



Insider

REMINDERS & NOTES

Harris Companies' offices will be closed for the observance of the following holidays:

- Christmas: Monday, Dec. 26th
- New Year's: Monday, Jan. 2nd

DID YOU KNOW?

2017 Harris Companies Initiatives

Strategic planning workshop participants from each division gathered in October in Bloomington, MN to discuss the following 2017 initiatives:

- **Estimating Best Practice:** Harris's estimating departments will adopt a consistent process with consistent deliverables.
- **Technology:** In 2017, Harris will complete an audit of its information technology software, hardware and infrastructure and set its "Technology Vision and Road Map" to support its strategic plan and its operations.
- **Destination Workplace:** By 2020, Harris will become the employer of choice in the industry by creating an exciting work environment that cultivates the best employees and facilitates company growth.
- **One Harris:** Harris will be developing a plan to have one brand, one culture and one vision used to deliver a consistent and remarkable experience to all customers.



The strategic planning workshop in process.



Aerial view of the Southeast Louisiana Veterans Health Care System Medical Center under construction in 2015.

On November 18th, 2016, the Southeast Louisiana Veterans Health Care System celebrated the grand opening of its New Orleans medical center with a ribbon cutting. Superior Air Handling provided design-assist services and manufactured and installed more than two million pounds of ductwork for the new medical center. Senior Project Manager Craig Mickelson and President of Construction Michel Michno attended the ribbon cutting where Governor John Bel Edwards, Senator Bill Cassidy and New Orleans Mayor Mitch Landrieu spoke.

This is the second major VA hospital project Superior has completed with general contractor partner Clark Construction Group, the first being the VA Medical Center in Las Vegas. Superior was also excited to team up with mechanical contractor and former peer group partner Bernhard MCC.

After Hurricane Katrina in 2005, the former VA Medical Center was unusable. Without a medical center, the VA assembled a system of out-patient clinics to treat veterans. To get in-patient or surgical care during this time, veterans were often forced to travel outside the

state. The new Southeast Louisiana Veterans Health Care System Medical Center is designed to bring all veteran care back to a central location and give Louisiana veterans access to a complete range of medical, mental and social services.

Superior was proud to be a part of this important project. The 29-acre campus covers 12 city blocks and is one of New Orleans' largest construction projects to date. The medical center is designed to withstand natural disasters and emergencies and has 100 percent emergency back-up power, a secureable perimeter and emergency transport heliports and boat docks.

In addition to being an investment in the future of veteran care, the new facility is expected to provide jobs for 2,800 people in medical and non-medical roles. There will also be space for 172 medical student residents as well as a variety of educational opportunities in social work, dentistry, psychology, nursing and pharmacy.

Many thanks to everyone involved in the creation and the work of this facility.

GOOD TO KNOW

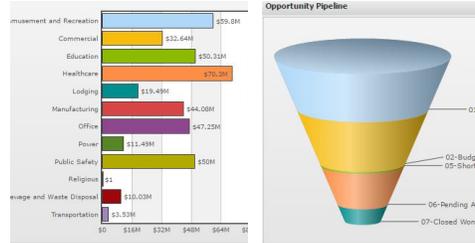
Travel Safety Tips

Dan Kent, Corporate Safety Director

Another holiday season is upon us and people are hitting the road to see friends and family. Here's how to keep your family and others safe when traveling:

- Designate a safe and sober driver.
- Rest before long drives and schedule breaks as needed.
- Don't use your phone while driving. Your passengers can find the route, respond to texts or catch Pokemon.
- Pre-plan your trip, check the weather and give yourself plenty of time.
- Pack a winter survival kit. Ensure there are adequate supplies for all passengers in your vehicle.
- Keep an eye on children during fuel stops, while in the airport or train/bus stations.
- Restrain pets for their safety and yours.

TECHNOLOGY COSENTIAL



Harris has launched a new marketing, business development, and sales database system called Cosential. It is an easy-to-use customer relationship management (CRM) and proposal automation system designed specifically for the A/E/C industry.

Cosential is a cloud-based system that helps manage marketing, business development, and sales information related to companies and contacts we interact with, leads and opportunities we are pursuing, and projects we are working on (or completed). In addition, Cosential helps to manage personnel and company knowledge.

The primary focus so far has been to launch the CRM functionality of Cosential

– Companies, Contacts, Leads, and Opportunities. Roll-out to the construction and conveyors divisions will be completed by early January and controls will begin the implementation process next year.

Cosential will provide one centralized database system from which to store and draw information that will help ensure consistent and accurate data is used in marketing materials and to report business development and sales activity. The key benefit is information that is easily accessible, searchable, and reportable company-wide.

The implementation of Cosential will make business practices more streamlined. Approximately 75 Cosential users have been trained and are currently working directly in the system – tracking companies and contacts they interact with, entering leads and monitoring opportunities progressing through the sales cycle, and holding meetings viewing data directly from the database.

NEXT ISSUE: Want to learn more about technology? If you have a question let us know. We will research and share the answers. Marketing@hmcc.com.

A MESSAGE FROM GREG HOSCH, CEO



Over the last year, I've used this column to discuss our new strategic plan. In it, we defined five key areas of focus that we refer to as strategic imperatives, which will advance our

company towards our vision.

These five imperatives are talent and culture, process discipline, technology, growth and diversification, and relationships. Specific initiatives are already in place to advance each of these imperatives during 2017 and beyond.

Talent and culture is the most significant of these imperatives. At Harris, we believe that "remarkable people" produce "remarkable results." Finding

and developing the best talent is fundamental to supporting and advancing this belief.

It is with that in mind that I am excited to announce a new addition to the Harris team. Brenda Devlin joined Harris on November 28th as vice president of human capital. We chose this title as opposed to the more conventional title of vice-president of human resources for a specific reason; capital is something you invest and nurture, a resource is something you expend. Our people are not expendable.

Our organizational structure can also provide insights into our priorities and this position is no exception as Brenda will report directly to me. Talent development and culture, along with growth and diversification, are areas where I feel I can best contribute to the

long-term success of Harris. This new focus reflects a shift in my role from day-to-day operations to a longer view of the company.

Brenda's key responsibility as vice president of human capital will be aligning our HR goals, functions, procedures, and policies with our strategic vision. This includes all aspects of our team members' work experience including finding and sourcing the best people, on-boarding new team members, developing appropriate compensation structures and standards, providing a career path and helping people move along that career path through personal development.

I am excited about what this added focus will mean for both me personally and the future of Harris Companies!