

PIPELINE

piping systems inc.

COMMERCIAL/INDUSTRIAL/INSTITUTIONAL MECHANICAL CONTRACTORS

SUMMER 2014

Fisherman, Journeyman, Family Man

I would like to introduce you to Jason Taylor. Most of you probably already know him. Jason was just recently promoted to Vice President, Operations Manager. I am excited to have him in this new role, having known Jason for almost 20 years and found him awesome to work with. At my request, he has written this article for the newsletter. ~ Pauline

Pauline knew what she wanted to be when she was just a little kid, and I can honestly say that I did too. My dad worked for Piping Systems Inc. for more than 40 years, and when it comes down to it, I was recruited into the company the moment I graduated from high school. Pauline and her father had shown my dad so much loyalty and appreciation that when I thought of a place that I could call home for my career, I knew it had to be PSI.

After high school, I dove right in! Between marrying my amazing wife and starting my career here, things were intense. I took night classes to get my plumbing license and became a journeyman plumber, then a master plumber. Later on, I went back to get certified in pipefitting and I'm currently a journeyman pipefitter in both Massachusetts and Rhode Island. When I started to move "inside," I went back to school again. I took some classes in project management at Purdue University and, with time, it brought me here to the vice president spot.

Of course, that synopsis fast-forwards through the births of my three kids—two girls and a boy—and a host of other in-betweens. My wife and I have been married for just about as long as I've worked at PSI (18 years), and our children are great. We're all crazy for sports; Patriot fans through and through. Our oldest is in high school and just coming out of cheerleading. She and her sister have been serious cheerleaders, but an illness has bumped her out of the game for the time being. Our youngest boy is just getting into basketball at his elementary school and that's a whole new adventure.

We're all hard workers here, which means that we don't get a lot of time to vacation. We went to Florida a few years back, but we mostly take the kids on mini-trips throughout the year to keep us all motivated and having fun. Aside from the football frenzy, we're all fishermen and women, so when the weather is warm, we head on over to some of the ponds around here and fish. We've been freshwater and saltwater fishing, and while we may be amateurs, we always have a terrific time.

Piping Systems is part of my family. We have people here who've been with the company for decades, like my dad, and even the "new guys" have worked with us for almost 10 years.

We're all really close and share in Pauline's dedication to each other and our customers. We work to retain the people who help make this an amazing business to be a part of, and always put the customer first.

Being able to depend on a crew with so much expertise, dedication and an outstanding rapport, I remember one time when we got the verbals from the engineers and project managers and had everything installed, only to then have the customer decide that it wasn't the direction they wanted to go. We made sure they weren't charged for the work to correct the earlier build, and they left us as happy campers.

I love that we can do that here with Pauline and Piping Systems Inc. Sure, that may not have been the best thing for us at that moment, but the job we do for our customers is more important to us. And we keep that up 24 hours a day, by the way, so don't forget to give us a call if you need help. I want to carry on the great work being done here and hope that my tenure as VP helps to keep the PSI family growing for many years to come.



Jason Taylor—Vice President,
Operations Manager



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The Heat Is On

If you're working outside under the hot summer sun, you know that staying cool can be a challenge. It's vital to your productivity and safety, of course, so take the proper steps to keep the heat from striking you down:

- **Water.** Drink lots of it. Keep a water bottle handy in a shaded location so it doesn't get too warm, and try to drink at least a cup every 20 minutes, whether you feel thirsty or not.
- **Shade.** Avoid direct exposure to the sun when possible. Look for areas that aren't already hot from sunlight earlier in the day, and where breezes can cool the air somewhat. Remember your sunscreen.
- **Breaks.** Supervisors shouldn't expect workers to stay on the job without rest for a full eight hours. Schedule regular breaks so everyone has a chance to cool down, get some water and recover from the heat.
- **Acclimation.** The body can learn to adapt to hot conditions, but don't force it. Build up your tolerance for heat by gradually extending the amount of time you work in the sun.
- **Buddies.** Keep an eye on your co-workers, and ask them to watch you for any signs of heat-related illness. People often don't recognize the symptoms quickly enough.



Make Better Decisions With This Technique

To make better decisions, or to teach employees to do so, try this counterintuitive approach: Assume that whatever decision you make will be wrong. If you have a choice between several options, just ask yourself which alternative you would regret most.

This will help you identify the option that, even if wrong, would cause you the fewest problems. You may not arrive at the perfect answer, but you'll at least identify the decision you can live with most comfortably.

Leaving A Tip? Here's How Much

How much to tip can seem as complicated as calculus. You don't want to seem cheap, but you don't want to overdo it—especially if money is tight. Here's a quick, basic look at what's expected in a variety of everyday situations:

- Waiter/waitress (full service): 10%-15% of the bill, before tax
- Bartender: \$1-\$2 per drink, or 15%-20% of the total tab
- Cleaning service: 15%-20% per visit
- Hairstylist/barber: 15%-20%
- Masseuse: 15%-20%
- Car valet: \$2-\$10 when picking up your car
- Room service: 15%-20%
- Skycap: \$2 for the first bag, then \$1 for each additional bag
- Hotel housekeeper: \$2-\$3 per night (or more for a high-end hotel, or if you've got more than two other people staying with you)
- Taxi driver: 15% (depending on the city); an extra \$1-\$2 if the driver helps with any luggage

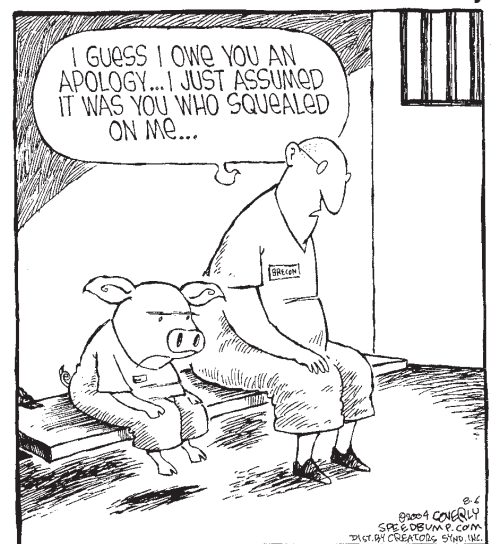
In Search Of Passion: Ask These Questions

Life is too short to spend on a career or lifestyle you don't love. That doesn't mean we can all be artists or movie stars, but everyone has a passion that the right job can fulfill. The key is finding out what your passion is so you can make the decisions that will steer you in the right direction. To achieve success, ask these questions:

- What do you enjoy doing? It should be something useful and productive (not sleeping).
- What would you do for free? Think of a job you'd do on a volunteer basis.
- What's your most memorable achievement? That will frequently point you toward a goal that's challenging and satisfying.
- As a child, what did you aspire to be? Think about what you wanted to grow up to be. Find a way to incorporate that dream into your life.
- What makes you unique? Be honest, and avoid any false modesty. What really sets you apart from everyone else?
- How do others see you? Ask a few trusted friends and co-workers what your greatest strengths are.
- What are your favorite movies? List your three favorite films, and look for common denominators that might point you toward a path that makes sense for you. Do you favor a hero who succeeds through teamwork, for example?

SPEED BUMP

Dave Coverly



Take These Steps To Protect Your Workers

From slips and falls to burns and bruises, injuries can occur anytime and in any workplace. These key tips for preventing injuries and protecting your employees come from Cintas, a Cincinnati-based business services provider:

- **Limit exposure to chemicals.** Implement a comprehensive program for storing, using and discarding chemicals that can cause painful burns, eye injuries and other hazards.
- **Buy a defibrillator.** According to the Centers for Disease Control and Prevention, cardiac arrest claims more than 250,000 lives each year. Keeping an automatic external defibrillator (AED) handy can save people, but you'll have to train employees to use it, and establish a service maintenance program to ensure the unit is always up to date and functioning properly.
- **Check your floors.** Help protect against slips and falls by placing matting around entryways to prevent water and debris from entering the building. This also provides increased traction in high-traffic areas of a facility where slip-and-fall accidents frequently occur. Make sure that the matting is regularly laundered to properly capture and remove contaminants.
- **Stock appropriate first aid and medical supplies.** A well-stocked first aid kit should contain products to treat cuts and burns and ease pain. Some items should be supplied and restocked on a rotating basis to treat seasonal ailments such as allergies or the common cold.

Maintain A "Me" File

Your employers keep files on you for various purposes. Try keeping a file on yourself for your own benefit. Keep a record of all your major assignments, successful projects and people you've worked with—clients as well as co-workers. Don't include any proprietary or confidential information, but do highlight your career achievements as they occur. Over time, you'll develop a document that describes your progress and your career, which you can use to reinforce your own motivation and demonstrate your expertise when you're looking for advancement or other opportunities.

The Changing Population: What To Expect By 2060

We're getting older in the United States, and more diverse. By the year 2060, according to the U.S. Census Bureau, the population of U.S. residents 65 and older will more than double, from 43.1 million in 2012 to 92 million in 2060. Among different ethnic groups:

- The Hispanic population is projected to grow from 53.3 million in 2012 to 128.8 million in 2060, when nearly one in three U.S. residents will be Hispanic.
- African-Americans are likely to increase from 41.2 million to 61.8 million people in the same period, and their share of the population as a whole will rise from 13.1% in 2012 to 14.7% in 2060.
- The Asian population is expected to grow dramatically, from 15.9 million in 2012 to 34.4 million in 2060.

Friggatriskaidekaphobia Trivia

Also known as "fear of Friday the 13th," friggatriskaidekaphobia will occur once in 2014 (June). Also, months that have a Friday the 13th begin on a Sunday. No year is without a Friday the 13th and no year has more than three.



What did Buzz Aldrin do on the moon that the government kept secret?

Trivial Pursuits

- 1) What did Buzz Aldrin do on the moon that the government kept secret?
 - a) Made contact with the Soviets
 - b) Took Holy Communion
 - c) Tried to make contact with moon people
 - d) Attempted to sabotage the moon lander
- 2) How did Stephenie Meyer pick Forks, Washington, as the setting for the Twilight series?
 - a) Her grandparents lived there
 - b) She Googled the place with the highest rainfall in the U.S.
 - c) Forks already had a reputation for vampires
 - d) She received a grant to write fiction set in Washington State
- 3) What did chocolate chip cookie inventor Ruth Wakefield receive for selling her recipe to Nestlé?
 - a) \$25
 - b) A lifetime supply of chocolate
 - c) A chocolate-themed mansion
 - d) She gave it away as a gift
- 4) What was temperance advocate Carrie Nation's weapon of choice when trashing saloons?
 - a) Bible
 - b) Torch
 - c) Gatling gun
 - d) Hatchet
- 5) What did the Union's General Dan Sickles do with his amputated leg?
 - a) Donated it to a museum and visited it once a year
 - b) Buried it at Gettysburg
 - c) Auctioned it for charity
 - d) Presented it as a gift to Ulysses S. Grant

—from *mental_floss*

Answers: 1) b 2) b 3) b 4) d 5) a (It's still on display at the National Museum of Health and Medicine.)

A Note from the Owner, Pauline L. Lally

When I was just a young girl, I loved to get in the dirt to make things; and for me, piping, plumbing and steamfitting is a large part of my father's legacy. I'm invested in more than just running a successful business here at PSI, so I want you to get an inside look at why we are in this business and what it is that makes us special.

The fact that Piping Systems, Inc. is owned by a woman is quite the asset when stereotypes are considered (McKinsey research studies have a lot to say on girl power), but I shy away from those and instead like to remember what it is that makes any leader strong. I prize trust and integrity and feel that the value of my word is essential to keep a business going. I want to maintain a team that takes your high expectations seriously, and consistently delivers. We also strive to be upfront about the realities of every job we do.

We seem to be on the right track, considering we're

celebrating our 42nd anniversary in business! It is important to me that I encourage my employees and show my appreciation for their contributions to our success. Think of it this way: PSI has over 500 years of combined experience when you look at the amazing crew we've assembled, and we give credit where credit is due! We have a dynamic team that can handle nearly anything.

Many hold multiple licenses and our safety program is top-notch. (All of our technicians hold an OSHA-10 card; some even have OSHA-30 status as well.) I want to lead by example, which is why I'm a licensed Master Pipefitter, and have held that certification since 2005. As a team, we're all proof of "ordinary people doing extraordinary things." We're in this to contribute to something meaningful in our community, and hope that you all feel our dedication and commitment in each and every job we do. We bring a lot to the table and will continue to do so for years to come.

Newly Remodeled Website Launches

PSI is pleased to announce that the revamp of our website is finally complete. New features have been added, such as our "No B.S. Warranty," referral opportunities, our signature "33-Point Checklist" and lots more that's new. Visit us at www.PipingSystemsInc.com and let us know what you think.

Check out our redesigned website at www.PipingSystemsInc.com



Visit us online today at www.PipingSystemsInc.com and follow us on social media



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