

FACILITY SOLUTIONS GROUP

FSE WIRE

EMPLOYEE NEWSLETTER



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

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ON THE COVER:

An FSG Houston Technician works through the Thanksgiving holiday on a quick timeline to install one of 4 new generators at the IKEA Distribution Center in Baytown, Texas.

SPRING FORWARD

FSG is poised for another quarter of exciting growth and achievement. This year has already been marked by the successful kickoff of innovative projects, the acquisition of Greenleaf Energy Solutions, and the addition of new talent that is bringing fresh energy and ideas.

This Spring, let's take advantage of the longer days to strive for growth, embracing new learning opportunities, fostering teamwork, and being innovative in our duties. Challenges will certainly arise, but I'm confident we are equipped to overcome them together. So let's make this season a testament FSG's collective ambition and hard work!

Remember, your stories of perseverance and success are what drive FSG forward. Whether it's a project breakthrough, a learning moment, or a creative solution, they are the backbone of our success and I want to know about them. Reach out to me with your stories so I can share them with the rest of the institution. Your stories serve to inspire and encourage us all to reach for even greater heights!

Scott Delony
Communications Manager

LETTER FROM THE EDITOR

IN THIS ISSUE

SETTING THE COURSE

Leon Mowadia, COO of Distribution, offers a message on the plan for 2024 and introduces our new Virtual Suggestion Box.

HONORING MARK MITCHELL

In this special section, we honor Mark Mitchell's 26 years at FSG and wish him a happy retirement.

SON LIGHT

Deon Snider offers a message entitled, "Biblical Perspective for Wise Living."

HR INSIGHTS

Jerrold Kew's new appointment and the acquisition of a new recruiting tool, iCIMS.

BENEFITS HIGHLIGHT

Learn about our new FREE Teladoc benefits and our Employee Assistance Plan.

LEARNING CORNER

Learn about our new LMS, new programs we're beta testing, and a position we're looking to hire.

INSIDE THE DIVISION

Stephanie Cone, Guide Center Manager, shares insights on the value they provide to FSG.

PROPEL UPDATES

In this new section, Andrew Layman will provide you with quarterly Propel updates.

EMPLOYEE SPOTLIGHT

Meet Director of Business Development, Bobby Graham and learn about his 20 years at FSG.

SOCIAL MEDIA RECAP

Employee appreciation, retirements, employee and project spotlights, and more.

FSG CELEBRATES

This quarter, we welcomed five new babies into the FSG family.

SETTING THE COURSE

Leon Mowadia | Chief Operating Officer - Distribution

The Plan for 2024

The lighting business closed strong in 2023, celebrating significant achievements and a wave of positive momentum as we step into 2024. Our success in 2023 is a direct result of the hard-working and dedicated institution-builders across the country who live in the trenches everyday. From our OpCo leaders and sales teams (both inside and outside), to our committed warehouse staff and last-mile delivery drivers, you represent FSG, you are the face of FSG and the voice of the company to our customers.

This year will bring new and exciting advancements to our Lighting Distribution services business, many rolling out in the second quarter. We're introducing changes that will improve efficiency, improve customer service, and create synergies across the institution. We will see the implementation of both a standardized quotation system and standardized fixture package takeoff software. These standardizations are needed to help us unify the business and will allow us to immediately to share services across the institution. These national resources will help support growth in operating companies nationwide without the need for adding additional personnel.

We will also be expanding our centralized distribution services in Dallas to better support our national account partners and meet the needs of local OpCos. These adjustments are designed to encourage nationwide collaboration within our lighting business, setting us up to take on new and exciting opportunities. With the West-Lite family fully onboard and integrated into Divisions 12 and 32, we now have a strong lighting team on the West Coast with a deep knowledge of products and solutions. The ongoing integration of Lighting Management, Inc. into Division 35 will soon be complete, enabling additional support in lighting fixtures, design, value engineering, and controls expertise. These advances over the past year have not only fortified FSG but also equipped the institution with vital resources to continue delivering superior lighting solutions and services to our partners.

Do you have a suggestion for impactful improvements at FSG? You live it every day and your daily experiences and challenges offer invaluable insights that, if improved, could benefit FSG as a whole. *To make this easy for you, we have created a [VIRTUAL SUGGESTION BOX](#) on FSG Resources!* We invite you to share your ideas and solutions that could help streamline your workday or enhance customer satisfaction. We know your solutions will be game-changers that help us create an "easy button" for our customers and our dedicated FSG employees nationwide.

I'm optimistic that 2024 will be a year of advancement and improvement to our systems and our processes, with an overall improvement of our top line revenue and bottom line net income. Let's embrace the challenges and opportunities of 2024 with the same dedication and spirit that have always defined us at FSG. Thank you for all that you do.



AFTER

26 YEARS OF DEDICATION

WE WISH MARK MITCHELL A HAPPY RETIREMENT

As we wish Mark Mitchell a happy retirement, we'd be remiss if we didn't take a look back at the legacy he is leaving behind. Mark's 26 years at FSG are not just a story of personal achievement but is a testament to his visionary leadership and the impact it had on the company, its employees, and the electrical industry as a whole.

Mark's journey with FSG began in November of 1997 when Bob Graham recognized his potential after speaking with Mark's brother. Bob offered Mark an opportunity that, though neither would know it at the time, would redefine not only Mark's future but also FSG's. Mark's company, MEI, merged with Design Electric (FSG), and Mark was brought on board to spearhead the Dallas operation. Mark brought Sam Smith and 15 other employees with him with the mission to grow and expand the Dallas division. At the time, Design Electric was a \$70 million business, and the Dallas division was a \$7 million operation.

Under Mark's leadership and stewardship, the Dallas division exploded. During his career, its annual revenue grew to over \$225 million, with a workforce expanding to over 600 employees.

His leadership was instrumental not just in Dallas's growth, but also in expanding and fostering FSG's culture across the nation. We should also mention that Mark held, and still holds, FSG's Master Electrician license for the Dallas, San Antonio, and Austin divisions, as well as the state of Louisiana.

Mark's roles evolved over the years, from VP to EVP to COO of Construction, where he led a company-wide effort to consolidate FSG's construction business across all of our OpCos, significantly mitigating risk and fostering a culture of unity and shared purpose. Mark was an original member of the Executive Board and his long-standing tenure demonstrated his strategic foresight and dedication to the Institution.

Mark's contributions to the Institution extended beyond operational success; he spent 24 of his 26 years at FSG serving on the Share the Light committee, where he was thrilled to play a role in helping people in need. He was also pivotal in establishing the FSG Leadership Course in conjunction with Trust Point in 2011, addressing a critical gap in leadership training. Mark said, "We're asking electricians who we're promoting into PMs or Superintendents to be successful. They have the technical skills, but they don't all have the background or training to be frontline with clients. We never trained them to prepare for that or leadership roles dealing with employees - the leadership course was the answer to that and it's been a huge success."

To date, over 100 employees have gone through the course, equipping them with essential skills for leadership and client interaction.

Mark maintains that the highlight of his career is the development of people. He says, "That's the big thing for me. Bringing in people and giving them an opportunity and position to succeed. That's my claim to fame. Building up a great team and a great business for FSG to leave behind - it still stands there and is strong. That's my legacy, really. Just being able to develop the people where the company runs without you. That's what the goal should always be if you're a leader and entrepreneur. Leave something behind that others can benefit from. I think I was successful in doing that." In an effort to share his wisdom with the rest of FSG, in 2020, a board member asked Mark to develop a whitepaper about his 20 years of success in Dallas. He loved the opportunity to create the document, and it's still being used today. At a recent board meeting, Bill pulled out the "secret to success" whitepaper and said, "We need to keep coming back to this."

When asked what advice he'd give to current and future FSG leadership, Mark says, "Never be afraid to hire someone better than you. Hire them and capitalize on their skills. Some in leadership are hesitant to do that, but I believe you should identify talent, hire them, and let them blossom into what you need them to be."

Now, embracing his retirement, Mark is excited about the freedom to increase travel with his wife, something they've always loved to do. They're currently preparing to head off on a two-week trip to Europe. He also looks forward to spending more time with his 88-year-old mother, along with his son, daughter, and grandchildren. And of course, he's determined to finally master golf. He is adamant that his lack of mastery is due to lack of time, but now that he's retired, he will finally figure it out.

Mark remains connected to FSG as a friend and active advisor. He jokingly says he now has a new job title: Free Consultant. He said many from FSG still reach out to him, including Bill Graham, Jeremy Ripley, and Jason Zipprian, who still seek his insight, and he's happy to help in any way he can.

Mark's legacy at FSG remains strong - a legacy of growth, leadership, and an unwavering commitment to excellence. His story is an example for current and future leaders, embodying the principle that true success lies in elevating those around you, ensuring a lasting impact that transcends individual achievements. Mark Mitchell's journey with FSG is a powerful narrative of leadership, innovation, and community, leaving an indelible mark on the industry and the lives he touched.

Thank you, Mark. Enjoy your retirement, you will be missed!

COLLEAGUES, FAMILY, AND FRIENDS HAD THIS TO SAY



"Congratulations to Mark, Dad, and Pawpaw! We are so proud of the legacy you have created and are so excited for you to enjoy a slower pace of life with all of us. More sleep, more golf, more trips, and more martinis. You deserve it!"

- Mark's Children

"A true leader is not the one with the most followers, but one who creates the most leaders. Mark's legacy lies not just in what he achieved himself, but in the leaders he nurtured and empowered to carry the torch forward."

- Bob Graham

"For 26 remarkable years, you have been a cornerstone of FSG's growth, an example of a servant leader, and an embodiment of our core tenets. As I reflect on your journey with FSG, it really has been nothing short of inspirational. You set a new standard for what it means to lead with integrity, foresight, and a relentless commitment to excellence. I believe what truly defined your legacy at FSG is the profound impact you had on the people around you. You raised up leaders, fostered a culture of unity, and demonstrated time and again that the true measure of success is the difference we make in the lives of others. Thank you for your years of service, visionary leadership, and unwavering dedication to this Institution. Godspeed."

- Bill Graham

"It's a mix of emotions bidding farewell to Mark who has been a true pillar to FSG and to me personally. His mentorship has been an instrumental part of my personal and professional growth. Mark was more than a mentor; beyond that, he has been a father figure to guide me when I needed it or a necessary few stern words of advice. He has been like a brother whom I could confide in on so many occasions. Most importantly, though, he is a dear friend of 37 years and counting. We have shared many awesome times together all over the country and have so many stories. The story that really matters, though, is the story of his excellence in leadership. He is leaving behind a legacy, not only at FSG but in the electrical industry as a whole. I have so many GREAT memories with the Mitchells! Thank you for those memories and hopefully a few more if you can spare the time! Wishing you a retirement filled with relaxation, fulfillment of your dreams, and golf lessons! 😊 To Mark, Pam, Brent, and Jenna: I love you and thank you."

- Sam Smith

"Mark Mitchell has made a timeless contribution to the Institution that FSG is today as much as anyone in FSG's history. The list of things that stand out about Mark is a long one. His leadership took the Dallas market from 12 million dollars in 2001 to north of a quarter of a billion (and growing) in 2023. Mark is a builder. He built a successful business, he built talented teams, and he built a legacy that will continue to influence FSG in the years to come. Mark's style is direct, decisive, and determined. He turns ideas into actions through hard work. He is respected by employees, peers, customers, vendors, and anyone who had the privilege to work with him over the years. In 2020, Mark shared his thoughts on OpCo success in a white paper that ranks second only to the FSG Constitution for business wisdom. Mark laid out 12 principles for success covering everything from leaders setting the pace, to having the courage to take a deep breath and say yes to opportunities and challenges. Mark lived out those principles, modeling how to manage the risks of a complex business. He defined success by delivering profitable multimillion-dollar projects in everything from new buildings to wastewater plants and data centers. He helped people grow professionally and personally and so many are thankful for his influence in their life. Beyond his talents in the workplace, Mark is simply fun to hang out with. Whether talking baseball or golf or sharing a good bottle of wine, you enjoy your time with Mark. It's been said that leaving things better than you found them is worth striving for. Mark has certainly done that for FSG, and for that, we can all be thankful."

- Steve Byrne

"I met Mark Mitchell more than 20 years ago, early in my career as a young leader at FSG. Seeing him overcome the challenges he faced, and the exceptional Team he built, presented me with an instant role model and mentor. Mark was always willing to help any operation in need, without reservation, or any expectation of repayment. Mark just wanted everyone to be as successful as possible at FSG. Mark provided me and the great team in Corpus Christi an opportunity to enter into the large construction market, staking both his client relationship and his reputation on our success. The Corpus Christi Team has gone on to successfully provide electrical work for many marquee construction projects for the past 20 years. For that, the team and I sincerely THANK YOU for taking the chance on us with the opportunity to build our future success. Working with Mark provided me the opportunity to see the highest quality example of what an FSG leader should be. His mentorship, personality, leadership style, and respect from everyone who worked with him will have a lifelong effect on me. I consider Mark a great friend and his legacy in electrical construction will forever be remembered."

- Jason Zippran

"Mark set the bar for successful leaders at FSG. His leadership resulted in the largest and most successful OPCO at FSG. Mark is an industry leader, who has the respect of so many inside and outside of the Institution. Understanding that you need talented individuals to help grow a business, Mark identified some of the best and brightest in our company and groomed them to be the next generation. His future thinking helped create successors to ensure a smooth transition and continued success in one of the most competitive markets in the industry. When Mark took on the COO of Construction role, he used his expertise to standardize our construction operations with best practices and added disciplines, once again taking our company to another level. From my perspective, he legitimized the direction of our company and helped pave the way for many of us on the executive team to make a bigger impact. FSG is forever grateful for his lasting impact on thousands of individuals. Working alongside Mark this last year has been a blessing, as I was fortunate enough to learn from one of the great servant leaders at FSG. Mark enjoyed this Institution, believed in its core values, and drove that culture home every day. He was someone who truly loved his job and the company he was a part of and this was evident in the continued success he had while he unselfishly worked for the greater cause. We are lucky Mark was one of our leaders for so many years and are still lucky to have him as a mentor and counsel for the future of FSG. Mark leaves not only a lasting impression on our institution, but an eternal impression on me as an individual, servant leader, and friend."

- Leon Mowadia

"One of Mark's greatest qualities was his confidence that his team would perform. He never shied away from difficult and demanding projects that challenged everyone to get out of their comfort zone and improve themselves. He always touted the team as being the best in the business and allowed them to prove it. In my opinion, this contributed more to our growth and success more than anything else."

- Joey Valladrez

"There are many things one could say about Mark. For those of us in Dallas/Fort Worth, he is a leader, mentor, and, most importantly, a friend. He constantly demonstrated integrity and one of the most important things he showed everyone was that he truly cared about each and every employee. He will be missed at FSG more than he knows. I'm sure in his retirement phase, he is going to throw as much into his golf game as he did with work - we all know he needs to! ... Just kidding."

- Jeremy Ripley

FSG SON LIGHT

Biblical Perspective for Wise Living by Deon Snider

Each of us walks our own unique path, regardless of our background. We face decisions and choices that impact our lives. Ephesians 5:15-16 says, *“So then, be careful how you walk, not as unwise people but as wise, making the most of your time, because the days are evil. Therefore, do not be foolish, but understand what the will of the Lord is.”*

We choose how we will embrace and respond to life and its trials. When difficulties and hardships come, we have a choice: be controlled by fear or walk by faith. We can grow bitter or allow the trials to make us better. We can complain about the bumpy stones in our path or see that the bumps are what we use to climb on. Each life event and trial offers us these choices; the question is, how will you respond?

The ability to develop and maintain the right perspective is a lifelong pursuit. The more we learn, the more we realize how much more we need to learn. Often times, we falter and fail to have the right perspective as we grapple with our trials. If we are honest with ourselves, this is true more than we would like to admit. God uniquely tailors and uses our circumstances as tools that are necessary for personal growth. The Bible, God’s Word to us, is His instruction manual, given to us to help shape our perspective and responses to these circumstances. When we commit to allow His Word to inform our perspective, He gives us peace, assurance, wisdom, and direction to guide our decisions as we navigate life.

Consistent reading, studying, and meditating on Scripture, and asking God for insight and understanding, will protect us from wrongfully misapplying or misrepresenting what God truly intended. These are God’s instructions to His children - those who know, submit to and follow Him.

“There’s a difference between knowledge and wisdom. Knowledge is knowing the right thing to do, wisdom is actually doing it. That is why I think the big idea running through Proverbs is not just getting more and more knowledge; instead, it’s choosing to apply that knowledge in ways that honor and please the Lord. True wisdom is seen through an obedient life.”

How do we develop wisdom to gain the right perspective?

First things first, turn to Christ, repent, believe, trust, and obey. If you don’t start there the rest is impossible. (for more information, read the last [Son Light article](#) for Jan 2024)

- Proverbs 1:7 - *The fear of the LORD is the beginning of knowledge; Fools despise wisdom and instruction.*
- James 1:5 - *If any of you lacks wisdom, let him ask of God, who gives to all generously and without reproach, and it will be given to him.*
- Psalm 90:12 - *So teach us to number our days, that we may present to You a heart of wisdom.*

How do we apply this wisdom to our daily circumstances?

- Psalm 119:105 - *Your word is a lamp to my feet and a light to my path.*
- 2 Timothy 3:16-17 - *All Scripture is inspired by God and beneficial for teaching, for rebuke, for correction, for training in righteousness; so that the man or woman of God may be fully capable, equipped for every good work.*
- Psalm 19:7 - *The Law of the LORD is perfect, restoring the soul; The testimony of the LORD is sure, making wise the simple.*

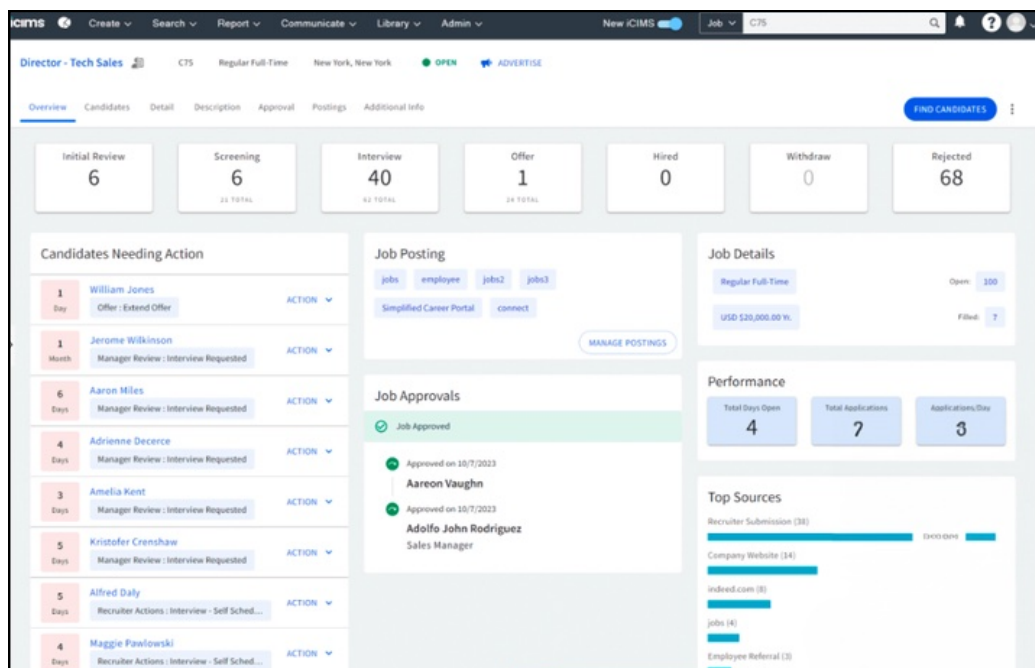
Each of us who call ourselves Christians can be wise if we choose to obey the Word of the Lord instead of ignoring it. Remember true wisdom is a result of equal amounts of knowledge and obedience.

If you don’t have a Bible, we’d love to send you one. Fill out [THIS FORM](#) and we will send you one free of charge as our gift to you. We also encourage you to [SIGN UP](#) for our daily Son Light emails!

HR INSIGHTS

NEW RECRUITING PLATFORM

The Executive Board has approved the acquisition of a new recruiting platform, iCIMS, which will improve our talent acquisition, employee retention, and the new employee onboarding experience. This investment in technology speaks to FSG's ongoing commitment to institution-building and transformation. Using this new technology tool, will save costs, improve the experience for candidates, and help our recruiters engage with potential talent more efficiently. But we didn't just buy a tool, the HR and Product teams are collaborating to bring this to life. We are using our internal, homegrown talent to implement this next-level project that will positively impact all of FSG.



HR INSIGHTS

FSG Announces Jerrod Kew as VP, El Paso & Albuquerque Region

FSG is pleased to announce the appointment of Jerrod Kew to the expanded role of Vice President overseeing both the El Paso and Albuquerque divisions. In his tenure over the last five years as Vice President of El Paso, Jerrod has been instrumental in driving the growth of FSG's operations throughout West Texas and New Mexico. His leadership in El Paso has set a solid foundation for his new, broader responsibilities.



"Becoming the Vice President of Division 16 marks a significant milestone in my career, one filled with both excitement and a sense of responsibility. This new role not only validates years of hard work and dedication but also presents an opportunity to make a tangible impact in both the company and the community."

-Jerrod Kew

Jerrod's successful track record positions him perfectly to lead our Albuquerque division, reinforcing FSG's commitment to being an industry leader across the nation. In addition, Jerrod's 10-year history with FSG started in Albuquerque, giving him firsthand knowledge of the area and culture. His strategic vision and dedication to excellence will bring new and continued success to our operations in both regions.

Jason Zipprian, FSG's Chief Operating Officer of Construction, expressed his enthusiasm about Jerrod's new role: "Seeing Jerrod step into the role of VP of Division 16 is incredibly exciting. His unwavering commitment to success, coupled with a genuine passion for engaging and empowering our employees, promises a dynamic future for our Albuquerque team. Together, they are poised for unparalleled achievements."



BENEFITS HIGHLIGHT

Teladoc Setup Information

We are proud to provide all of our employees and dependents with unlimited **FREE, 24/7** Teladoc General Medical and Mental Health calls! You **DO NOT** need to be enrolled in any of our FSG-Offered health plans to take advantage of this benefit. You can setup your Teladoc Health account by visiting: teladoc.com, calling (800) 835-2362, or downloading the Teladoc App today!

How to Set up Your Account

1. Go to teladochealth.com and click on the REGISTER NOW box.
2. Enter your personal information
3. Check the box that says, "I received Teladoc Health code from my employer." **Your code is: FSG**
4. Provide your contact information
5. Create a username, password, and pick security questions to keep your account secure.

***You must register and set up your account before your dependents can set up their accounts.**

How to Add Dependents to Your Account

1. Go to teladochealth.com and log in
2. In the menu at the top of your screen, click on **MY DEPENDENTS** in the drop the
3. Click on **ADD NEW DEPENDENT**.
4. Enter the information for each person
5. Click the **ADD NEW DEPENDENT** button.
6. That's it! Your new dependents will receive confirmation emails with their next steps.

***Dependents are defined as a spouse or partner, children, and care recipients.**

We Still Have an Employee Assistance Program

Don't forget about our Employee Assistance Program (EAP)! This **FREE**, company paid benefit is available to all full-time employees, spouses or domestic partners, dependent children, parents, and parents-in-law.

You can access up to five face-to-face counseling sessions per issue each year, and you can call at any time for in-the-moment emotional well-being support.

Services are available 24 hours a day, 7 days a week at (866) 695-8622 and healthadvocate.com.



LEARNING CORNER

FSG UNIVERSITY

We are excited to announce that we will be rolling out a new Learning Management System (LMS) this year called FSG University! Beta testing is currently underway!

This new mobile-friendly platform will host our current LMS content as well as our new programs.

FSG-Learning.com will continue to be your LMS until FSG University is rolled out to your division.



WE'RE HIRING

The learning department is looking to expand our team with a team player proficient in FSG systems. The ideal candidate will help us develop and evaluate training programs aimed at increasing productivity and workplace satisfaction.

If you're interested, reach out to [Yesenia Salazar](#) or [Jessica Miller](#) for more information.

NEW PROGRAMS

We are currently building a New Manager and Front-Line Manager training program.

Once approved, each component will undergo beta testing with multiple participants in 2024. Following successful testing, the programs will be ready for full cohort training in 2025.

INSIDE THE DIVISION

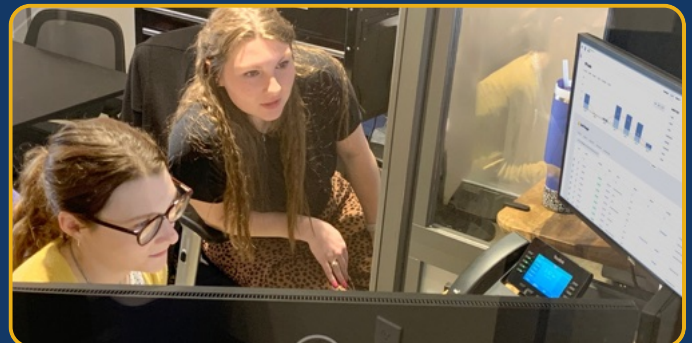
The Guide Center

Located in Conroe, Texas, the FSG Guide Center was established in 2019 under the Marketing & Communications umbrella with the goal to redefine customer interaction with both new and existing customers. They did not want to simply become a call center, but rather a place with people dedicated to guiding people to and through FSG. Over the last five years, the Guide Center has grown from one employee and no calls to a dedicated team of six who handle over 3,000 calls each month. This expansion is a testament to the Guide Center's commitment to providing a friendly and efficient service experience for all contacts.

Unlike traditional call centers, the Guide Center is unique in its broad knowledge of FSG's entire business. This enables them to answer questions with confidence and authority and also to offer direct assistance and solutions without multiple transfers. The goal is clear: **to understand the caller's needs fully and ensure they receive the right solution on their first contact**. By fully understanding the customer's needs, they are also able to prepare the individual or division they will be connecting the customer with. This innovative approach to customer service has enhanced the customer experience, fostering trust and loyalty towards FSG.

In a time where automated (and infuriating) phone trees are the norm and genuine human connection is rare in customer service, the Guide Center is a perfect example of how to create meaningful and effective communication with customers.

- Stephanie Cone, Guide Center Manager



The diverse backgrounds of its team members also adds to the Guide Center's effectiveness. Each brings a unique set of skills and experiences to the team and this versatility ensures that every caller, regardless of their issue, receives expert assistance.

As FSG continues to grow and expand our offerings, the Guide Center remains at the forefront of learning and adaptation. From EV charging solutions to solar and renewable energy options, the Guide Center team is learning about it as fast as FSG offers it. This commitment to continuous education and improvement ensures that the team is always equipped to meet the evolving needs of our clients, further enhancing FSG's reputation for excellence in customer service.

And it's not just the professional service that makes the Guide Center unique; it's also the team's vibrant spirit. In the Conroe office, it's not uncommon to hear one of the team members burst out in song, adding a touch of joy and humanity to their work environment.

By prioritizing knowledge, versatility, and a personal touch, the Guide Center not only supports FSG's growth but also sets a new standard for customer service.

MEET THE TEAM

The Guide Center

At the heart of the Guide Center is a vibrant group of five women, each bringing her own unique perspective and talents to the team and FSG. With their diverse backgrounds, the Guide Center team can personally connect with nearly everyone who contacts us.



Stephanie Cone has been the cornerstone of the Guide Center since 2019. While serving alongside Brannon Bourland at church camp, she asked him about a rumor of a position available at FSG. Soon after, she interviewed with the Marketing team and after a few hours of questioning and a good meal, she finally won them over with her quick wit and puny sense of humor. Oh, and her ability to start immediately! Before FSG, she spent 16 years as a teacher and volleyball coach, equipping her to lead the diverse Guide Center team. Stephanie is usually the one to start Guide Center Karaoke from her office and is often, but not always, joined by other team members. If no one else joins in, she just sings louder and with more energy! In her free time, she loves to travel and spend time with her niece and nephew - her two favorite humans in the whole world.



Katie Espinoza joined the Guide Center in 2022. She quickly became a founding member of Guide Center Karaoke and is a constant source of entertainment for her colleagues. Katie lives by the motto, "God first, then others, then me." Whether assisting FSG customers, or serving on the cooking team of her church, she always puts others before herself. Outside of work, she and her husband of 15 years enjoy participating in (and winning) BBQ cook-offs. They are known world-wide for their award-winning ribs and brisket and Katie maintains that her beans have never lost a competition! Katie also wants you to click here for a chance to win a Milwaukee job site radio.



Michelle Pepper joined FSG in 2023 shortly after earning her Public Relations & Advertising degree from Sam Houston State University. Michelle is fluent in Spanish and has been invaluable in assisting our Spanish-speaking customers has been invaluable. In her spare time, she enjoys pampering her two cats, Bean and Stella, and her dog, Bella. She also enjoys spending her weekends with family. While Michelle loves working for FSG, she also loves the Houston Astros and jokes that if they ever call with a job, she'll be "Out!" While not an active member of Guide Center Karaoke, occasionally she breaks down and adds a few bars to the mix.



Caleigh Buchanan joined the team at the end of 2023 after earning her degree in Marketing from Texas Tech and is already making her mark at FSG. Her love of puzzles and problem-solving skills have been essential in addressing the daily challenges faced by the Guide Center. Outside of work, Caleigh is an avid baker, and, speaking from experience, it's delicious. The entire office is thankful for this hobby! She is known for her cinnamon rolls and hand-decorated cakes and is now trying her hand at sourdough. When she's not baking, Caleigh enjoys reading mystery thrillers and walks with her dogs, Creed and Cosmo.



Susie Johnson is the newest member of our team and is a graduate of Sam Houston State with a degree in History. Especially interested in Eastern European history, Susie hopes to travel to Europe in the future. Like everyone else on the Guide Center team, in her free time, she enjoys spending time with her dogs, but with one difference: Buck and Deacon are rescues. She also enjoys running, lifting, and reading, especially Harry Potter. Her favorite character is, Sirius Black. Susie says, "He has been through some tough stuff and still puts others first." If you get to know Susie, you know this also sums her up as well. And a fun fact, Susie is a twin!



PROPEL UPDATES

Highlighted Project:

Rackspace Technology Headquarters

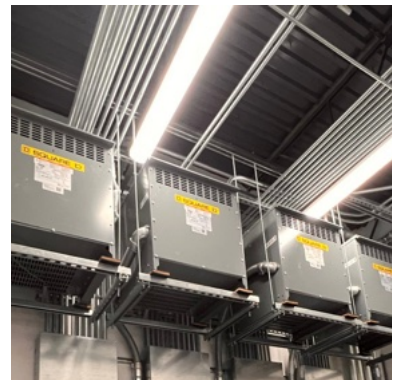
Contract: \$2.5 Million
Duration: 7 Months

Carlos De La Cruz from FSG San Antonio and Andrew Layman walked the project in December and we identified several opportunities for using Propel Prefab. The primary constraint was the project's compacted schedule, which limited our time for planning and assistance from BIM. Propel Prefab provided detailed drawings from our new Prefab Catalog to identify opportunities for suspended transformers, VAV disconnects, in-wall assemblies, temporary power, light fixtures, and custom mounting brackets.

The most significant impact came from the suspended transformers. By utilizing Prefab, they were able to dramatically reduce installation time, thereby also minimizing several risk factors. The transformers were packed for easy transport to their respective electric rooms and were ready to be lifted into place, saving numerous hours of on-site work for electricians who would otherwise be working from ladders to wire these transformers.

"We recently employed the skills of Propel Prefab to build eight 45 kVa Transformers for a fast-paced project. Once completed, they were shipped to the job site with primary and secondary whips already installed and Unistrut bolted to the bottom for a suspended installation. This allowed our field electricians to quickly hang the transformers in place and terminate. We were very pleased with the end result and the significant labor savings that directly resulted from using Propel Prefab."

- Carlos De La Cruz, Project Manager

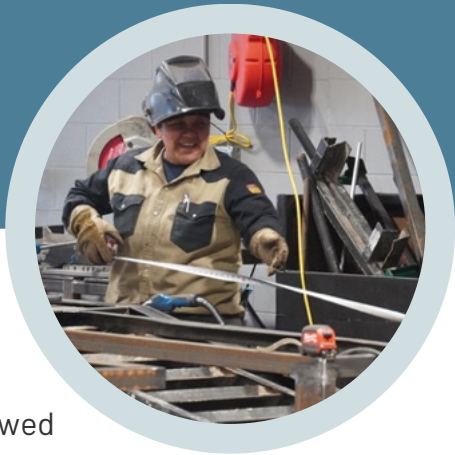




PROPEL UPDATES

MEET SHANEE MUNOZ

Lead Welder at Propel Prefabrication



HOW LONG HAVE YOU BEEN WITH THE COMPANY?

Almost 3 years.

WHAT LEAD YOU TO BECOME A WELDER?

My grandfather and uncle were welders, and my dad showed me how to weld. We're a family of welders.

WHAT IS YOUR FAVORITE THING ABOUT THE TRADE?

I enjoy the set schedule and routine. I also like the opportunity to grow within the company.

WHO IS YOUR BIGGEST INFLUENCE AND WHY?

My brother and Grandpa. My brother offered me support and advice through my schooling, and has taught me along the way.

WHAT DO YOU ENJOY MOST ABOUT WORKING WITH FSG AND PROPEL?

There is room to grow. I have a voice and am part of the team, not just a number.

WHAT IS ONE PIECE OF ADVICE YOU WOULD GIVE TO A HIGH SCHOOL STUDENT LOOKING TO JOIN THE TRADES?

Stick with it through the hard times; it's not always going to be easy, but it will be worth it. Stay humble and learn from everyone you can.

WHAT ARE YOUR CAREER GOALS?

To grow the welding program within Propel and to continue learning the trade.

WHAT IS YOUR FAVORITE BOOK?

Michael Jordan: The Life by Roland Lazenby

WHAT INSPIRES YOU EACH DAY?

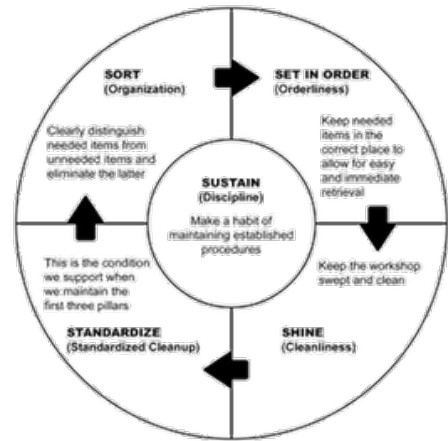
The pride and sense of accomplishment. Honoring my family tradition of building and working with my hands.



PROPEL UPDATES

Prefab's Lean Journey

Have you heard of lean manufacturing and how it can be implemented in the construction industry? In short, Lean means eliminating waste in our daily tasks. At Propel Prefab, we use the acronym "DOWNTIME" to identify the 8 deadly wastes:



- Defects
- Overproduction
- Waiting
- Non-Utilized Talent
- Transportation
- Inventory
- Motion
- Extra Processing



The 5S Method:

- Sort
- Set in Order
- Shine
- Standardize
- Sustain

Each quarter, we will identify a Lean improvement we have made in our workspace and discuss the waste we have eliminated. One of the easiest parts of a Lean culture to implement is called "5S." It is a cyclical methodology that produces continuous improvement. 5S stands for Sort, Set in Order, Shine, Standardize, and Sustain. To start, we picked shop cleanup stations and implemented a 5S process. The old days of searching for a broom that usually leaned up in the corner are over. Our crew can now easily locate the tools they need after completing tasks. We have multiple stations distributed throughout the shop space to reduce the amount of travel required to reach a station. Stations are designed so that a quick glance allows for inventory of the station. A place for everything, and everything in its place. This process leads to a safer and more productive work environment. With this process, we have reduced wasted inventory, motion, and extra processing.

EMPLOYEE SPOTLIGHT



WATCH BOBBY'S STORY



Bobby Graham

Director of Business Development

Over the course of his twenty years at FSG, Bobby Graham's dedication, resilience, and innovative thinking have brought him from cleaning and repacking light fixtures to becoming an integral part of our success story.

Bobby's first role at FSG involved breaking down fixtures, wrapping ballasts, and preparing them for resale. This hands-on experience at the grassroots level not only gave him a foundational understanding of the business but also instilled in him the value of hard work and perseverance. Bobby then transitioned into a delivery driver role, and not long after, ventured into the field to do retrofit work.

A significant turning point in Bobby's career came when he decided to take a leap of faith and move into outside sales. He began in Fort Worth, and eventually, jumped on an opportunity in Chicago that no one else seemed to want. Despite the moving to a new city in the dead of winter and facing the cold shoulder from potential clients in skyscrapers, Bobby's persistence paid off. He met with an engineer who seemed uninterested, but an opportunity arose for Bobby to showcase his quick thinking and problem-solving skills. By taking the time to understand the engineer's needs and leveraging resources to find a hard-to-locate part, Bobby not only secured the sale but also demonstrated one of FSG's core values: solving problems and exceeding expectations.

Bobby's story is a powerful reminder of the impact one individual can have within a company and the broader community. His approach to business is not just about making sales; it's about building relationships, understanding people's needs, and finding solutions.

Looking ahead, Bobby is excited about the future of FSG and is committed to giving back. With the knowledge and experience he has gained over the years, he is mentoring the next generation of salespeople, helping them to grow professionally and personally. For Bobby, it's all about the people—helping them to be better, do better, and achieve more.


SOCIAL MEDIA RECAP

Here's a look back at some of our most popular social media posts from last quarter. Click on an image below to see the full post on LinkedIn.

FSG Facility Solutions Group
17,470 followers
1mo · 🌐

Everybody Loves Free Breakfast!

This morning, members of Senior Leadership - Steven Smith, Randy ...see more



Patrick Casella and 109 others
2 comments · 4 reposts

Like Comment Repost

FSG Facility Solutions Group
17,470 followers
2mo · 🌐

Exciting News! 🎉

FSG extends our Congratulations to **David Jacobs**, former Vice Pres! ...see more



DAVID & DEBBIE JACOBS
OVERCOMERS INTERNATIONAL

3:44

FSG Facility Solutions Group
17,470 followers
2mo · 🌐

FSG Stories is a video series showcasing what makes FSG great - our people. In this series, our employees share the trials and triumphs of their journey to and through FSG in their own words. ...see more



Andrew Ghilino and 71 others
4 comments · 6 reposts

FSG Facility Solutions Group
17,470 followers
1mo · 🌐

Redhawk Real Estate faced a major lighting challenge at one of its apartment complexes in Indianapolis. The ten street lights currently installed along the main thoroughfare were in various states of disrepair and outright fa ...see more



FSG Lights Up Local Indiana Neighborhood
Lighting the Path to Safety and Savings

Steven Smith and 50 others
11 reposts

SOCIAL MEDIA RECAP

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FSG Facility Solutions Group
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1mo · 🌐

FSG is proud to announce the acquisition of Greenleaf Energy Solutions!


This acquisition represents a significant step in enhancing our exper ...see more



Steven Smith and 100 others 3 comments · 17 reposts


FSG Facility Solutions Group
17,470 followers
5d · 🌐

FSG is pleased to announce the appointment of **Jerrod Kew** to the expanded role of Vice President overseeing both the El Paso and Albuquerque divisions. In his tenure over the last five years as Vice President of El Paso, Jerro ...see more



FSG Facility Solutions Group
17,470 followers
3w · 🌐

FSG Stories is a video series showcasing what makes FSG great. In this series, our employees share the trials and triumphs of their work through FSG in their own words.



Steven Smith and 77 others 7 comments

FSG Facility Solutions Group
17,470 followers
2w · 🌐

Today is Employee Appreciation Day!

All week we've been sharing from our FSG leaders spotlighting the z ...see more



3:38

FSG CELEBRATIONS

Babies!

We are excited to welcome Five babies into the FSG family this quarter!





FSG | Institution

Life | Family | Community | Faith | Entrepreneurship | Investment
