

PSE WIRE

EMPLOYEE NEWSLETTER



2023 Q4: OCTOBER - DECEMBER

FSG Wire is an internal newsletter published quarterly by the FSG Marketing & Communications team.

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REFLECTING ON 2023

As we approach the winter holidays and enter into a season of joy and excitement for the new year, let's not forget to pause and reflect on our accomplishments from this year. We've had a remarkable year, and **YOUR** hard work and commitment to the institution is the driving force behind our achievements.

In 2023, we once again ranked as one of the Top 50 Electrical Contractors in the nation and one of the Top 150 Electrical Distributors. We also expanded operations in California through the acquisition of West-Lite Supply and in New York, North Carolina, South Carolina, and Florida with the acquisition of Lighting Management, Inc.

As we move into Q4, I'm excited about the opportunities and new challenges that lie ahead. I encourage you to finish out the year with enthusiasm and determination.

As always, if you have a story about an FSG employee or project, please reach out so I can share it with the community!

Scott Delony
Communications Manager

LETTER FROM THE EDITOR



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Stacy Justice, VP of Smart Buildings, shares updates and insight on Division 91.

MEET THE TEAM

Meet the members of the Learning and Development team, located in Texas.

EMPLOYEE SPOTLIGHT

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SOCIAL MEDIA HIGHLIGHTS

FSG Corpus Christi joined the 21st Annual Conquer the Coast bike ride.

ON THE COVER:

FSG repelling technicians take to the skies to retrofit the iconic Reunion Tower in Dallas, Texas.

SETTING THE COURSE

John Ancona | Chief Operating Officer of Facility Services

Balancing The Business

In July, the executive team created a Balanced Scorecard to use as a strategic framework to propel the institution towards greater accountability and success. It will help us align our efforts with four critical priorities: **Investor Returns, Employee & Subcontractor Engagement, Client Satisfaction, and Systems Transformation.**

Investor Returns: Focused Growth for Sustainable Success

In order to thrive, FSG must generate solid returns for our investors. To measure our success, we will track three key metrics:

- **Sales:** Our sales figures reflect the strength and reach of our operations.
- **Operating Income:** The core profitability of our operations. Ensuring that we maintain healthy margins.
- **Return on Invested Income (ROI):** The ROI ratio sheds light on the efficiency of our capital utilization, showcasing how effectively we turn investments into profits.

Employee & Subcontractor Engagement: Nurturing Our Most Valuable Assets

Employees and subcontractors are the lifeblood of our institution. Their engagement and satisfaction directly correlate to productivity and, ultimately, our success. To gauge this, we rely on three essential measures:

- **Employee Engagement Survey:** This survey provides invaluable insight into what drives our workforce and where we can improve.
- **Annualized Voluntary Attrition of Employees:** When fewer employees choose to leave FSG, it shows that our team is happy and motivated. That's a cornerstone of lasting success.
- **Subcontractor Engagement Survey:** Our subcontractors play a critical role in our operations. This survey helps us understand their experiences and identify areas for improvement and growth.

Client Satisfaction: Building Lasting Relationships

When our clients are not just satisfied, but are genuinely delighted with our services, it lays the foundation for long-lasting relationships and continued growth. This is measured through:

- **Percent of Customers with Repeat Services Year Over Year:** Our ability to retain valuable clients.
- **Sales Growth from Repeat Customers:** A clear indicator of our clients' trust and confidence in our services.
- **Customer Satisfaction Survey:** Direct feedback from our clients provides insights into what we do well and where we can improve.

Systems Transformation: Embracing the Future

As the business landscape evolves, our ability to adapt and leverage digital tools is increasingly vital. Our Systems Transformation priority will be tracked through the successful launch of two critical software tools:

- **Engage:** This Customer Database Relationship Management tool was built in-house and revolutionizes how we interact with and understand our clients, streamlining processes and fostering deeper connections.
- **Trend:** This powerful Enterprise Resource Program enhances our organizational efficiency, providing a robust platform for seamless operations and informed decision-making.

Incorporating these four strategic priorities and their metrics into our Balanced Scorecard will provide a clear roadmap for success, aligning our efforts with the goals that matter most to our organization. It will empower us to drive towards excellence in a focused and organized manner.

By working collectively towards these priorities, we are positioned not only for sustained success but also for continued growth and innovation. Remember, **the more successful the institution is, the more we can re-invest into our most important asset – you, our employees.**

Here's to a brighter, more prosperous future for our institution!

HR INSIGHTS

In this issue, we want to take a minute to celebrate employees who have reached milestone anniversaries. These employees are dedicated to this institution and we are thrilled to celebrate their accomplishments.

2023 MILESTONE ANNIVERSARIES

35 YEARS

Dennis Luster

30 YEARS

Stephen Brown, Mario Garcia, Juan Guerrero, Leroy Minnix

25 YEARS

Steven Beverly, Matthew Bischoff, Allyn Bostick, Peter Galvan, Michael Leal, William McCart, Tomas Tierrafria, Daniel Torres, Adrian Vera, Randal West

20 YEARS

Jason Arnoldi, Randall Bow, Vance Brown, Fransisco Cortinas, Artemio Gama, Sandra Glover, Robert Graham, Chad Lance, Lindsay Maiden, Grant Maynard, Thomas Oboyle, Humberto Ovalle, James Padron, Hector Rivera Jr, Kristina Stapp, Morris Williams

15 YEARS

Arnulfo Aguirre, Salvador Alvarez, Ben Anglin, Paul Barkdull, Ruben Carrasco, Tony Clark, Alejandro Cruz, Dorothy Dorantes, Jose Escamilla, Arturo Hernandez, Francisco Hernandez, Reynaldo Leyva, John Kostelny, Lloyd Lewellen, Stephen Malave, Emilio Maldonado, Manuel Matute, Ricardo Mayorga, Tod McEntire, Jessica Miller, Eduardo Morales, Michael Moreau, Michael Nagy, Trent Lang, Joe Ortega, Roberto Ortega, Esteban Reyna, Ismael Reynoso, Rafael Rivera, Gregorio Robles, Ruperto Robles, Edward Sanchez, Nathaniel Smith, John Topping, Jason Vogen, Victor Williams, Joe Zamarripa, Marc Zgola

10 YEARS

Mark Anderson, Raymond Anderson, Javier Andrade, Sam Antolini, Pedro Armijo, Joshua Barkdull, Romeo Botello, Eric Bowers, Lindsey Brandsma, Denise Bulla, Cameron Carpenter, Adrian Carrillo, Michael Curphey, Brett Donmoyer, Shane Emerson, Manuel Fernandez, James Formanek, Luke Graham, Enrique Gonzalez, Anna Haviland, Patrick Haviland, Stephen Hawkins, Jeff Holloway, Ronnie Hosein, Alexandra Johns, Anthony Kas, Tim Kirby, Adam Kosich, Genaro Lopez, Paul Maddalena, Edward Martinez, Javier Mondragon, Mario Moreno, Danny Ramos, Gerardo Rodriguez, David Salinas, Harold Sepulveda, Randy Serrano, Kiley Sharpe, Cristina Sohn, Richard Sutherland, Jonathan Torres, Josh Tovar, Adriana Trevino, Jon Vasek, Daniel Vera, Tommy Vidaurri, James Weldon, Theresa Wilson, Andrew Wimmer

NEW EMPLOYEES

In Quarter 3, we welcomed **96** New Employees.

Total Employees

2,432



BENEFITS UPDATES

OPEN ENROLLMENT

Open enrollment begins on November 13th and closes at midnight on December 1st. This is the **ONLY** time you can make changes to your insurance plans, so make sure to take time to review your benefits.

Like last year, open enrollment will take place online in [Paycom](#). To review your benefits and to make changes, look for the 2024 Enrollment link under the Benefits tab. If you don't make any changes, your current plan will automatically roll into 2024. Be on the lookout for more information in your email soon.

NEW HEALTH PLAN OPTION

This year, we are adding a new, **FREE** option to our health plans. You read that right, This option has **NO monthly premiums** for employees! This high deductible health plan (HDHP) has a deductible of \$7,500 and an out of pocket max of \$7,500 - so if you hit deductible, everything else is covered at 100%. And did we mention this plan is **FREE** for employees? Spouses, children, and family can also be added for a lower monthly premium than our other plan options.

TELEHEALTH UPDATES

We are thrilled to be able to offer **FREE** virtual healthcare visits to all FSG employees and dependents for unlimited Medical and Mental Health calls through Teledoc. You **DO NOT** need to be enrolled in any of FSG's health benefits for this service!

LIFE INSURANCE INCREASE

We are increasing our Employer Paid Life Insurance benefits from \$10,000 to \$30,000 at no additional cost to you.

As always, your Benefits and HR teams are here to help with any questions you may have. Please don't hesitate to reach out via email at benefits@fsgj.com or contact your local HR Generalist.



FSG LEARNING

EDUCATION CORNER

The FSG Learning & Development Team has been hard at work to bring you engaging e-learning courses, on-site training, and LMS website enhancements.

NEW COURSE SPOTLIGHT

2501 BEING A LIKABLE BOSS

This course includes how to develop leadership qualities, effective delegation, using wisdom, identifying roles, and more! *Click the thumbnail below for a course preview.*



NEW LMS COURSES FOR MANAGERS

2725 Appreciative Inquiry

This course defines appreciative inquiry and discusses how to exercise positive thinking, how to teach others to think positively, how to create positive imagery, and more.

2845 Trust Building and Resilience Development

Learn how to gain the trust of your employees by empowering them, how to demonstrate integrity, how to identify different personality types, how to respect everyone you work with, and how to overcome adversities in this course.

2503 Ethics and Motivation

Uncover what ethical behavior is and how it's evident at work. This course also describes the basics of manager control, discusses the importance of motivation, and more.

AP BASICS COURSE UPDATED

Our AP Basics course has been revamped for an enhanced learning experience. Stay tuned for more information on when it will launch.

2024 SEXUAL HARASSMENT TRAINING

ATTENTION FSG EMPLOYEES IN CA, IL, NY, AND NJ!

The 2024 schedule of virtual Sexual Harassment training sessions is now available. At FSG, we're committed to creating a safe and respectful work environment for all employees. To reinforce our commitment, we've organized live training sessions designed to raise awareness about sexual harassment and promote a culture of respect and inclusion. [CLICK HERE](#) for the schedule.



FSG LEARNING

FIT & TIGHT CHECKLIST

Year-end is upon us! If you're responsible for your department's books, make sure you check out our [FIT & TIGHT CHECKLIST](#) to make sure you're ready.

BETA TESTERS NEEDED!

We are looking for 10-15 participants to help beta test a new Coaching training program before we launch it. If you're a manager, preferably new to management, and interested in beta testing the program, email us at training@fsgj.com.

WEBSITE UPDATES

LOGIN HELP

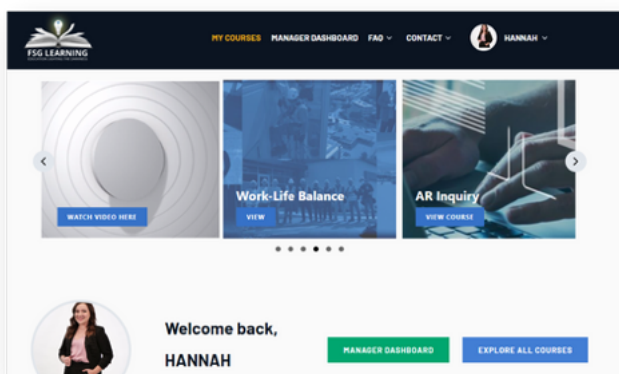
If you need help logging in to the [LMS website](#), we have created an easy to follow step-by-step guide to help! [CLICK HERE](#) to download the guide.

LEARNING FAQ

Did you know we have an FAQ page for frequently asked questions related to specific skills, courses, and training programs? [CLICK HERE](#) to visit the page.

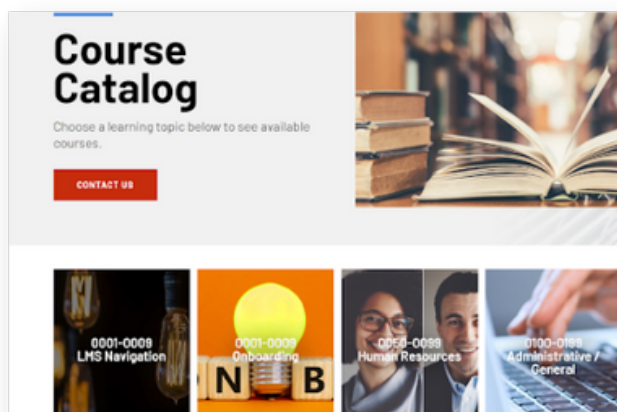
DASHBOARD UPDATES

Next time you log in to the [LMS website](#), be sure to check out the carousel of spotlight courses and videos that has been added to the top of the page. These have been specifically curated for you by the FSG Learning and Development Team, so take a look, pick one, and dive in!



FSG COURSE CATALOG

Coming soon to FSG Resources! We're putting together a catalog of all courses available in FSG's Learning and Development archive, including recordings of live training sessions.



INSIDE THE DIVISION

DIVISION 91 - SMART BUILDINGS

Located in Round Rock, Texas, FSG Smart Buildings is tasked with assisting our enterprise-level clients in achieving their sustainability goals. We achieve this through the utilization of our Building Automation System (BAS) kits that we fabricate in-house. BAS is an important first step towards our clients' sustainability goals, but what truly sets FSG Smart Buildings apart in this nearly \$100 billion market is not just our hardware.

There is a high demand for BAS in retail and commercial settings, but we have learned that if we only sell equipment, it just maintains the status quo for our clients. It can even create additional complexity if they become inundated with all of the new data and noise created by automation, especially since most clients are ill-equipped to manage a BAS. While any BAS can deliver significant energy savings, our solutions are tailored to address a client's *current* needs. Unlike our competitors, our system is built on open-source technology so it can evolve as technology advances. When we pair this open technology with ongoing program management, our clients maximize their investment.



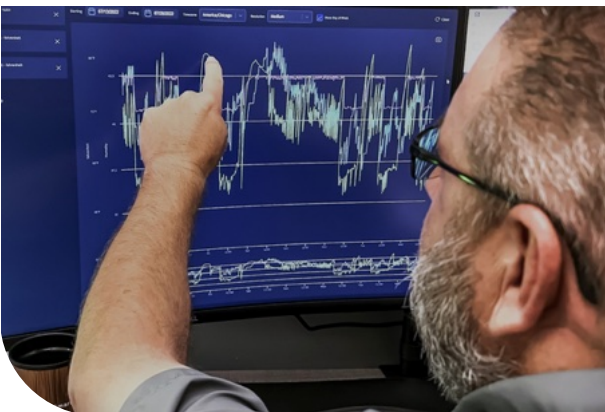
The real work begins after the BAS is installed.

Bill Graham - CEO



Our projects team manages the installation of BAS kits with a variety of smart devices that monitor and control various functions. **Over the past two years, we have managed nearly 5,000 installations across the nation.** Our ability to scale multisite projects is a key reason why existing FSG clients, IoT companies, and even our competitors turn to us when they need help deploying smart technology.

At the beginning of a project, our Sales Team focuses on providing the best customer experience possible. We translate a client's sustainability goals into a program and outline expectations and deliverables. We understand what goes in to investing in Building Automation and are prepared to offer both Program Management and Continual Support to our clients.



INSIDE THE DIVISION

DIVISION 91 - SMART BUILDINGS

Our clients receive live, 24/7 system monitoring, remote diagnostics, and control on-demand options. Our tech support reps constantly run reports to detect issues, improve, and optimize our clients' sites. If a site visit is needed, we can quickly dispatch a repair service, but our goal is to provide remote resolution, if possible, to save repair costs for our clients and to minimize store disruptions.

Our Program Managers work directly with clients to review energy and carbon reporting and to measure success toward their sustainability goals. Using data from the client's BAS, we make recommendations, consult on change management, provide training, and suggest additional smart products if needed. We present these findings in meetings with our clients that we hold to ensure that we're on track and they have the information they need to confidently report to their shareholders and stakeholders.

At FSG Smart Buildings, we strive to make FSG's Vision and Mission Statement a reality. We've built a robust division that integrates with the entire FSG Institution and we've shifted our focus to *service first*, which allows us to effectively contribute toward FSG's longevity. We invest in our people to raise up the next generation of leaders, create growth opportunities, and we seek to service our clients with upmost professionalism.

Despite our success, we're not celebrating victory, yet. We want to do more to support other FSG branches. Based on feedback, we have started developing additional solutions, products, and services that can be quickly sold and installed in more regional, less enterprise-oriented approaches. We hope this new strategy will become a reality in the not-too-distant future. I believe Smart Buildings is a \$100+ million revenue-generating company, and we're just now beginning to figure that out. We owe it to FSG to make that a reality, and we owe it to ourselves.

Stacy Justice
VP, FSG Smart Buildings



MEET THE FSG LEARNING & DEVELOPMENT TEAM

The Learning & Development Team designs, implements, and manages training and development programs to enhance employee skills, knowledge, and performance.



ROBIN TAYLOR

Director of Learning & Development

Robin leads the Learning & Development team and organizes and oversees appropriate training throughout the institution. In her spare time, she enjoys being with family and working with adults with disabilities who live independently.



JOAQUIN RIVERA

Instructional Designer

Joaquin develops content to improve the quality of our work, foster beneficial relationships, and keep FSG compliant with governing bodies. In his spare time, he enjoys sharing meals with his favorite people.



ANTONIO MCMARON

Training Specialist

Antonio specializes in training FSG employees, content creation, and program development, with a background rooted in the FSG Service Department. In his spare time, he enjoys outdoor activities with his family and playing musical instruments.



HANNAH WATT

Instructional Designer

Hannah manages FSG-Learning.com, and creates engaging content for e-learning courses, skits, presentations, and more. In her spare time, she enjoys art, reading, and spending time with her animals.



JESSICA MILLER

Business Process Manager

Jessica trains new hires across FSG. She assists in creating processes and courses and helps with development and improvements to FSG applications. In her spare time, she enjoys reading, being with family, and being an active member of her church community.



ALEDA THORPE

NAC Training and Development Specialist

Aleda runs new hire training for National Accounts and helps facilitate and develop department-specific training for NAC. In her spare time, she enjoys working out and being with family and friends.

EMPLOYEE SPOTLIGHT

Jason Zipprian COO of Construction



WATCH JASON'S STORY



From Apprentice Electrician to C-Suite

Jason Zipprian's professional journey over the last 27 years is proof that unlimited career growth is possible at FSG. Jason joined FSG Corpus Christi in 1996 as an apprentice electrician. His drive to excel both personally and professionally, along with his dedication to the institution, propelled him through the ranks from technician to executive.

Jason earned his Journeyman's license and quickly assumed roles progressing from Service Dispatcher to Sales, to Service Manager, Project Management, Division Manager, and for the last 20 years, he served as Executive Vice President of FSG Corpus Christi, Harlingen, and West Texas. Most recently, he has been named Chief Operating Officer of Construction. Jason's story is truly a testament to the value of hard work and dedication.

Despite his impressive career advancement, Jason remains a humble, down-to-earth leader. While many would credit FSG Corpus Christi's many successes to Jason's leadership, he insists that the credit belongs not to him, but to the Corpus team - many of whom have been with FSG for over 20 years.

In addition to his professional achievements, Jason also remains committed to his personal development. Although neither of his parents attended college, Jason desired to earn his degree. A year after starting at FSG, he enrolled in night classes and earned his Associate's degree from Del Mar College. He then transferred to Texas A&M Corpus Christi where he obtained both his Bachelor's and Master's degrees in Business Administration.

Jason and his wife, Kelly, have five children. Jason attributes all of his success to Kelly and her unwavering support of him pursuing his dreams.

SOCIAL HIGHLIGHTS

In September, FSG Corpus Christi joined forces with the Chamber of Commerce for the 21st Annual Conquer the Coast bike ride. The riders of Team FSG were lead by Kris Rios, Manager of Technology for FSG Corpus. FSG Corpus Christi also provided food for the riders and the Chamber. Kevin Reese, Joe Ortega, Roland Sandoval, and Chris McRae served food from their custom-wrapped FSG BBQ trailer with some help from Flour Bluff High School ROTC students. **[Read more on LinkedIn.](#)**

If you have an event, job highlight, or employee spotlight that you would like featured on our social media channels, email the details to scott.delony@fsg.com.



SOCIAL HIGHLIGHTS

In August, members of our HR team hosted the Samsung Taylor Kickoff Event to show our appreciation for the dedicated efforts of our team members in maintaining safety compliance. This event took place at the location of the upcoming Samsung Chip Plant in Taylor, Texas. [Read more on LinkedIn.](#)



SOCIAL HIGHLIGHTS

When the Culinary Institute of America needed signage befitting their location in the historic Pearl District on the Riverwalk in San Antonio, they turned to the team at FSG! FSG Signs did an amazing job as usual! [Read more on LinkedIn.](#)

