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Hello Members and Friends of the Independent Contractors Exchange (ICE) Group. This is the 5th edition of the ICE Group Newsletter from your Board of Directors.

Within are articles and updates on upcoming activities of the ICE Group such as the 2021 General Meeting in Norfolk, ICE Group Website technical document storage, ongoing ICE Group Webinars and the 2021 Innovative Project Award to be virtual and awarded in early 2021. And more...

Please join me in thanking the board members and committees that have done so much exceptional volunteer work on behalf of our ICE community. If you have interest in participating on one of the committees please reach out (sroyer@thermaserve.com). We are always looking for members to add to the committees.

Please share this newsletter with co-workers, customers and other kindred spirits.

Scott D. Royer  
Chairman  
ICE GROUP BOARD OF DIRECTORS

Board of Directors Report– Rory Olson, BOD Secretary

The ICE Board of Directors met virtually on September 18, 2020 as the 2020 Annual Meeting had to be canceled due to the COVID 19 pandemic. Topics discussed included Board succession planning, future annual meeting planning, virtual connections, and membership fees.

Succession Planning: Steve Smith & Jeff Souza were moved into emeritus status opening two “at large” board positions. Rob Bottimore and Don Newell agreed to serve on the BOD and their term began immediately.

John Claybourn, Oklahoma Chiller, was nominated and approved to be the next Board Officer to step into the Secretary Role in Sept 2021.

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<tr>
<th>Current Officers</th>
<th>“At Large” Members</th>
<th>Emeritus Members</th>
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<tr>
<td>Chair - Scott Royer</td>
<td>John Claybourn</td>
<td>Bob Wilken</td>
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<td>Past Chair - John Bevington</td>
<td>Mike Harrell</td>
<td>Bill Flynn</td>
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<td>Vice Chair - John Mosteller</td>
<td>Scott Tracy</td>
<td>Brad Bolino</td>
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<td>Secretary - Rory Olson</td>
<td>Rob Bottimore</td>
<td>Jeff Souza</td>
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<td>Don Newell</td>
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<td>Jeff Terill</td>
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If you are interested in serving on the Board or on any of the committees, please reach out to a current board member to discuss. This is an excellent way to get engaged with the group and offers great opportunities for professional development.
Board of Directors Report– Rory Olson  (Cont. from page 2)

Future Annual Meeting: Unfortunately, we had to cancel the 2020 Annual meeting in Norfolk however our current plan is to hold our 2021 Annual meeting in Norfolk and proceed with our original entertainment plans and venue. We received positive comments from our Seattle meeting on both the keynote speaker and Innovative Project Awards and plan to continue with these popular elements. We are committed to the core technical content as well as breakout sessions for business topics. The BOD agrees that while we remain a technical group, we should continue including business sessions to drive engagement from the management level of our member companies.

2020 Membership Fee: The board decided to waive $300/yr. annual membership fee for 2020 as the annual meeting had to be cancelled. This felt like the right thing to do.

Business Topics Agenda for the ICE Group 2021 Annual Meeting– Steve Smith

In preparing for the 2017 and 2018 Annual Meetings, The Board of Directors of the ICE Group added a few relevant business topics to the agenda in hopes of expanding your company’s attendance without diluting the priority of the Group’s technical nature.

In the upcoming year before the 2021 meeting, the Business Systems Committee will continue to develop a few sessions, which will hopefully interest the membership’s non-technical needs.

The attendance for these sessions has been excellent and has exposed an opportunity for the ICE Peer Group to help address needs that are fundamental to running a successful mechanical services business. We have found that almost all members have an interest in best practices for areas like Sales Management, Information Technology, and emerging customer expectations outside the technical elements of the projects we install.

We have identified nine (9) potential topics that could make the agenda for our upcoming meetings. Additionally, we can also add the most important current topic relating to best practices in the COVID-19 world.

If you have additional suggestions for future business topics to be covered, please email Steve Smith at hundfschmidt@msn.com.

Vendor Relations Committee– John Claybourn

The Vendor Relations Committee doesn’t have much of an update per se. Covid-19 has forced us all to shift our focus temporarily while we determine how best to navigate its challenges regarding our businesses. Therefore, we would like to take this opportunity to remind everyone what the Vendor Relations Committee is intended for; it’s mission so to speak. The name of the committee somewhat makes its purpose clear. It is about creating and harnessing vendor relationships for the benefit of ICE Group members.
Vendor Relations Committee—John Claybourn (Cont. from page 3)

We all acknowledge that vendor relationships can be tricky, especially those with manufacturers who compete with our member companies. However, we believe the pursuit of these relationships and growth in these connections can be beneficial for everyone involved. It is that philosophy which motivates us to continue investing into vendor relations. So, if you have a vendor you think this committee needs to address; whether that’s to simply build a stronger relationship with as a group or to address a specific issue relevant to the industry overall and/or this group as a whole, don’t hesitate to reach out to one of the folks on this committee. Please keep in mind that local disagreements confined to your market might not be appropriate for this committee since its intent is to represent the group as a whole. However, if you feel your situation can and/or will affect the industry or the ICE Group overall then we would love to discuss it and explore the best route forward. Also, keep in mind that we want to highlight the positives as well, so if you have a vendor relationship that is working well and would like to share that, please do. The Vendor Relations Committee members are Steve Smith, Bob Wilken, Jeff Souza, Mike Harrell as well as me.

Technical Committee Report- Jeff Terrill

After a great meeting in Seattle, the Technical Committee started working on 2020 Norfolk back in December. We had several conference calls through early March, putting together what was looking like an exciting 2020 meeting agenda, adding technical presentations from new vendors and manufacturers. As we all know, things changed drastically with COVID-19 and the Norfolk meeting had to be cancelled. Once that was decided, the Technical Committee reached out to a few vendors and manufacturers to see if they would be interested in putting on webinars just for the ICE GROUP.

We got a lot of good feedback and the group hosted its first two webinars presented by Quadra Erths (service software) on July 16th and Honeywell Refrigerants on Aug 12th. We appreciate their time and effort in presenting. Thank you to Quadra and Honeywell!

More webinars are in the works and we will send out invites as they get lined up. It takes a lot of work to get these webinars going and it will only work if there is a good number of members registering. What I would like to recommend when the group hosts these meetings in the future, if it is possible, set it up in your training room or anywhere you can invite people from your company who would also benefit and attend the webinar as a group. Once the meeting starts, let us know how many are viewing from your location using the chat screen. That way the presenter knows how many attendees are not only registered but actually viewing the webinar. Again, participation is key!

The two Turbocor classes that the ICE Group held in February were a big hit with both classes filled. The class was hosted by EMCOR at their Phoenix training facility and Rod Kraft and his people made sure everything went as planned. Big thanks to Rod and his team! We will be working toward putting more classes on at this location for ICE Group members in the future when people are more comfortable with travel and attending indoor hands on training.
Virtual Connection Highlights – Rory Olson, BOD Secretary

With the cancellation of the annual meeting the Board felt it was important to continue to deliver technical content and continue the connections provided by the annual meetings. It is difficult to virtually replicate the networking opportunities the annual meeting provides.

The ICE Group has hosted technical webinars in the past and the attendance has been low relative to the size of our overall membership. The Board is working hard to find creative ways to connect our membership with useful content. Thank you to all those who responded to our survey on the subject. Your responses will be put to good use as we determine how best to host webinars in the future.

Stay tuned as our plan for future webinars develops....

Membership Committee— Brad Bolino

The ICE Group Membership Committee again had several applications to the group this year.

We added one new member: Eastern Heating and Cooling located in Albany, NY headed up by Mike Kenealy who can be reached at (518) 465-8878

There are three companies currently under consideration for membership.

Committee members are Scott Tracy (Chiller Systems Service, Inc.) Membership Chairman, John Bevington (Emeritus), Brad Bolino (Emeritus), John Mosteller (Colonial Webb), Mike Harrell (Lee Company).

The Membership Committee continues to review incoming requests and we admit members only if they can contribute to the group through technological expertise, add value with heavy equipment talent, and other factors we analyze to benefit the group.
Emerging Technology Committee– Kelly Small

The Emerging Technology Committee looked at one offering this last year. A company by the name of Blue Box Air. They offer a new technology in coil cleaning with a focus on blocked coils. Their patented process allows for full penetration of any size coil through injection of a non-toxic, pH neutral enzyme while utilizing system air to drive it in. The enzymes remain and consume biofilm to improve heat transfer and disinfect the coil by eliminating molds, fungus and bacteria. Although the kits and cleaner are not available for purchase, their service is delivered with technicians located around the country to perform this specialized coil cleaning.

The Emerging Technology Committee’s focus is on assisting member companies evaluate new technologies and various product offerings. This could be something identified at a trade show, trade publication, or something initiated from a direct call to a member company. Making sure they are on the up and up can be time consuming at the very least. Let us run down the qualification process and determine viability of the product/offering. That’s what we are here for.

If you have interest in a new trade technology/product or service offering that you feel may be of value, or if you wish to serve on this committee, please contact me or any of the board members.

Website Technical Documents Sign-In – Steve Valdes

On the Members only Page of the ICEGroup website. To sign onto the page simply select the Members tab at the top of the menu bar. Member Login. Then you will be presented with the user name and password page.

The username and password is unique to each member company and is to be shared within the company. Individual non-company affiliated members should have their own password. If you have issues with the password please email Steve Valdes directly at svaldes@thermaserve.com.
Website Technical Documents Sign-In - (continued from page 6)

Members can access the Technical Manuals Library via the link.

This is what you will see once you click the link. If you have a personal Google Drive and are logged into it you may see some additional menu options on the left of the screen. The files are read only and downloadable. The download icon will appear on the file when you hover over it with your cursor as seen below.

This is what you see when you click on the Manufactures folder.
Website Technical Documents Sign-In - (continued from page 7)

Drilling down on the York folder

Drilling down on the Centrifugal folder
Website Technical Documents Sign-In – (continued from page 8)

Drilling down on the York YK folder

![Drive Interface](image)

And so on and so forth...

The files are visible in a thumbnail for quicker identification. Also the names of the files are the manufactures designated nomenclature. These instructions will also be available on the website.

NOTE: If you have a google account and are logged into it, you will have search capability to find documents by their name, if you know it, or in some cases document key words can be searched if it is not scanned in as an image (non-character readable), and unfortunately, most are images.

2020 Innovative Project Award—Rory Olson, Secretary

With the 2020 Norfolk Meeting cancelled due to COVID the Board wanted to continue the tradition of the Innovative Project Award as it has been one of the highlights of our annual meeting. It will be slightly different this year as the finalist’s presentations will be virtual. The finalists will be asked to give their 20-minute presentations in conjunction with some planned technical webinars in early 2021.
2020 Innovative Project Award—Rory Olson, Secretary (Cont. from page 9)

ICE Innovative Project Award Details

This award is given to the member company that has demonstrated innovative and creative technical thinking and exceptional execution of a project.

This award was initiated to:

- Recognize innovative ideas.
- Provide a platform to share these innovations
- Provide publicity for those efforts outside the group, enhancing the group’s value and image in the market.

This year the award the submissions will be judged by a member panel using the following guidelines:

- Concept – Originality, creativity, and intent. (40 Points)
- Value – Functionality and technical qualities. (20 Points)
- Delivery – Effectively illustrating the innovation. (20 points)
- Impact – Long term impact of the project on the region or industry. (20 Points)

Project must be recent: Completed within the last 5 years

Submissions will be accepted in PowerPoint or similar presentation format. Please make sure you include the following in your presentation:

- Your company logo
- The Ice Group logo
- Name of your Client and type of business they are in.
- Describe your Client’s problem you set out to solve
- Describe any unique challenges in the sales or acquisition of the project
- Describe any unique challenges in the execution of the project
- Describe the outcome and the impact on the customer
- Support photos to illustrate the project

Submissions are due no later than January 1st, 2021.

Please e-mail all submissions to rory.olson@macmiller.com. If you have any questions, please feel free to reach out to Rory Olson.
2021 ICE Group Annual Meeting – John Mosteller, Vice Chairman

Not being able to hold our meeting in 2020 has brought a renewed appreciation of how blessed we have been. Blessed to have each other to lean on and blessed to enjoy fellowship with one another. Personally, I cannot wait to see everyone again! Additionally, our communication with sponsors indicate they are anxious to get re-connected, (face-to-face) too.

The event will be in the beautiful Norfolk, Virginia Waterfront Marriott. Thursday dinner/social will be on the USS Wisconsin and the Nauticus Maritime Museum overlooking the Elizabeth River and the world’s largest naval port. The USS Wisconsin is an Iowa Class battleship from WWII and is permanently docked and connected to the museum, just a block from our hotel. You never know what active ships will be in port, but recently there have been three aircraft carriers docked. It is truly an amazing sight!

Since the inception of ICE Group, the board has planned for the eventuality that something might happen that prevents us from meeting. (Though we thought it would more likely be a hurricane or earthquake!) I would have never dreamed of a pandemic. Because of this planning and proactive contract negotiations we are pleased to announce that we were able to reschedule our annual meeting without any financial penalty which would have eroded our emergency reserves.

We plan on opening registration for sponsors around the end of April 2021, followed by member registration. We hope 2021 will be a meeting to remember. See you there!