

*Service*

*Safety*

*Quality*

APRIL, 2009

# *the* **Block** C O N N E C T I O N

- JACK BLOCK

*Safety* 3

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*“Now is the time  
to be creative  
in our  
approach to  
“Customer De-  
light.”*

The first quarter is over and our workload is holding up, but we are in need of new work to keep going at this pace. Every contracting business is scrambling to engage their customers against the bleak backdrop of these uncertain economic times. The customers that seem to be the most successful are carefully following the consumer trends and applying their observations of the economy to their core spending habits. In other words they aren't freely spending and are looking for the best values for their construction dollars.

Low prices are always an enticement to spend money, especially if you have some to spend. Beyond low prices we are hoping to build “customer delight” and loyalty. We must convince our customers the value of our product and offer them more than our competition.

It is our team members who build our reputation, good or bad. It is our customers who welcome excellent service that continue to come back. That's what building customer loyalty is all about. We can't make everyone we work with into a sole source customer but we have to keep trying. There are so many ways that we can compete. Our limitations are only expressions of our creativity. Now is the time to be creative in our approach to “Customer Delight.”

We can't give up because the economy is in the dumps right now. We have to keep fighting for our position. You know how good we are. I know how good we are and it's just a matter of showing everyone else. Go that extra mile, and go that extra mile with a smile. Show our customers we are different and unique. Make the spread significant between us and everyone else. Understand our customers and fill their needs. Devise a means and method different than everybody else. Communicate with our customers and make sure their needs are being met. Don't forget the customer has become the most important relationship we can build right now.

We are all in this together. We will all get through this period together and if done right, we will all come out on top!

## **CUSTOMER DELIGHT**

- MIKE DEGER

*An email sent to Keith Howen from Michael Cole at Adventist LaGrange Memorial Hospital.*

I would like to commend the prompt action taken by Mark Flynn and Gary Callahan on detecting the problem with our 200 amp panel. The panel had a defective, loose breaker which was causing severe overheating internally. They swiftly ordered parts and organized a crew to work the evening shift. The crew was Tim O'Keefe, Dale Finn, Bill Kuta, and John Leyden.

The panel was changed out safely, and the work was of the highest standard. I know Jack Block would be proud to know that his company is well represented by yourself, and tradesmen of this quality. On behalf of Adventist LaGrange Memorial Hospital we thank you.

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## **THIS WEEK'S OURS TO PROTECT ARTICLE**

### **Green Job Opportunities**

According to the authors of this report, "a green economy is based on the efficient use of energy, reducing polluting emissions, and the use of renewable sources of power" to create "new opportunities, good jobs, and stronger communities." The report examines six strategies for building a green economy in the United States – "building retrofitting, mass transit, energy-efficient automobiles, wind power, solar power, and cellulosic biomass fuels."

To read this new article and learn about the Ours To Protect Campaign please visit [www.ourstoprotect.com](http://www.ourstoprotect.com)

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## **BLOCK ELECTRIC SCHOLARSHIP**

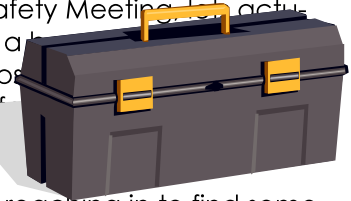
The new address for submitting all Block Electric scholarship applications is;  
Mr. Len Borhart  
Borhart, Spellmeyer & Co.  
1752 Capital Street, Suite 400  
Elgin, IL 60124

The deadline for scholarship applications is April 30<sup>th</sup>. You will find the application instructions in your Team Member Handbook

# WHAT'S IN YOUR TOOLBOX?

- DREW BOYCE

All right, now that we are gathered around for our weekly Tool Box Safety Meeting, let's actually take a look inside the toolbox to see what we might find. Is there anything for us when we reach in? Field shop boxes, mechanics' chests in shops, the boxes on the backs of our pickup trucks, or the bucket we carry with saddle bags for our tools—do they contain accidents waiting to happen? Might you find something like this?



**Sharp Tool Edges:** Yikes--a Box Cutter with the blade open! Could be reaching in to find something in the bottom—and coming out with a badly cut hand.

**Frayed Power Cords:** Oops, the drill's power cord pulled loose from the housing. In too much in a hurry to fix it--but an electrical shock might slow us down!

**Scratched Safety Glasses:** Someone just threw them in with all of the other junk. The lenses are all scratched and dirty. Probably can't see a thing with them...probably won't wear them. Probably taking a big risk!

**Dirty Respirator:** Looks like this spare respirator wasn't put in its protective container. It's covered with some kind of white powdery stuff...stinks, and the filters are all crushed. I was going to use that today because I left mine at home. Suppose it'll do?

**Misused Tools:** I see a couple of screwdrivers with the handles and ends all beat up. Looks like someone has been using them as chisels. Could I remove screws with these today without busting my knuckles?

**Damaged Head Protection:** Several of the hard hats here have torn suspension systems, and one hat is slightly cracked. Who wants to use these today? Someone with a really hard head?

**Ruined Footwear:** Yesterday I was in a hurry and I just threw my rubber boots in the box. Someone else threw a bunch of sharp stuff on top of them and they are all cut up. Looks like I'll have wet feet when I start working in that open trench today.

**Sharp Wire, Rusty Nails, Cracked Tools?...** Any of these in your toolbox?

IF YOU CHOOSE to use a broken tool, or piece of safety equipment that doesn't provide adequate protection - you might not be at work tomorrow. You might be convalescing at home or in the hospital. Or worse yet, you may contribute to the injury of one of your fellow workers. Do you want to carry that burden today?

WHY NOT CLEAN IT UP? If you find that the box is a mess, the tools are in terrible shape, or "I wouldn't wear that," then take a few moments and get things right. Red tag defective tools or turn them in for repair to your supervisor. Replace broken or unusable safety equipment. Make your tool box a SAFE one. Let it reflect that Professional Attitude you take pride in.

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We're on the web!  
[www.blockelectric.com](http://www.blockelectric.com)

#### Funny or interesting anagrams:

- The Morse Code = here come dots
- A decimal point = I'm a dot in place.
- The eyes = they see
- Apple Products = support placed
- Western Union = no wire unsent
- A Decimal Point = I'm a dot in place
- Dormitory = dirty room
- Statue of Liberty = built to stay free
- Astronomer = moon starrer
- Conversation = voices rant on



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## BIRTHDAYS

Joe	Parthun	04/02
Roberto	Morales	04/02
Kris	Hajek	04/05
Jeff	Holmes	04/06
Mike	Kriesemint	04/07
Al	Patel	04/07
Mike	Kammers	04/08
Drew	Boyce	04/12
Brian	Casey	04/16
Brian	Lynch	04/16
Jim	Holehan	04/17
Mike	Smolkovich	04/27
Walt	Peterson	04/28
George	Costantini	04/28
Mike	Arvesen	04/29



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## NEW EMPLOYEES

Welcome to the new kids on the Block team.

Jose Santiago

Douglas Cunningham

Vincent Pulio

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## STROLLING TO HEALTH

The risk factors associated with a greater likelihood of developing heart disease, diabetes, and stroke are large waist circumference, high blood pressure, high levels of triglycerides, low amounts of HDL ("good" cholesterol), and high blood sugar. Having three out of five of these factors gets you a "MetS diagnosis"—metabolic syndrome. But you can change that just by walking.

In a recent Duke University Medical Center study, 41 percent of participants were diagnosed with metabolic syndrome (MetS) before walking for 30 minutes six days a week. After eight months of walking on this schedule—without making any dietary changes—only 27 percent still met the criteria for MetS.

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## QUOTES OF THE MONTH

- The average human heart beats 100,000 times a day. Make those beats count.
  - Character is doing what's right when nobody's looking.
  - When you talk, you repeat what you already know; when you listen you often learn something.
  - The purpose of getting power is to be able to give it away.
  - Everything is always impossible before it works.
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