



Useful tips, news and information from James CRAFT & Son, Inc.



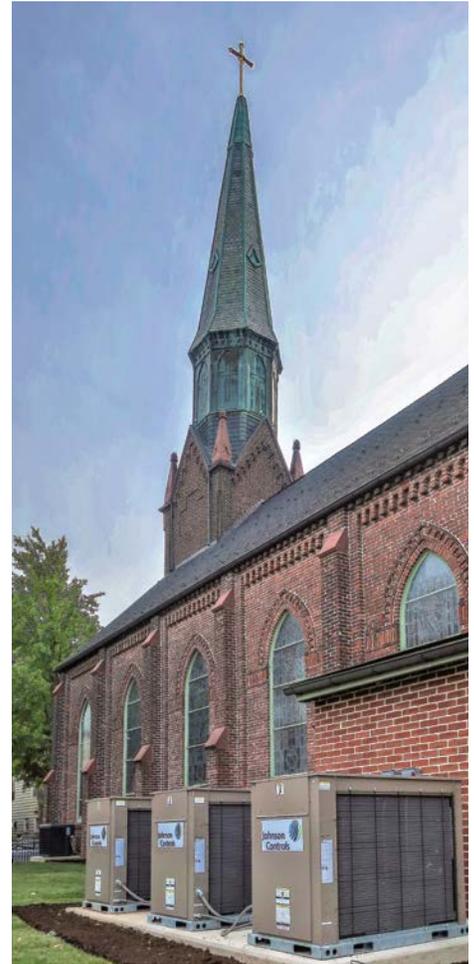
Duct work installed in the church's attic space



Sheet Metal Foreman Jerry Brown, seals the installation



Additional condensing units outside the church



Christ Evangelical Lutheran Church exterior

Christ Evangelical Lutheran Church

James CRAFT & Son is no stranger to this beautiful church facility. Back in the early 1990s, our team completed an HVAC project for Christ Evangelical Lutheran Church and we were happy to be invited back.

Recently, we installed a new Variable Refrigerant Flow (VRF) system, fan coil units, and a boiler at the church. Some

of the unique challenges we overcame involved maximizing the church's attic space by installing the refrigerant piping and duct out of the way as much as possible. Both the church and the designer, Nutec Design, were pleased with the outcome. General challenges for the project consisted of installing and brazing the necessary refrigerant piping within the existing historic church.



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Build Innovation Into Your Culture

How can you build a culture of creativity and innovation in your organization? Vicki Huff of PwC offers these suggestions on the Strategy + Business website:

- **Support a sense of pride.** Make sure your coworkers and employees know what good things your organization does for your customers and community. When they feel proud of their work, they'll try harder to find new ideas for improvement.
- **Don't punish failure.** As long as people are trying their best, don't make failure something to fear or be ashamed of. Let people know you want them to take risks and fail occasionally on the road to greater success.
- **Empower people.** Let them make decisions about how they work best. Encourage flexible scheduling and telecommuting to show you trust them to make their own decisions.
- **Put the customer first.** For every idea that comes up, start by asking, "How does this help our customers?" Focus on long-term value so you can create loyal customers who'll keep doing business with you for years.



Better Posture Leads To Better Health

Poor posture can have a negative effect on your physical and mental health, doctors say. An article on the *Health* website suggests that getting up and moving can have these healthy benefits for your body and your mind:

- **More energy.** Research suggests that poor posture, whether you're standing and sitting, can cause fatigue and stress. Sitting upright in a comfortable position—not slumped over—has been seen to improve people's moods in clinical studies.
- **More confidence.** You'll appear more self-confident by standing and walking upright, creating a self-fulfilling prophecy. People respond positively to people who exude confidence through their posture and physical behavior.
- **More openness.** Slouching in a chair or while walking tends to make you more guarded. People will be reluctant to interrupt you or chat with you. An open posture invites people in, giving you the opportunity to talk with and learn from them.

Discarded Tech Adds Up

Chances are you've got a few old cell phones sitting around your house that you haven't used in years. A recent survey by *Decluttr.com* found that Americans have some \$33 billion worth of discarded technology lying around, with the average U.S. home hanging onto \$264 worth of unused tech. That includes:

- Almost 60 percent of U.S. homes with more than two unused cell phones (Apple and Samsung, mostly).
- Thirty percent of people who say they keep their old phones for backup, and 30 percent who don't want to risk losing control of their personal information.
- Other devices, such as cameras (40 percent), PCs (25 percent), consoles (10 percent), and iPods, tablets and more (10 percent).

Make A Commitment To Safety In The Workplace

Your employees' safety is a paramount concern, but you can't protect them all by yourself. They should assume some responsibility for taking care of themselves. Here's how to motivate employees to create a safe workplace:

- **Make safety an organizational value.** Emphasize safety from Day One. Include it in your employee handbook. Address it on a regular basis. Showing your commitment to safety will help employees take it seriously.
- **Involve upper management.** Make sure the CEO supports employee safety in a visible way—by talking about it, listening to employees' concerns, and following safety procedures him- or herself.
- **Involve your workforce.** Don't just hand down rules and procedures from on high. Ask employees for their input. What problems do they see? What works, and what doesn't? Listen to and act on their opinions.
- **Set high expectations.** Don't settle for the bare minimum when it comes to safety. Let employees know they're expected to follow procedures without exception. Work with them on setting goals that protect them fully.

SPEED BUMP

Dave Coverly



Jessica Craft Schlosberg Named One of Central PA's Forty Under 40

On Tuesday, October 9, our Director of Human Resources Jessica Craft Schlosberg was honored as one of *Central Penn Business Journal's* 2018 Forty Under 40 award recipients at an evening reception and awards program at Hilton Harrisburg. This prestigious program showcases the region's most talented young business leaders, and we couldn't be more proud of Jessica!

Jessica has served in various leadership roles throughout the community that work hand-in-hand with her passion for careers in construction. She has partnered with the Keystone Chapter of Associated Builders and Contractors, as well as York County Alliance for Learning to bring ACE Trades Mentoring to York County for graduating students who were not college bound. Students were able to learn about career opportunities in the various trades, as well as about the apprenticeship programs, certificate programs and two-year college degrees available. Several of the students that Jessica mentored now work on our team.



Employee Spotlight: Matthew Faller

In August Matthew Faller joined James CRAFT & Son as its newest engineer. Originally from Lancaster County,



Matthew is a graduate of Lehigh University in Bethlehem, Pennsylvania. Prior to joining our team, Matthew worked in HVAC System Sales in Maryland. Matthew was attracted to James CRAFT & Son because the position would allow him to use his engineering degree while helping customers meet their needs with quality mechanical systems.

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