

MELVIN BENHOFF SONS

ASPHALT &
CONCRETE PAVING

MELVIN BENHOFF SONS, INC

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If you are interested in contributing
to the newsletter, please see Kelly or
Tracey in the front office.

We welcome any and all ideas.

Upcoming Events

The annual Foremans Dinner/Meeting will be held on March 8, 2007 at the Hilton Garden Inn, White Marsh. The meeting will begin promptly at 5:00 p.m.. The foreman will have lots of information to bring back to their crews. Look forward to an exciting evening.

The annual Safety/Information Meeting will be held on Saturday, April 28, 2007 in the shop. We will be having a delicious breakfast and going over items such as Safety, 401K, Legal Information, and many other items. Please mark your calendars!!

Notable News

William Brannock IV has decided to make a HUGE commitment to our country. Willy will be leaving MBS to join the United States Marine Corps. His last day at MBS will be March 19th. He will be traveling to Parris Island to start his training on April 9, 2007.

Everyone here at MBS wishes Willy a safe and fulfilling career. If you see him, be sure to thank him for all he will be doing for our country.

Semper Fi!!



MARINES
THE FEW. THE PROUD.

Curing the "Negativity Virus"

In January, seventy-three (73) employees participated in a self-evaluation of their own attitudes and behaviors. The majority of our employees feel they have positive attitudes and behaviors on 9 of the 10 questions asked. Although this is good, we need to get much better. ALL employees need to have positive attitudes and behaviors ALL of the time. To attain this goal, we need to collaborate and help each other more. We need to remember that the negativity virus affects different people in different ways.

We can stop this negative infestation by recognizing that there is an attitude problem and:

1. Taking responsibility for our own attitude.
2. Helping a teammate focus on their behavior.
3. Acknowledging the underlying causes.
4. Showing how the behavior hurts the team.

At the same time, in January, the 73 employees prioritized what they thought the role of a team

leader, manager, or supervisor is, in preventing an attitude virus. The results showed that the most important thing for them to do is:

"BE A ROLE MODEL BY PROJECTING A POSITIVE ATTITUDE"

Eradicating the virus requires all of us to be role models. We all need to form positive expectations, and communicate those expectations as often as possible. We have plenty of opportunities to do this: during tailgate meetings, at pre-job meetings, at performance reviews, when delegating tasks, when setting goals, when solving problems, and when generating ideas for improvement.

We all can manage the power of our expectations and be a carrier of a POSITIVE VIRUS that will be highly contagious.

Goals and Achievements of The Strategic Planning Teams

Since starting in 2005 the Financial Team has placed into action a number of tasks, along with documenting procedures. The Financial Team created Key Performance Indicators (KPI's) that the company uses to help monitor, track, and improve our internal processes, from standard procedures for our accounting office, to working on cost control approaches for our company. The goal of this team is to help to develop, and deploy an effective, systematic approach to maximize cash flow, and financial performance by developing procedures. When more procedures have been written, we will have a fully deployed, systematic approach to track the company's KPI's for Asset Utilization, Cash Flow, On Time Deliveries, Profitability, and the Return on Investment for Equipment, and Personnel. To insure that all teams track these essential KPI's for our financial growth, and improvement within their team, and to post these accomplishments, and improvements on a company chart for all to see. We have only scratched the surface at this time, in the coming months, we will have more procedures in place, and invite all employees to help in this team effort to make Melvin Benhoff Sons a great company, and a great place to work.

The Systems Alignment team is currently looking into programs that can take "cost sheet" information and send it electronically to the foremen and supervisors based on the information needed for that particular project. This information can then be electronically sent to the supervisor, who then signs off on the sheet and sends it to accounting. This can then be transferred to

payroll and be applied to the job. We are also looking into a system for the lowboy and fuel truck drivers, to be able to send all information on equipment moves. This system will also be able to record consumption of fuel, by gallons and equipment number and where it is currently located. This will improve accuracy, speed and decrease the amount of paperwork currently being used. It will also create a history of equipment and material used by each job for the entire year. The system will be user friendly and help make the accounting, payroll, and job costing a whole lot easier!

The Customer & Market focus team has been primarily focusing on our outside customer satisfaction. With the implementation of our Customer Satisfaction Survey Cards, we have begun to grasp our service results, as given to us by our customers. With an average grade of 3.6 out of 4.0, we are proving to our customers that we take their satisfaction seriously. In addition to the survey cards, we have also begun our marketing program. Sending out marketing letters to potential customers on a monthly basis. The C&M focus team is dedicated to providing our customers with the satisfaction they deserve, timely resolutions to any complaints, and helping the company begin new relationships with new customers. The C&M focus team is also responsible for providing these satisfaction results to our internal customers, the employees. We have reinstated this newsletter, to be printed quarterly. If anyone is interested in contributing to the newsletter, please see any team member.

The Work Force Focus group has made some improvements to the Idea program, effective 1/1/07 the limit was removed for rewards. All approved Ideas will receive a \$50 reward check! We are also set-up and ready for the Performance Reviews for this year. The team will be tracking the on time delivery of reviews to be sure they are conducted in a timely matter. Education and training is also well under way. Several classes have been completed and there are several more scheduled for the future months. We are also in the process of purchasing an additional trailer to be used as a classroom for the training. This classroom trailer will be attached to our Production trailer. Once in place all education & training will be facilitated in the classroom trailer, providing a more suitable training atmosphere.

The Equipment Team is looking into new computer programs that will help track maintenance reports, field service reports, and preventative maintenance on all equipment. The inventory on hand is still being taken on a daily basis. The Equipment Team also started the Operators Training Program, which included all-day verbal/safety training, given by Dallas, and also hands-on training at Earls Road. If you are interested in the Operators Training Program, please see Dallas.

If anyone is interested in joining a team, please see your foreman or superintendent.

Customer Spotlight



G.W.C.
Whiting



LeBaron
Turner

The Whiting-Turner Contracting Company was founded in 1909 by George William Carlyle Whiting and LeBaron Turner. Whiting, a native of Baltimore, attended The Johns Hopkins University for his first two years of college and then completed his studies at the Massachusetts Institute of Technology (MIT), where he received a bachelor's degree in civil engineering.

He returned to Baltimore where, four years later, he created the vision for Whiting-Turner with his good friend and classmate at MIT, LeBaron Turner. It is interesting to note that Turner never actually worked for the company, fearing the loss of their friendship. In keeping the name, Whiting demonstrated the loyalty that to this day is a core value of the firm.

In reviewing Whiting-Turner's past, three important concepts become apparent. First, a value system based on integrity and customer dedication. Next, employing engineers to run the company. And finally, a history of growth and development led by its young people. This is a company that has been driven from the bottom up.

In 1938 Whiting hired a brilliant, 19-year-old civil engineering graduate of Johns Hopkins named Willard Hackerman as a timekeeper. Needless to say, he did not last in that position very long. In 1955, Hackerman was made president of Whiting-Turner - only the second president in the company's history. Under his leadership, the company has grown and prospered because of his unwavering commitment to Whiting's beliefs as summarized in our Mission Statement.

Whiting-Turner's Mission

The mission of Whiting-Turner is to build on our reputation for integrity, excellence, experience and leadership as the nation's finest construction organization by:

- Continuously improving the quality of our work and services.
- Constantly striving to exceed each client's expectations.
- Maintaining our dedication to the highest moral principles.
- Providing our people with a challenging, secure and safe environment in which to achieve personal career goals.

Information taken from www.whiting-turner.com

Trading Places



My day at St. Josephs Hospital & Hollins Organic. By Dawn Freund

First I would like to say thank you to Mark McCullough and Glenn Leahey for letting me spend the day with them at St. Josephs Hospital and Hollins Organic. I found it anything but boring.

While at Hollins Organic there was a mound of dirt that had to be measured for tonnage. Mark and Glenn showed me a new piece of equipment called a Topcon GPS Hyper Light that is connected to a satellite in space. This equipment, originally purchased for use at the NASA/GSFC project, works quicker and is more accurate than the old way of staking things out. After we were done measuring the pile you could bring it up on the computer and see it in 3-D.

At St. Joe we had to recheck some measurements. I also had a chance to try operate some equipment like the Gradall and Excavator. I also would like to thank Dave Klaas and Bill Brannock for showing me how they work. It was interesting how two different pieces of equipment almost work the same way. When, I first got in I was so scared. I was afraid that I was going to hit something but, the guys said I did a really good job.

Thanks again guys I had a ball.

Truck of The Month



And the winner is.....TONY JONES!!!

Congratulations to Tony for keeping his truck in outstanding condition. Tony takes pride in his truck to the point that he is even sweeping out the weather stripping.

Thanks Tony for keeping up the great appearance.

Our apologies, we were under time constraints, and we couldn't obtain a photo of the award winning truck!

Job Spotlight

As you all know, St. Joe's has been a big part of our workload for the past year and a half. Between EWO's, contract work and subcontractors, everyone in the company has in one-way or another had a part in this job. There are actually three different jobs, which were in three different locations within the St. Joseph Hospital vicinity.

In September of 2005, Jamie Arbogast and crew started the 1st of the 3 projects, which has come to be known as MOB. The Medical Office Building has lasted until the fall of 2006 and could have additional work to be completed. Whiting-Turner has decided to remove the back part of the brand new building and extend it another 10-20 feet. This 1st job has had multiple foremen with many employees involved. "This was a different experience working on private jobs as compared to SHA work", says Jamie.

There were several other foreman and crews, such as Pat Williams working on fine grading, Don Lang and Gerry Miller working on water, storm drain, and ponds, Jack Couto working on concrete and inlet bottoms, and John Johnson and Charles Boblitz working on the blacktop. Every one of these foremen and their crews has constructed a "Class A" project.

The next job started in October 2005. The OPUS project, the garage, worked simultaneously with the MOB project. By working the 2 jobs congruently we were able to move material from one job to the other. With the abundance of millings available, the garage job site was able to sell the excess to the MOB and various job sites in the area.

James Boulden was given the responsibility of job site superintendent. James says "I found it very easy to work everyday because of the sandy material, as well as the limited trades working at the same time. I have to give a lot of thanks to Billy Brannock. Everyday he would arrive to the job before anybody else, and would have the equipment ready and be working before we would arrive to the job".

Many foremen worked along with James to complete the various phases of the project. The large amount of utility work installed by Gerry Miller and crew, George Blatchley and crew installing stone and grading work, John Johnson, Charles Boblitz and crew both having a hand in the various phases it took to pave this project.

The OPUS Company gave a "Job Well Done" for the 1st job we have completed for them. And a big "Thank You" to all of those who made this job a success.

The last project at St. Joe's started in August of 2006. We refer to this job as the Front Entrance. The job has progressed through four phases, with the fourth phase still working. The subgrade for the building and the majority of earthwork should be completed Mid March, depending on weather.

Tony Jones started the 1st phase, which consisted of the new main entrance into the hospital. This phase controlled the start of the remaining three phases. He took on a new job title and has shown his versatility to adapt to the problems of excavation, grading, and scheduling of a large site project.

Gerry Miller and crew really had to step up their production with installing utility work in each phase to keep the job on track. He had to wade through poor plans, rock, limited equipment resources and multiple subs. By his dedication and willingness to work weekends and long hours, the job flowed at a vigorous pace.

James Boulden, after completing the garage portion, then moving to Route 7, came back to help out. James is now running phase 4, of which he has almost completed the earthwork phase. He moved approximately 2,000 yards per day for 8 days to complete phase 4 earthwork.

In closing, I would like to thank everyone (including those not directly mentioned) in the company for the work that was completed on the 3 projects. This just goes to show you how well the people in our company can pull together to get the job done!

Thank you,
Mike Benhoff

