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June 2020



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As we prepare to get our collective facilities back up to speed while questions still exist as to what the long and short term health effects of COVID-19 will have moving forward, we here at the Gateway Magazine spent the month wondering how best to navigate the safety of the workplace as doors start to open more widely and regularly.

How do we prepare to welcome employees and visitors alike to our space and ensure a safe environment? It's an interesting (albeit stressful) time and we don't necessarily have the "right" and "wrong" answers to any of it. That said, there are certainly proactive measures all of us can take to make for a cleaner and more sanitary workplace. Nobody is perfect, but improvement is easy to achieve simply by making the attempt. In this issue you hold in your hands we outline some ways we've come up with to service our facilities and keep them and all of the people accessing them, safer, cleaner, and healthier.

How are you navigating this line of action and thinking? We'd love to hear your tips and any unique ways you've worked cleanliness and maintenance into a priority role on the shop's operative schedule.

As a country, and industry, we're all in this fight together. Together we'll navigate these turbulent waters that are "the times," and together we'll bounce back and prosper once all this has past. And it will. Strange hurdles are always cleared, the end result is the undefined variable. We're stronger in numbers, so let's continue to communicate and actively engage with one another in order to keep our lines primed and at the ready.

From our family to yours - stay safe, and best of health,



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WHEN RESPONSIVENESS MATTERS



Chances are, you've seen the Dowling Corporation's fleet of vehicles moving about the Seacoast area of New Hampshire as well as in Southern Maine and Northern Massachusetts, with their red and white graphics and friendly service technicians behind the wheel. There's a good reason for this: as one of the leaders in the mechanical service industry, with a service radius that expands over 50 miles from its headquarters in Portsmouth, NH, the Dowling Corporation has been in the business of delivering best-in-class commercial mechanical service since 1961.

That's no small task. Yet it is the reason why the Dowling Corporation stands as one of the most well-established and highly regarded companies in its field.

Sustaining excellence for almost 60 years means not only generating great customer relationships, but also building a superior level of expertise. Over its many years in business, the Dowling Corporation has come to understand how important the quality of air is to its clients in the manufacturing industry.

These clients know that having a service partner that truly understands what it takes to properly maintain a broad range of commercial heating, ventilation, refrigeration, and air conditioning systems is of vital importance to the safety and well-being of themselves and their valued employees. And, they want service that is friendly and easy. That's why Dowling has invested in developing the industry's leading platforms for managing maintenance accounts. This ensures seamless, proactive service

throughout their clients' locations to keep things running smoothly. Coordinated by administrative staff, Dowling uses a computerized dispatch system to control the flow of information from clients and materials suppliers to the field technicians who are in fully-equipped service vehicles that can complete most jobs effectively in just one visit. To the customer this means peace of mind and more time to focus on building their business, not fretting with distracting equipment issues.



WHY IS PREVENTIVE MAINTENANCE SO IMPORTANT?

Well for one, it keeps the health of your HVAC/R equipment in better check and can extend its service life. By and large, the purpose of preventative maintenance is to keep your HVAC/R system up and running at optimal efficiency in order to help prevent emergency situations such as system breakdowns and malfunctions. No matter the variable (cost, brand, guarantees, inherent promises, etc.), a complicated piece of mechanical equipment is subject to expected and unexpected repairs every so often. The underlying idea here is that it's very possible to reduce those incidents and repairs by keeping up with annual maintenance.

(CONTINUED ON PAGE 6)

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Furthermore, equipment serviced on an emergency basis is rarely brought back to peak efficiency. This is a reactive (instead of proactive) strategy, and one that is recommended to avoid. Committed to forward-thinking, proactive service for their clients, Dowling Corporation can help prevent those “breakdown” service calls that can consist of:

- ***Premature failure of system components due to neglect***
- ***Unexpected downtime/occupant discomfort***
- ***Lost productivity due to discomfort or inoperable process equipment***
- ***Product loss***
- ***Energy waste due to neglected system components***
- ***Premature system replacement***
- ***Air quality Problems***
- ***Damage to facility***

Preventive maintenance plans from the Dowling Corporation are uniquely designed to meet individual customer requirements. These custom-tailored plans have proven to provide great benefits such as: preventing you from experiencing difficult and costly downtime, extending the lifespan of your equipment, and restoring your systems to their optimal conditions after each visit. All of this saves you money and relieves you of unnecessary stress.

After developing a comprehensive preventive maintenance plan, routine service will be automatically scheduled with guaranteed timely performance on maintenance visits. Dowling also offers priority scheduling if there is an emergency with no additional charges for overtime.



(CONTINUED ON PAGE 8)

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CULTURE

As companies (especially those in the manufacturing sector) invest in their systems, Dowling invests in their people to create a climate of collaboration and partnership. Committed to continuous improvement and growth of its employees, Dowling technicians and staff are invited to attend monthly classroom trainings which include:

- New products
- Reviews on equipment failures
- Improvements to service methods
- Industry news and trends
- Ways to improve customer service
- And beyond...

The Dowling Corporation is committed to creating a continuous learning organization by supporting employees in exceeding their professional abilities and customer expectations at every level. Dowling has worked tirelessly to build a company with individuals who pride themselves on:

- Teamwork
- Professionalism
- Knowledge
- Ability
- Integrity

Dowling continually strives to be recognized as the leading mechanical services company in the commercial HVAC/R market by providing excellence in customer satisfaction, quality, safe work practices, and environmental responsibility.

To understand even more about Dowling Corporation, the following are the six simple principles that guide the success of the company and its culture:

1. **Customers set the standard:** Dowling proactively listens to their customers to ensure a rewarding experience that is courteous, professional and responsive to unique requests.
2. **People are the difference:** Defined by who they are and collectively shaping their organization through trust, dignity and respect, everyone at Dowling is supported by a professional environment and the independence to succeed.
3. **Quality is key:** Through continued improvement Dowling collectively holds themselves to the highest standards of quality – in meeting and exceeding customer expectations.
4. **Growth:** They strive to get better every day, which includes investing time and energy with customers to expand capabilities in order of providing better service and growth as a corporation.
5. **Safety:** The most valuable asset at the core of the company is their employees. Dowling is committed to a safe working environment for employees and for the community that they live and work in.
6. **Integrity:** Dowling conducts business in a manner that is trustworthy, accountable and done with mutual respect.

(CONTINUED ON PAGE 10)

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You're bound to get different promises from any HVAC/R companies that you interact with. With that in mind, Dowling takes great satisfaction in their utmost respectful approach to their work. Things that differentiate Dowling from others in their field include the following:

- Ability to respond. Dowling's position in the market and the reputation they have earned has provided them with the ability to influence suppliers favorably on behalf of the clients they do work for.
- Focus on continuous improvement and growth of internal operation teams.
- The ability to optimize inventory and supply chains to meet specific facility needs.
- Reporting and tasking capabilities that demonstrate compliance and consistency in the entirety of the work performed.
- Complete customer transparency set forth through investment in technology and communications.

Dowling is made up of a comprehensive team of highly experienced technicians and professional staff capable of providing excellent service, repair, design, and installation solutions on a wide range of equipment including:

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If the quality of the immediate environment around you is of concern, Dowling is ready to serve!

For more information on Dowling Corporation's HVAC/R maintenance opportunities visit: www.dowlingcorp.com/service/maintenance



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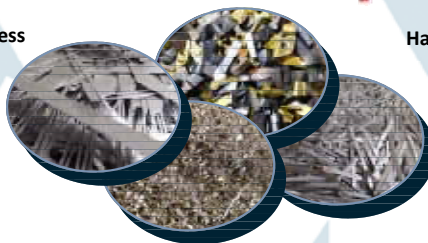
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SIX THINGS TO CONSIDER WHILE RAMPING MANUFACTURING PRODUCTION BACK UP TO SPEED.

As summer starts to set in and balmy temps get the air conditioning cranking, it's a good time to take a look at your HVAC system to make sure that it's operating at peak performance. As you probably know, your HVAC system does far more than cool the air and provide comfort. Your HVAC system also plays a critical role in purifying the air inside your facility to keep all that walk through your doors healthy, productive, and safe.

As more and more facilities begin to ramp up their reopening processes following the shutdowns created by the COVID-19 pandemic, it is a great time to review best management practices for our workplaces so that we can help make them safer and healthier areas to work and thrive. The following is a start to that conversation, but is in no way an exhaustive list.

If you have ideas on this subject, please feel encouraged to share. We are all in this together as we navigate the new landscape of operations in this historic period.

SIX THINGS TO CONSIDER AS WE PLOT TO GET OUR MANUFACTURING FACILITIES BACK UP TO SPEED AND FULLY OPERATIONAL:





1. INSPECT AND MAINTAIN HVAC EQUIPMENT

HVAC systems play a vital role in preventing the spread of viruses within your facility by keeping the air filtered and clean. If there has ever been a time to change filters and perform necessary maintenance on your system, this is it. And beyond helping with this very important safety standard, establishing a contract with a trusted service partner will help keep your system operating efficiently for years to come so that you get as much life out of this investment as you possibly can. It's a smart move for right now, and it's a smart move for the future.

Furthermore, proper indoor air purity can only really be achieved by having someone who has the expertise to know exactly what they're looking at and how to make just the right adjustments. Your HVAC system is a complex piece of machinery with many working parts that must all be calibrated perfectly for the proper overall performance of the unit. From maximizing system controls, to filtration optimization, coil cleanliness, and prospective UV light installation, an expert service provider will make multiple, precisely calculated adjustments to keep the HVAC system under your employ running at its best. So make the move to enlist the help of an expert. It will be worth it. Discomfort and unhealthy environments lead to lack or halt of productivity. Right? Right.

2. PRIORITIZE HOUSEKEEPING

Seems silly, but seriously, take a look around. We've toured many a manufacturing plant and have been impressed by the progress made with regard to cleanliness initiatives, but let's be real here, shop floors by and large are often quite messy, cluttered, and unorganized. It's a product of the constant "go-go-go" motion of the daily grind. We all know messy work areas lead to messy organizational impressions, and when things are in a state of disarray, accidents happen. Furthermore, the general state of clutter and messiness can lead to other detrimental health risks. Keep the aisles, walkways, workstations, and heck, even the breakroom clean and free from objects and equipment that may cause slips, falls, fires, and other preventable accidents.



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3. REQUIRE WORKERS TO WEAR THE NECESSARY SAFETY GEAR

Yes, there's been a lot talk about face masks and gloves lately. And rightfully so. For us in the manufacturing space, proper safety gear and accessories has long been a part of our lives. However, as we all know, it isn't always enforced as well as it probably should be. OSHA has made it mandatory for metal workers to wear personal protective equipment (PPE) such as gloves, safety hoods, non-slip shoes, earplugs, hard hats, respirators, and full body suits. While not everyone on the shop floor, or walking around the facility, needs to wear all of these items, at the very least, you ought to consider prioritizing masks, safety glasses, hearing protection, and maybe even gloves – especially given the current climate of potential day-to-day virus spread.



4. ENSURE PROPER INSTALLATION OF MACHINE GUARDING MECHANISMS

If the equipment around your facility isn't designed to ensure mechanical workplace safety, we'd love to hear why... or even, how. It's the name of the game. Modern machinery come equipped with gates and guards right out of the box almost entirely across the board. They're there for a reason – to save fingers, limbs, and lives. If the gates and guards on your equipment are worn or fitting loosely, it's time to pay them some attention. A little TLC can go a long way towards the safety of those utilizing the equipment.

Similarly, more so than ever, the area around the actual workstation should be protected using guardrails and barriers, allowing only qualified workers to enter the area. Further, we've seen and heard of an uptick in clear plastic barrier fittings to help prevent the spread of airborne pathogens. You've likely seen them too – they've become more commonplace not only in the manufacturing industry, but in service industry applications such as point of sale stations in grocery stores and pharmacies.





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5. REIMAGINE THE FLOORPLAN

We understand that space is often limited and has to be optimized. After all, every square foot of shop space is an operating expense. We've recently heard from several shops that are reimagining their shop floors and laying things out to correspond with the whole "six feet of distance" rule that exists in the concept of "social distancing." Although this is a new and unique challenge for us all to tackle, it is also an opportunity. While you're moving things around, think about your space.

Think about how things exist on your floor and how you can reposition the machines and tools around the shop to facilitate better worker safety and work flow. It's not always easy, but it's also not impossible. And if there are opportunities to make the space more ergonomic or just plain more pleasant for your workforce, then you may see some nice rewards for your hard work.

6. DELIVER CONSISTENT AND PROPER TRAINING TO EMPLOYEES

Chances are high that the level of expertise each of your employees has differs from the next. From shop rookies to seasoned, decades-long veterans, every shop has many stories. It's worth stating that the number of years put in doesn't necessarily mean much when we think about the different technologies and best practices that are ever changing day in and day out. Thus, a proper, consistent training regimen should be instilled to not only keep the education of your workforce sharp, but also, to make proof positive that safety is fully realized. Because if our workers aren't up to snuff on the current goings on in the manufacturing world, safety could very well be jeopardized at the operative level. It's true.





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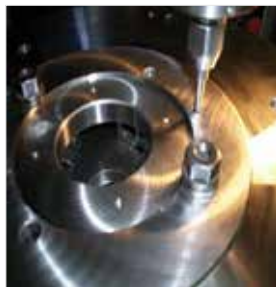


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SIX THINGS TO CONSIDER AS WE RAMP UP OPERATIONS

A misuse of tools and/or machinery, or the lack of general expertise can cause serious accidents. So, as mentioned, proper training should be provided, enabling workers to use the tools as they are meant to be used to facilitate safe and efficient manufacturing processes.

In parting, we'll wrap this up in one powerful question: what are you doing to ensure safety within your workplace each and every day? The answer certainly isn't one size fits all, but we can sure come to agreement that things can – more often than not – be improved upon. For the betterment of your staff, visitors, customers, and overall business practice, it's a question worth mulling over.



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BODYCOTE

Bodycote, the world's largest provider of heat treatments and specialist thermal processing services, will open a new state of the art facility in Elgin, Illinois, USA.

The new purpose built facility has been designed as a replacement for Bodycote's ageing facility in Melrose Park, Illinois. The Elgin facility is scheduled to be operational in June 2020. It will support manufacturing supply chains in the Midwest region. The Melrose Park facility will be closed once the transfer of customers' work has been completed.

The new Elgin facility is part of this ongoing strategy to provide the best possible capabilities, mix, and geographical network to better serve customers.

Tom Gibbons, President of Classical Heat Treatment, North America, commented, "I am delighted to be able to announce the opening of our plant in Elgin, Illinois. Our investment in the new facility enables us to expand our capacity and improve our ability to deliver high-quality heat treatment capabilities to our customers."

For more information visit www.bodycote.com.

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The MuShield Company is pleased to announce that they've been recognized by BAE Systems as a Silver Tier Award winner for exceptional performance and contributions to supply chain success in 2019 for BAE Systems' Electronic Systems sector. They were selected from a pool of more than 2,200 suppliers that worked with the sector in 2019.

BAE Systems' Partner 2 Win program is designed to achieve operational excellence and eliminate defects in its supply chain by raising the bar of performance expectations to meet the demand of current and future customers. As part of the program, BAE Systems meets regularly with its suppliers at their locations to transfer best practices to ensure that the components and materials that compose BAE Systems products meet the highest quality standards.

"We are proud to partner with companies – including MuShield – committed to delivering the highest quality products on-time, every time," said Kim Cadorette, vice president of Operations for BAE Systems' Electronic Systems sector. "We look forward to continued collaboration and success."

For more information visit www.mushield.com.



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