

METRO MESSAGE

JULY 1, 2017

VOL. 18, NO. 3



COMING SOON TO RENAISSANCE MORGAN WHITE GROUP

Metro's work includes eight new roof top units, IT room cooling, 70 VAVs, energy management, and new plumbing for the total space.



MORGAN WHITE GROUP
RIDGELAND, MISSISSIPPI

Thrash Construction is the general contractor managing the renovation of the former home of Hederman Printing into new office space for the Morgan White Group. This 60,000 square foot building is undergoing a total transformation with mechanical work including eight new roof top units, IT room cooling, 70 VAVs, energy management, and new plumbing for the total space.

Morgan White Group began in 1987 primarily working in the supplemental health insurance marketplace. For 30 years, they have continued to expand both in services and geographical reach with offices and affiliates from California to New York to the Bahamas. Inc 5000 named Morgan White one of the top 30 fastest growing insurance companies in 2015.

Service offerings over the years have increased from basic insurance to now covering human resources, payroll services, and a number of innovative insurance products.

Currently located on Interstate 55 North in Jackson, Morgan White should move into their new facility by early 2018.

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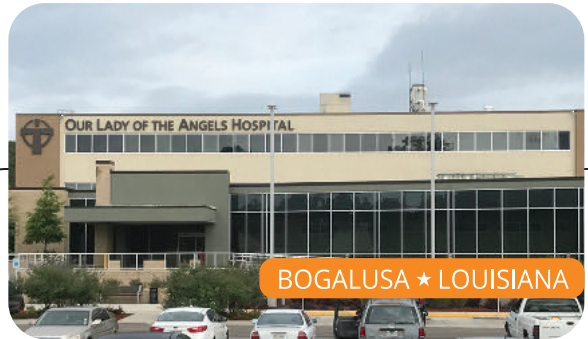
CITY OF CLINTON



CLINTON ★ MISSISSIPPI

Metro is performing a 35-ton system change-out and EMS upgrade for the City of Clinton's Police Department. This is a prime mechanical project. The City has over two centuries of history being founded in 1805 as Mt. Salus. Almost becoming the capital of Mississippi (losing out to Jackson), it still has a Capitol Street today.

OUR LADY OF THE ANGELS HOSPITAL



BOGALUSA ★ LOUISIANA

As part of the Franciscan Missionaries Health System, this Bogalusa facility is nearing completion of an 8,800 square foot wing for behavioral care. They are affiliated with a network of hospitals, clinics, and physicians group employing over 10,000 people in Louisiana. Kent Design Build is the general contractor for this work. Our work includes installation of a series of water source heat pumps and associated ductwork.

SUPER TARGET



SHREVEPORT ★ LOUISIANA

Metro was the contractor on site in 2000 when the original construction was done on this 172,000 square foot retail store. Working with Stewart Perry of Birmingham, we are back in Shreveport for a store refresh. This is one of several Target renovations we have completed in recent years. Our work includes replacement of some of the roof-top HVAC and plumbing in the deli, bakery, and office space.

FAURECIA AUTOMOTIVE



GLUCKSTADT ★ MISSISSIPPI

Faurecia is a division of Faurecia Worldwide, a major provider of automotive seating and interiors for many brands. This local plant employs approximately 250 but the company has over 20,000 working just in North America. JESCO is the general contractor for this warehouse addition and Metro is installing HVAC and a fire main for this expansion.

METRO BUILDING SERVICES: MAINTENANCE PAYS \$\$\$



A major operating expense for commercial buildings in our southern climate is the HVAC system. First dollar cost on new construction to eventual equipment replacements give owners a valid reason to make sure proper care is given to maintenance and repair. Extended life, less breakdowns, and efficient operations for energy savings all result in real impact to your bottom line.

Metro Building Services has ramped up the focus in the past year to a more intense approach to preventive services. Options range from seasonal tune-ups/filters and cleaning to full comprehensive maintenance with guaranteed response time and more level costs for easy budgeting. As capital improvements costs rise, it is ever more important to protect your investment. Preventive Maintenance services are the fastest growing segment of our Service division. Give us a call if you are looking to improve your current facility program.

SAFETY CORNER: LAMAR MCPHAIL NAMED NEW SAFETY DIRECTOR



LAMAR MCPHAIL

Lamar McPhail was recently promoted to Safety Director for Metro. He has been with our Company for almost ten years beginning in the refrigeration/start-up division. Lamar is a proven leader and respected among his peers as a get-it-done individual. He is married to Erin and they have a daughter, Quinn. The McPhails live in Raymond.

Safety has taken on a larger role with our organization in the past year. Safety reporting, jobsite accountability, and training are all ways we drill down to the field staff the value of proper safety practices. We are entering a period when our workers comp experience mod is at its lowest point in over five years. This did not happen in a vacuum. Safety pays in worker productivity, reduced risk, and lower costs of operations. Thanks to Lamar and our entire workforce in reaching this significant milestone.

DESIGN CONSTRUCTION SERVICE



BY: RICK WHITE

**MY VIEW: THE CUSTOMER
IS ALWAYS RIGHT**

In the retail world, there seems to be a mantra/philosophy that you always find a way to tell a customer "Yes". No matter the circumstance, shift the complaint or problem to something that you can offer a positive response. I applaud the "let's work it out" approach.

My first management position was many years ago when I was inexperienced in managing difficult situations. Being 20-something and a college graduate, I considered myself very bright and very right. An older, senior manager pulled me aside with some great advice saying, "Rick, you know the customer may not really always be right, but he is always the customer. Be careful how many of those you run off because it's harder to replace them than make them happy".

Fast forward 35 years and I consider this still to be timely advice. Even with the best of intentions, professionals produce plans with errors. General contractors are shuffling multiple commitments trying to make the best of scheduling priorities. Weather gets in the way at what seems the worst possible time. As subcontractors, we try and plan ahead for personnel, equipment deliveries, and other resources. Suddenly, plans change and we must regroup.

What is the answer to our dilemma? First of all, communication is a must. Make a realistic forecast with achievable benchmarks. Be flexible – we are all struggling with the same problems. Keep your cool – screaming matches seldom accomplish much and they are bad for your blood pressure. Don't expect perfection – we are all dealing with humans just like us.

Summer is here and demand for services is at the peak. A resounding "thanks" to our customers who rely on Metro for construction services, design assistance, preventive maintenance services, and emergency needs. Without customer demand, we have little purpose here. Our goal is to meet the demands timely, provide quality service, and find a way to say **YES!**

METRO FISH FRY: A TREMENDOUS SUCCESS



Our annual Open House is always the highlight of our year for Customer appreciation. Attendance was over 350 visiting our shop and enjoying the full spread of fish, gumbo, and great desserts. Bolton is not exactly on most of our clientele's daily route so we are honored to have so many make this trip for lunch and a visit.

Without the assistance of those supporting us as design professionals, vendors, and related services, we could not have continued to grow. Thank you for helping us deliver quality services to our customers.

This was our 22nd open house. Special thanks to Scott Shiflett for heading up our cooking team and to Allison Wilson for set up, decorations, and organizing this special event.



Post Office Box 368
1385 Industrial Drive
Bolton, Mississippi 39041
metromechanical.net • 601.866.9050

SUMMER INTERNS: MEET SARAH GRACE & PETER



SARAH GRACE PARKER

SARAH GRACE PARKER

Contributing to the production of our July newsletter is Sarah Grace Parker. She is a graduate of Clinton High School and is currently attending Mississippi State University. Sarah Grace is pursuing a major in public relations with aspirations to work for the FBI.

PETER WILSON

Peter Wilson is working in our warehouse and logistics division between college semesters. He is a graduate of Hillcrest Christian School and is attending Mississippi College in Clinton. Peter is studying Kinesiology with plans to become a physician's assistant. He will transition to University of South Alabama for PA graduate studies.



PETER WILSON

★ UPCOMING PROJECTS Q3 2017

SOUTHEASTERN LOUISIANA
UNIVERSITY STUDENT HOUSING
Hammond, Louisiana
with Donahue-Favret Contractors

AMERICAN FAMILY DIRECT
Covington, Louisiana
with Kent Design Build

ASHLEY FURNITURE STORE
Flowood, Mississippi
with Clark Construction

STRAYER UNIVERSITY
Jackson, Mississippi
with Mid-State Construction



HAPPY INDEPENDENCE DAY!

As we celebrate our freedom, let us remember God's blessings on our nation...

Let every person be subject to the governing authorities. For there is no authority except from God, and those that exist have been instituted by God.

ROMANS 13:1 (ESV)