments, and in our offices. We have been able to do this thanks to everyone taking precautions, practicing social distancing, and good hygiene. We have been able to remain calm and reasonable, while being careful and cautious. None of this is a surprise, based on the employee base at our company.

We need to “stay the course” for the foreseeable future. We must be safe and cautious at work, but also outside of work. Please follow recommendations set forth by our local and state leaders, so we can contain the spread of the virus and return to our normal routines. As always, please refer to our Employee Portal for general information, including HR/Covid19 related policies.

As stated above, you are an ESSENTIAL employee and we greatly value all of you!

Thank you always for your commitment and trust.

Online Employee Portal:

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.

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

Due to the recent COVID-19 pandemic, the safety committee has (temporarily) suspended meetings, however, that does not mean that safety should take a back seat. In fact, worker safety should be a top priority each day.

With everything going on in the world, we don't want any Crawford employees being sent to the emergency room or a clinic to get checked out because of an injury. Going to the clinic may translate to being in a waiting room with other (potentially) sick people, and could result in a double whammy; injury and sickness.

Please stay vigilant on your jobsites and work areas, and maintain a safe distance from other workers. A strong focus on your surroundings is key to staying safe in the workplace.

Also, please remember that Personal Protective Equipment is required when walking into and or through the Crawford shop areas. At minimum, everyone should be wearing ANSI approved safety glasses. Additional task specific PPE is required depending on the tasks you are completing. For example, if you are using an electric or air grinder to cut or grind, safety glasses and face shield are the requirement.