

COMMON GROUND

DECEMBER 2023

GEM SERVICE OPENS OFFICE IN COLUMBUS

Six HVAC technicians will serve growing central Ohio market

GEM Service has opened a new regional office in Columbus as it expands its HVAC maintenance service offerings in central Ohio.

GEM Service Vice President **Nick Baer** said the office will be headquarters for six HVAC technicians, as well as administrative staff. GEM Service intends to add more technicians from various trades as the business grows.

“The new office will help us better serve our existing customer base in central Ohio, and give us the opportunity to branch out,” Baer said. “We share the central Ohio GEM Service staff’s excitement about the possibilities in the region.”

While this office will initially focus on



GEM Service intends to base other trades in the office as the business grows.

HVAC maintenance, all the GEM Service offerings — electrical, plumbing, HVAC, facility management, utility procurement, and commercial/industrial duct cleaning, testing and balancing — will be available to existing and new customers.

The office is led by Regional Manager **Zach Aichholz** along with Service Manager **Zach Arbogast** and Business Development Manager **Ben Decatur**.

PROMOTIONS

Chris Kaspar has been named RLI Vice President of Finance, effective Jan. 1.



RLI President **Jeff Schaller** said Kaspar has been taking on more duties under the direction of Chief Financial Officer **Brian Zientek**, who retired Dec. 31.

“We look forward to Chris and the accounting group continuing to successfully manage Rudolph Libbe’s financial and accounting needs,” Schaller said.



Peyton Kominek was promoted to Network Administrator I at RLG's Walbridge offices.

CORRECTIVE ACTION REQUESTS CAN BE USED TO ADJUST RLI PROCEDURES

QMS committee researches, acts on associate requests for updates

RLI associates are expected to know and follow established operational procedures for all phases of a project. Fostering an understanding of the procedures – and how to adjust ones that are unworkable or outdated — is the goal of the Quality Management Systems Committee.

Following established procedures can prevent unnecessary delays and expenses on projects, while also providing consistency in how we deliver the project to our clients. It ensures the work is done correctly and according to RLI guidelines and government regulations. It’s always a good idea for newer associates to become well-acquainted with RLI operational procedures, which can be found under the Quality menu on the RLI intranet,

said Senior Vice President **Brad Deal**, a member of the QMS Committee.

“We have well-thought-out procedures on how we are going to operate as a company,” Deal said. “Following established procedures allows us to complete work in an orderly fashion and ensure that everything is in order from project launch to project close out.”

It's always a good idea for newer associates to become well-acquainted with RLI operational procedures.

There are times when procedures need to be cleaned up. The QMS Corrective Action Request (CAR) subcommittee, made up of QMS Committee Chairman **Tony Hujik**, Preconstruction Services' **Mary Willbur**,

and Project Engineers **Hilal Smidi** and **Eric Slink**, examine submitted CARs. The committee has recently incorporated six CARs.

For example, one associate noticed that project team members’ titles were not consistent throughout the procedures, which led to confusion about job responsibilities. The committee reviewed and updated the titles. Another recently completed CAR requested that a list of required planning meetings be developed to aid project managers. That led to the discovery of a duplicate meeting, which was then removed.

The Corrective Action Request Form as well as a document detailing the process can be found under the Quality tab on the RLI intranet.

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RETIREMENTS

RLI Chief Financial Officer **Brian Zientek** retired Dec. 31. President **Jeff Schaller** said Zientek skillfully met the financial and accounting demands of our growing company.



Brian Zientek

“Brian has been directly responsible for many of the systems and processes we use today to ensure we maintain financial stability and a profitable company position,” Schaller said. “We appreciate the 28-plus years of dedicated service and positive influence Brian has had on our organization.”

RLI also recently celebrated the retirements of seven longtime field associates with a breakfast in their honor at the Hilton Garden Inn at Levis Commons.

Retiring (with their RLI start date) were:



General Superintendent for Field Operations **Fritz Rudolph, Jr.**, left, and Vice President for Field Operations **Jim Philo** thanked the retirees, including **Jenny Reinhart**, a laborer who started her RLI career in 1993.

- Jenny Reinhart**, Laborer, (8/20/1993).
- Gary Venier**, Carpenter, (7/5/2001).
- Lenny Venier**, Operator, (2/9/2015).
- Doug Knott**, Operator, (10/23/1994).
- Roger Jones**, Operator, (3/28/2011).
- Tim Bermejo**, Cement Finisher, (10/29/1996).
- Mark Gonzales**, Cement Finisher, (10/25/1999).

NEW WORK

Boyne Falls, Michigan — GEM Energy is installing a 250kW/500kWh battery storage system on an existing 1.7MW NorthStar Clean Energy solar array.

The solar array powers Boyne Mountain Resort’s water park. The battery system is designed to absorb surplus solar energy.

This is GEM Energy’s first battery installation on a solar array. GEM Energy is pursuing several opportunities in this rapidly growing segment of the energy industry.

The team: GEM Energy Business Development: **Andrew Whitehead**; GEM Energy Solar Electrical Manager **Rick Harris**; GEM Lead Foreman **Josh Everett**.

Huron — GEM will manage engineering and design services for an 800-square-foot plant addition at the AkzoNobel coatings facility.

GEM is contracted with Kleinfelder to be the construction manager for design services.

The proposed 30-foot-tall building must be designed to meet an H2 hazardous occupancy classification. It will also be designed to accommodate future office space on top of the structure.

Final design is expected to be complete in February.

The team: Piping and Insulation Group Leader **Dominic Vecchio**.

NEW GEM CUSTOMERS

FM 360

Building Blocks Therapy
Highland Heights, Ohio

Firefighters Community Credit Union
Cuyahoga Heights, Ohio

Technoform Glass Insulation
Twinsburg, Ohio

GEM Service

R 2840 Centennial Rd LLC
Sylvania

AristaCare
Maumee

Cleveland Institute of Music
Cleveland

Dynamic Dies
Holland

THANKS FOR THE LEADS!

Every associate who reports a new business lead is entered into a drawing for \$100 in GEM and RLI merchandise.

The next drawing is in January for leads generated in October, November and December.

New Leads: **Sarah Helbig; Doug Kadlick; Denise Cromwell; Eric Slink; Bob Briggs; Rich Kulakowski; Shawna Watts.**

Report your leads to:
RLI — Shannon Deppen, ext. 3005, Shannon.Deppen@rlgbuilds.com

GEM — Elizabeth Hancock, ext. 2603, Elizabeth.Hancock@rlgbuilds.com

WELCOME TO RLG!



Top left: **Bennett Weickert**, Account Manager, RLG Northeast Ohio; **Joshua Hagen**, Assistant Project Engineer, RLI Walbridge; **Anthony Lutz**, Project Engineer, GEM Walbridge.

Middle row: **Tyler Salazar**, Help Desk Technician, RLG Walbridge; **Brian Bialecki**, Help Desk Technician, RLG Walbridge; **Eric Tittle**, Senior VDC Technician, GEM Walbridge.

Bottom row: **Matt Lenhart**, Facility Maintenance Technician, GEM Walbridge; **Ben Decatur**, Business Development Manager, GEM Service Columbus; **John Bebeau**, LMS Coordinator, RLG Walbridge.