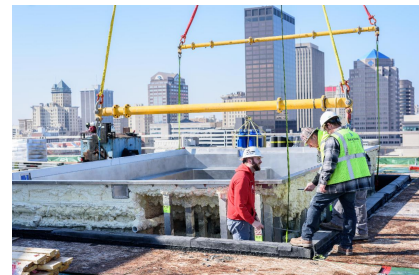




## 2nd Quarter Company Memo | 2024

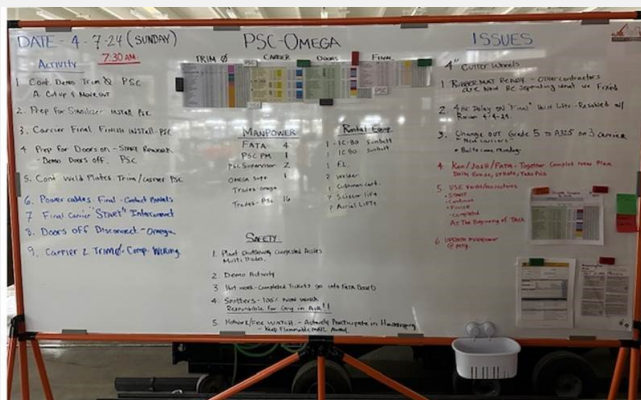
A ton of positivity is brewing at PSC as we close in on finishing the first half of 2024. Following our Leadership Workshop with over 120 participants - to generating several new operational (communications) tools - to the inception of new project management initiatives, expectations and accountabilities. Those along with the addition of some crucial key team members both in the field and administratively, we hope you feel as good as we do about our continued positive impacts and changes thus far this year.



### Safety

Safety is vital to everyone's success, significance, and legacy. This is one of PSC's core beliefs, and ensuring our team members have the required skills and knowledge to safely perform their work is an obligation we feel is truly vital.

Our team members have embraced the 100/0 Safety Culture and the results are showing. We were without an OSHA recordable in the 1<sup>st</sup> Quarter, meaning we have had only one recordable since June 2022. It is a testament to the persistent hard work and planning by our team members to complete the work in a safe



### Project Performance

Longer term projects are visually different in both physical appearance and documentation management. Our crews' organization, daily communication boards, and tooling / supplies management have thoroughly improved and clients are noticing the level of professionalism PSC is bringing to their sites. To be a "Premier Contractor" one has to provide the customer with a set of experiences that not only satisfies the contract obligations but goes further by addressing the entire value stream of our interaction. How we engage the customer from Business Development to Pre-Bid to Project Closeout is "The Experience." Thought provoking questions on this topic include:

1. Do we offer turnkey solutions?
2. Do we add "Value" throughout the process?
3. Do we conduct ourselves at a Higher Standard than our industry peers?
4. Do we set that standard in the way we look, the tracking & reporting and Value Engineering we provide?
5. Do we embrace the customers vision and then provide feed-back on how it can be improved?
6. Do we bring with us to the project the Best Practices and Lessons Learned from other customers to inject culture into our client's operations?
7. Do we understand that our role is a blip on the customers radar, we get in - do our job and leave - No Drama, No Fuss.

Everyone in our industry uses the same tools and equipment and hires from the same pool of talent, what we have to offer is the cultural framework for how we operate.

**This is why "Culture" is so crucial!**

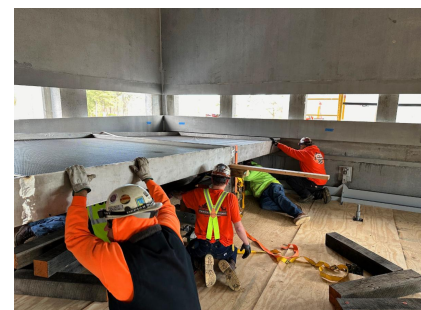
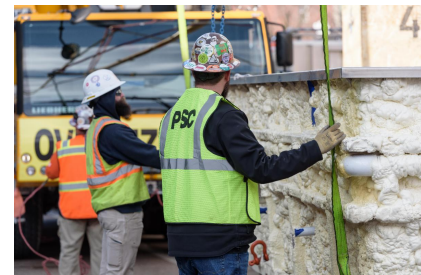
## Operations Management

Strides continue to be made to enable better (earlier) understanding of expectations for operational needs (field labor, equipment and tooling needs) however more actions and capabilities for advanced planning for these resources are underway. A new tool has been created within our work order software to better communicate between the Project Managers and Dispatchers that has aided in allowing PSC to keep record numbers of Field Team Members working for the last 6 weeks.

manner.

We continue to utilize Jobsite Safety Observations as a tool for increased communication between the office and field. These observations are meant to be a learning experience for both parties and to ensure that each team member has what they need to complete the job timely and in a safe manner. In the 1<sup>st</sup> quarter alone, 408 observations were completed and many of the comments have allowed us to improve our operations and processes.

It seems like almost on a weekly basis, we have been receiving positive feedback and kudos from our customers about PSC's professionalism, expertise and dedication to safety. These continued actions will set us above our competition and continue to provide more opportunities going into the future. Thank you for all of your commitment and dedication.



## Reminders

## Financial / Administrative Management

The backbone of the company, our Finance and Administrative team, is currently re-organizing after the retirement of Kristie Huston, Accounts Payable Manager. Ashley Young is stepping up to fill this role and we are actively seeking candidates for the Accounting & Administrative Assistant role.

In an effort to further embrace our belief: "We never stop learning." – Francis Harris (VP Finance & CFO), Tom Robinson (Operations Mgr.) & John Pyzik (Sr. Project Mgr.) attended a conference to understand more completely the capabilities of our enterprise software in hopes to determine better ways for it to communicate with other softwares currently in place. The goal of bridging these softwares together will enable more accurate, timely and consistent flows of communication and data.



**City of Piqua Lock No.9 Project from April of 2024.**

Please be sure to save the date!!! PSC's Team Member Appreciation Day at Kings Island will take place **July 20<sup>th</sup>**

Our Org. Chart/Job Descriptions continue to be maintained and updated for your viewing at [intranet.pscind.com](http://intranet.pscind.com) as well as at [safety.pscind.com](http://safety.pscind.com)

### New Hires & Promotions:

- Jeremy Johnson promoted to Site Superintendent
- Jeff Melville – Dispatcher, Milford
- Brian Abbuhl – Lift & Transport Engineer

### Assets Recently Acquired:

- (2) New Traksporters (one propane, one electric)
- (1) 5500 Utility Bed Truck
- (2) F-250 Foreman Trucks
- (1) 10k Lull
- (2) 7.5 ton Forklifts
- (1) 120t Tadano Truck Crane has been ordered (to arrive by late-May)

## Business Development

Randy Sever and Jake Borchers along with the rest of the sales and estimating team have been extremely busy securing new relations with new and existing clients in new industries PSC's capabilities align strongly with. Future workloads will remain steady which enables our ability to plan further out. In other words, we can achieve a much better forward-looking focus. This has profound impacts on securing future opportunities for everyone at PSC.

At the same time and with the onboarding of Wendell Adams completed, you should now be seeing a huge uptick in social media posts via LinkedIn, Facebook, Instagram & X (formally Twitter). Links to our social media accounts are below. So be sure and check those out!



## Awards & Recognitions

PSC was one of twenty-four member companies of SC&RA who received a Crane & Rigging Safety Award based on our superior safety record. We were also one of two member companies honored with the Crane & Rigging Safety Improvement Award by reducing our incident rate compared to the previous year.



Randy Sever was selected to serve as Head Judge of the Rigging Jobs of the Year Competition at the SC&RA Annual Conference.

Jim Sever was elected Vice President of SC&RA at the SC&RA Annual Conference.



## Final Thoughts



We are honored to provide these work opportunities to all of you, however more important is YOUR personal growth & development. Your continued growth and development are crucial to your and our future in that PSC is only as good as our Team Members.

Our chances to provide continued opportunities depend greatly on how we show up every day, how we treat others and how we perform our work safely, professionally and with utmost quality. Please leave none of these to assumptions. If you have interest in growing your capabilities with us at PSC, please share those thoughts with your direct manager, their direct manager or even directly to me.

Thank you,

Jim Sever  
President & CEO  
[jim.sever@pscind.com](mailto:jim.sever@pscind.com)



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