



Best Practices Presentation
Montgomery County Chamber of Commerce
December 12, 2019

Welcome to Boland

1960-2019



BOLAND

COURAGE TO CHANGE

- Launch Owner Client Consultation Process by Completing Implementation Plan.
- Define and Implement the Boland Client Experience Across the Organization.
- “20 in 20”: Grow the Service Contract Base to Exceed \$20 million.
- Update Boland Standard Work Documentation (WPP to BPP).
- Exceed our Ductless Quota.
- Significantly Reduce the Time from Order to Collection Across the Organization, Beginning with T&M < 5 Days.
- Implement the 2020 IT Plan.
- Celebrate 60 Years of Making Buildings Better!

2020 Goals

Celebrating 11 Years as a Best Place to Work

Lou Boland
Executive Vice President

BOLAND
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[Celebrating 10 Years as a Best Place to Work! Read More.](#)



WASHINGTON BUSINESS JOURNAL 2019 BEST PLACES TO WORK

CELEBRATING 11 YEARS AS A BEST PLACE TO WORK

2006 | 2007 | 2008 | 2010 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019

BOLAND

Human Resources

Recruitment & Retention

BOLAND

We Are Not Comfortable Until You Are

"Our people are our greatest asset"

Current # Associates **350**

Current # Interns **3**

Total # Associates Re-Hired **35**

Average Associate Tenure **11 Yrs.**

Voluntary Turnover **1.4%**

Courses Completed **1008**
(Last 12 Mos.)

Experience Modification Rate **.65**
(EMR)
(1.0 is Average; lower is better)

BOLAND

Service to Others

Our Commitment to Community

25

BOLAND *cares*

a culture of caring



Ring the Bell



Hall of Fame Wall



Honoring Our Veterans

Honoring Our Veterans

"Never was so much owed by so many to so few."

- Winston Churchill



Louis J. Boland
Founder
United States Navy



History Wall

Our Foundation... Our Legacy



EQUIPMENT



Sell the best, service the rest



SERVICE



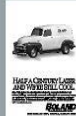
CONTROLS



DISTRIBUTION



CONSULTATIVE SERVICES



BUILDING ANALYTICS



ENERGY



1960's

- Trane sales franchise incorporated as Louis J. Boland, Inc.
- First office was located in Georgetown
- Lou Boland created the first service department within The Trane Company

Lou reflected, "When I opened the franchise, we were without the support of a service department. I worked six hours a day as a service technician and six hours a day as a sales engineer."

- First service technician, Vern Hruska, was hired
- After explosive growth and several office moves, construction began on the Boland Building on Parklawn Drive
- Primary markets were apartments and institutions
- The Trane CenTraVac and Absorption Cold Generator afforded us the opportunity to be the primary supplier in both markets

"Today, more than ever, the successful manager must be a change seeker—always having a constructive discontent with existing practices. An organization without change seekers will become rigid and atrophied."

-Louis J. Boland, 1967

1970's

- Oil shortage changed our business dramatically. Energy costs became critical and the types of air conditioning systems changed substantially
- Developed building automation side of our business
- Success in the energy management field
- Our market focus changed to commercial buildings

"Even with all the changes in our industry over the last 20 years, certain fundamental philosophies remain the same. It's a relationship business that is dependent on interpersonal relations. Although often said, it is still true that a customer doesn't care how much you know until he or she knows how much you care. The organization that understands this rule, whether front line or support, will be successful."

-Louis J. Boland

1980's

- Dramatic increase in office building growth
- Developed the "Federal City System" for office buildings in the area, which was recognized and adopted by the industry on a national level
- Journey from electromechanical to solid state controls

1990's

- Industry's greatest challenge was dealing with chlorofluorocarbons (CFCs)
- Indoor air quality becomes a critical issue for building owners seeking to create healthy environments for their occupants
- Leadership Energy & Environmental Design (LEED) demands building energy efficiency

The 21st Century & Beyond

- Jim Boland becomes president
- Boland moves to current location at 30 West Watkins Mill Road in Gaithersburg, Maryland
- Integrative building disciplines focus on sustainability



"The Future is Now"

-Jim Boland

Louis J. Boland was a true pioneer in the industry. Thanks to his leadership, our growth has been and continues to be steady and successful.


BOLAND

Keeping Our Nation's Capital Comfortable

Keeping Our Nation's Capital Comfortable



Courage to Change



**COURAGE
TO CHANGE**

"Change at Boland allows us to provide better customer service."

Adnan Naeem
Estimating Team Leader

BOLAND



**COURAGE
TO CHANGE**

"Progress comes with change. That is the only way to move forward."

Jess Cremen
Energy Engineer

BOLAND



**COURAGE
TO CHANGE**

"Having the courage to change is keeping an open mind."

Ed Tapper
Service Engineer

BOLAND



**COURAGE
TO CHANGE**

"Change at Boland helps us meet the dynamic needs of our customers."

Franklin Garciguire
Inside Salesperson

BOLAND



**COURAGE
TO CHANGE**

"Boland always makes sure we have the tools we need to succeed."

Wayne Daniel
Field Team Leader

BOLAND



**COURAGE
TO CHANGE**

"This is not a revolutionary change, it is an evolutionary one."

Kevin Bradley
Sales Team Leader

BOLAND

Purpose and Vision

➤ Our Purpose

Boland exists to make buildings better

➤ Our Vision

Boland is transforming the delivery of optimal building performance

➤ Our Core Value

Excellence - Integrity - Service to Others – Collaboration – Safety - Passion - Continuous Learning

➤ Financial Goals

We deliver best-in-class revenue growth, while *increasing the value of the business*, affording us the opportunity to reinvest in our business, people and community

Words to Live By

All men make mistakes – the successful man is concerned not with what went wrong – or who was to blame but what can be done about it.

“Always do right. This will gratify some people and astonish the rest.” -
Mark Twain

“Things may come to those who wait, but only things left behind by those who hustle.” - Abraham Lincoln

A customer does not want to hear your problem;
He wants you to solve his.

“People don’t care how much you know until they know how much you care.” – Harvey Mackay

“IF IT IS TO BE, IT IS UP TO ME.” – Louis J. Boland, Sr.