WE’RE GOING VIRTUAL!

UNIFIED

2020

ALL-VIRTUAL EVENT • SEPTEMBER

Canadian Elevator Contractors Association
Elevator U
International Association of Elevator Consultants
National Association of Elevator Contractors

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Dear fellow NAEC Members,

I hope you, your family, and your team are safe and healthy during these trying times. My heartfelt sympathy goes out to each member who has been affected by Covid-19 and the ill effects the virus posed to you personally and financially. We are all in this together.

Through these challenges I am still very excited about NAEC. I am very proud of the NAEC achievements including the CET, CAT, VTMP, and QEI Programs for our members!

We have seen an increase in education while our members are in self quarantine. There is a saying “Never allow a good crisis go to waste” and to see members educating and bettering themselves while being responsible is what true America is made of. All situations are opportunities and I believe how you react is what you will eventually become.

The great staff at NAEC, as well as the Board, have helped shape and carry out the vision of providing safety, training, and education to all facets of the vertical transportation industry. I am very proud to work side by side with such knowledgeable and talented people.

The Spring Conference needed to go virtual at the last minute and it was a very big success. I do appreciate everyone who attended and the NAEC staff for coordinating and expediting the event.

As you know we were scheduled to have our Fall Convention & Expo in September at the George R. Brown Convention Center in Houston, Texas. Our decision to go virtual will be challenging but safe for our members and their guests. This will be an AMAZING event as it’s a “UNITED” year and we will host the International Association of Elevator Consultants, Elevator U, and The Canadian Elevator Contractors Association! This is such a new platform for NAEC, vendors, and contractors alike so once again we will learn together and become more educated as a team. We will become stronger from a technology perspective but the virtual opportunities to showcase allow for some creative ideas! While I personally love to be around people, this is a real opportunity we can all learn from together and I applaud in advance everyone joining in!

As a reminder, I ask all members to become a part of NAEC by becoming a committee member and considering nominating themselves to be a board member as well as recommending the NAEC to any elevator related professional company that may not be a current member. There are new startup companies across the country that do not know how beneficial the NAEC can be for their future as well as their employees’ future.

I look forward, when the proper time arrives, to seeing you all in person and the great camaraderie we all share as an industry.

Please be safe and I wish everyone the best of health and prosperity in the future.

Sincerely,

Donald Gelestino
President
As the health and safety of our members is of the utmost importance, NAEC is launching an initiative to collect work-related illnesses and injuries data to help our members learn from each other on important safety issues and as part of the OSHA Alliance Data Collection. As part of this initiative, we are requesting that you provide illness and injury information from your organization that has recently been provided to the U.S. Department of Labor Occupational Safety and Health Administration (OSHA) via OSHA forms 300 and 300A, modified to secure the anonymity of your employees.

NAEC has engaged Tuscany Strategy Consulting as an independent third party to collect and analyze data on work-related illnesses and injuries. By using a third-party partner, this process will remain confidential and will protect the privacy of our members and their employees, and no identifying attributes will be shared with the NAEC. Tuscany's collection process will be also designed to minimize any effort or disruption on your organization. Please look for this in your email, and if you have not received, check with who is the main contact within your organization that receives communications from NAEC and have it sent to your organization's appropriate person.

**NAICS Codes**

OSHA and the Alliance team is requesting that for all future OSHA 300 Reporting, please use NAICS code 238290. This will enable the alliance to research data needed to improve all safety for our industry. Thank you for your assistance in making it better for the industry.

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To respond to the interest and concerns of our UNITED members, staff, attendees, and exhibitors, the 2020 UNITED Convention and Exposition will be transformed into an all-virtual experience! We are working with vendors and tech experts to create a robust industry event that is entirely provided through an online platform that meets the needs of the exhibitors and the attendees.

Although we are disappointed that we will not be gathering together in Houston, we are excited about the evolution of this event to provide safe and innovative ways to meet three key objectives of this trade show:

- Provide **compelling peer-to-peer interaction** opportunities,
- Offer innovative **educational presentations**, and
- Facilitate **supplier and contractor connections** with a virtual trade show floor.

As we finalize our key tech vendors (who regularly provide these online trade shows with great success), we will be reaching out to you to make certain that you are ready with the minimal tech infrastructure enabling you to put your best face forward!

Look for more communications in the coming weeks, and we look forward to seeing you at the UNITED Virtual Convention and Exposition!
Award Nomination Reminders

Please note the following deadlines:

**June 5** - *William C. Sturgeon Award*  
Nomination form

**June 19** - *Contractors Choice Award*  
Nomination form

For questions, or to submit your nomination form, contact Britnee Irwin at Britnee@naec.org, or at 770.760.9660

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**CENTER STAGE**

**JESSICA MOON**

Jessica Moon joined the NAEC team in February, and as our Office Manager, will be handling administrative duties for the office as well as the VTMP Program. She graduated from Georgia College & State University with a BA in business administration and with a minor in psychology. She has spent the past four years working in customer service, fine tuning her problem-solving skills and adaptability.

As this is Jessica’s last year as a Moon, she is very excited about her approaching wedding next year. In her free time, you will rarely ever catch her without her camera in hand. She is a lab breeder and has way too many fur babies in her backyard. Just your average southern girl who is ready to serve NAEC with a smile.

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**WELCOME NEW MEMBER!**

**CONTRACTOR**

Unitec Elevator  
Jake Lammers, President  
97-20 99th Street  
Ozone Park, NY 11416  
347-592-1555  
jake.lammers@unitec-elevator.com

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**MD LEGISLATION UPDATE**

Maryland Senate Bill 618 was enacted under Article II, Section 17(c) of the Maryland Constitution - Chapter 569 on 5/8/2020.

Said bill removes a certain type of hydraulic elevator in a privately owned building from a requirement for a certain test; requiring, beginning October 1, 2022, a certain annual test on a certain type of hydraulic elevator in a privately owned building be performed by a licensed elevator mechanic in the presence of a third-party qualified elevator inspector; altering a certain date to October 1, 2021 on which certain elevator inspections are required to begin; and requiring the Secretary of Labor to make certain reports; etc.

[VIEW THE BILL.](#)
Announcing your 2020-21 Elected Officers

The NAEC Board of Directors recently convened with one of their duties being the election of the 2021 officers. We are pleased to announce your elected officers who will be inducted at the 2020 UNITED Convention and Expo event this September.

Michael Frecking, President

Michael Frecking, President of Lakeland/Larsen Elevator in Waukegan, Illinois, began his career in the elevator industry in October 2014 and became an integral part of running day to day operations of Lakeland/Larsen Elevator. A main point of concern for the industry is in regards to elevator monitoring vs. hands on maintenance. He believes in order for our industry to continue progressing, we must ensure codes are not written in a manner that allow elevator monitoring as a substitute for hands on maintenance. “I believe me being the ‘new comer’ offers NAEC a fresh set of eyes and ears... yet being third generation in our family business, picking up where my father left off, I respect the industry and welcome NAEC’s traditions.” Michael and his wife, Jennifer, have one son, Michael. In his free time, Michael enjoys football, riding his motorcycle, grilling, going to the movies with his son and spending quality time with family and friends.

Hope Evans, Vice President

Hope L. Evans is Co-Founder, and has been President of EMR Elevator, Inc. since 1995. The company has grown to be the largest Independent elevator company based in the State of Texas. Prior to the elevator industry, her previous career of 15 years was in Management at world corporate headquarters within the airline industry. EMR Elevator, Inc, won the 2018 Best Women Owned Elevator Company in the Elevator World Magazine Awards. Her goal as Board Officer, is to strengthen unity, education, and safety compliance for the best overall interest of the trade.

Kevin Flotten, Secretary

Kevin Flotten, National Sales and Strategic Accounts Manager for EMS Group, Inc., in St. Louis, Missouri, has over 19 years in the elevator industry. He began his career with EMS Group as an Inside Sales and Estimates Representative. Soon thereafter, he was promoted to Outside Sales Manager, where his continued growth and success led to his current role as Manager of Strategic Accounts for EMS Group. Before his time at EMS, Kevin dedicated eight years to serving our country in the U.S. Army. He believes the future of our industry lies in the knowledge and training passed along to the younger generation. Kevin enjoys golf and spending time with his wife, Amy Flotten, his five children, and grandchildren.

Rene Hertsberg, Treasurer

Rene Hertsberg, CFO & General Counsel of Urban Elevator Service in Cicero, Illinois, officially joined Urban Elevator in 2011. As a licensed attorney and working in the independent elevator service contractor world, Rene gained a unique perspective. He is second generation in the industry, and in his role, has overseen a number of initiatives including expansion into other markets and roll out of standardized safety policy manuals. The perspective afforded by his experience has convinced Rene that the elevator industry writ large needs more incentive to push standardized continuing education & safety training. Rene also maintains an active role in the Elevator Contractors of America trade association. Rene and his wife, Dominika, have one son, Ari. He spends most of his free time doing CrossFit training or traveling with his family.
All Member Call Update

Customer Relationships and Cash Flow

On May 21, NAEC held the third in the All Member Call series focused on the industry impact of the coronavirus. This third installment was titled “Navigating in the New Normal,” and it focused on the reopening of buildings and the best practices for employees that visit these sites and for the financial implications of altered business. The call was moderated by NAEC Director Hope Evans of EMR Elevator in Texas.

Hope noted that the elevator industry is trying to avoid sharing in the financial distress that the customers are often experiencing. In this time, it may serve companies to sketch out a few categories of customers as a guide for your approach in service and billing with two primary questions:

• How humanitarian would you like to be in your billing and expectations for payment?
• How lenient can your business afford to be with expectations for payment?

Businesses served can range greatly in how badly they have been affected by the pandemic. On one end of the spectrum are churches, non-essential nonprofits, and similar customers that have been entirely closed during this period and from whom payment will be very difficult to collect. On the other end of the spectrum are hospitals and essential businesses that have stayed open and will likely not have payment problems. In between these two extremes are the hotels, tourist industry businesses, and similar non-essential businesses that have been hit hard but collections may be possible. For these customers that fall in the middle of the spectrum, elevator businesses will need to have active discussions about how to handle billing problems.

Critical factors in managing this “difficult middle” of customers include their level of profitability and how strong the relationship is. These customers’ payment strength might be addressed with tools that include options such as:

• Possible discounts that your company selectively offers to prop up customers’ payment ability.
• Asking for a letter from the customer where they agree to assume liability for the equipment during some period of maintenance suspension. Liability still exists for the elevator company.

Rodney Pitts offered his company’s special response during this crisis. Southern Elevator has initiated an optional customer program it calls their “Maintenance Protection Plan.” In this program, customers don’t pay maintenance bill for several months, only paying the full amount at the end of a grace period. Similarly, when repairs are needed, Southern Elevator is offering a payment plan thru the end of the year. These offerings have been well received by customers with cash flow difficulty, and these financial offerings have provided a way for all staff to remain busy with full-time work. Southern Elevator uses this program proactively for outreach to customers before the customer calls with financial problems.

Thank you Columbia Elevator Products and SCS Elevator Products for making these member calls possible!

If you missed any of the calls and would like to join the upcoming discussion, please send your email address to Britnee Irwin at Britnee@naec.org to be included.

OSHA QUICKTAKES NEWSLETTER

On behalf of the Education & Safety Committee, please view the OSHA Quicktakes Newsletter for up-to-date information on enforcement actions, rulemaking, outreach activities, compliance assistance, and training and educational resources. VIEW THE LATEST ISSUE.
Y-PERS, INC.

Y-pers, Inc. is a family owned and operated business based in Philadelphia, Pennsylvania. They manufacture and distribute a wide range of items including wiping rags, cut resistant gloves, oil absorbent pads and diapers and floor protection coverings. This a true “family business” and is now in their second generation of ownership. David Blum has owned Y-Pers since 1988, and over the past 10 years, two of his sons have also joined the business.

“I never imagined my sons coming into the business and working with me, but I am glad they have. They have introduced new technology and a new way of thinking, helping to raise the level of customer service and expand products that we can offer to our customers,” stated David Blum.

Although their roots are in the rag industry, Y-pers now offers so much more. They are supplying their customers with safety items such as gloves, glasses and vests as well as oil absorbent products like pads, rolls and socks. Y-pers carries a full line of all of these supplies, stocked in their warehouse or drop shipped, to help reduce lead times.

Y-pers also has a strong philosophy that sampling products is the best way to buy a product, so they implemented an instrumental sampling program sending out samples of rags, absorbents pads and gloves. It has become a staple of their business. “The best way to see if our products work for you is to try them in advance,” said David. “I buy a lot of items online, such as shoes, clothes and other gadgets. I always hate when I get a product and it isn’t as advertised, so then I have to go through the hassle of returning the items.”

Recently, Y-pers introduced a great new product at NAEC’s Atlantic City and Grand Rapids tradeshows that proved to be very popular with the NAEC community. Many elevator and escalator contractors and manufacturers use cardboard to protect floors during projects and tape it to the ground. Unfortunately, the cardboard slides around and needs to be taped together to stay in place and it also shows a lot of dirt. Y-pers introduced a Sticky Roll, which has an adhesive back so it will stick to floors, an absorbent top to lock in liquid, and is grey in color to hide dirt. The Sticky Roll helps keep work environments safe and reduces costs as it lasts longer than traditional cardboard.

Additionally, Y-pers supplies a full line of PPE (personal protection equipment) for elevator contractors, manufacturers and other industries. They currently stock 16oz bottles of gel hand sanitizer with 80% alcohol (made in the USA) that are perfect to take on the truck and use to clean and sanitize on the job. N95 masks and other equipment are also in stock and available.

The business principle at Y-pers is to always treat customers the way we would want to be treated. They won’t get a voicemail nor an automated message when they call. A live customer service representative will answer and point them in the right direction.

Y-pers is proud to be an NAEC Member and looks forward to continued success and growth for everyone.

Max and Doug Blum, 2nd Generation Ownership of Y-pers

Left: Keeping floors safe and dry on the job

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Y-pers is proud to be an NAEC Member and looks forward to continued success and growth for everyone.

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NAEC Member since June 2018
Announcements from New EESF Chairman, Cornelius Walls

As new Chairman of EESF, Cornelius Walls, Vice President of Formula Systems North America, took the opportunity to thank the support of the industry and its members and shared EESF news.

Shawn Cowden has taken position as EESF’s new Executive Director and brings a wealth of experience and knowledge within the industry that will help the Safety Foundation continue to be on its path of success and growth. Contact Shawn at Shawn@eesf.org.

EESF’s mission is to promote public safety and prevent accidents by educating the public on the proper use of elevators and escalators. They have done this by educating children in schools through our Safe-T-Rider program. To date, they have been able to share this program to over a million children. Watch and share the video.

Other successful EESF safety programs include Rise Up Safe Rider for colleges and universities and A Safe Ride for seniors.

In February, the foundation completed the Annual General Meeting where new board of directors were installed and the plan for the 2020 campaign was presented.

Mark your calendars for August 19, 2021!

The 2020 EESFC Boat Cruise has been postponed due to COVID-19.

Where:
Queens Quay
Toronto, Ontario
7pm-10pm
Dinner & cocktails

Contact eesfcfoundationcanada@gmail.com for questions.

Elevator Escalator Safety Foundation Annual Fundraiser Campaign

The Elevator Escalator Safety Foundation (EESF) relies on the many social events during the year for funding. These events have mostly been canceled, delayed or become virtual due to COVID-19. It has never been more important for EESF to be supported by the industry. Their new Safety Ambassadors, promoted successfully on Facebook and YouTube program, is an online tool for companies to show their employees and for parents to teach their children.

The Foundation’s new Chairman, Cornelius Walls with Formula Systems, who also served on the NAEC Board, will promote the Foundations mission and all its programs. The children’s SafeTRiders program will have enhanced learning opportunities beyond print materials with its educational games and an interactive website. In addition, EESF will continue to promote A Safe Ride (for seniors) and Rise Up Safe Rider (for colleges) programs while putting additional emphasis on the Safety Ambassador program.

Ricia Sturgeon-Hendrick, Editor and Publisher of Elevator World magazine and Honorary Member of NAEC, along with her family and company, strongly support EESF and their mission. “My father and I both served on the original board in 1991 and my son is now on the board. I am honored to be selected to serve as their 2020 Fundraising Chairman. As a member of both the elevator industry and the news media, I recognize our responsibility to ensure the safety of the users of our equipment. I also believe it is important to teach people about our equipment where they are, be it office, home, school or online. I am confident the success of the Foundation in accomplishing their goal will result in less accidents throughout the industry.”

Your contribution will ensure that EESF has the resources to continue their goal of educating as many children and adults as possible.

To donate, visit eesf.org. For questions, contact Laurie@eesf.org.
Mitsubishi Electric US, Inc. Supports Feeding America

In a combination of efforts, Mitsubishi Electric US, Elevators & Escalators team members and their families participated in the Walk, Run or Step for Wellness challenge logging at least 250 hours of exercise during National Volunteer Month in April. The result: $12,000 donation to Feeding America, the nation’s largest domestic hunger-relief organization.

“We are proud of our employees for sweating it out to support this cause during such an uncertain time,” said Erik Zommers, Senior Vice President and General Manager for the Elevator & Escalator Division. “We are grateful to all who participated and are pleased to have the opportunity to support an organization that serves vulnerable members of our community.”

CECA Announces Changes to Board of Directors

The Canadian Elevator Contractors Association (CECA) announced changes on its board of directors. Following the resignation of Trevor Doell as treasurer, Braden Hopkirk now fills the role, per the guidelines set out in the CECA Constitution that the runner-up in the June 2019 Annual General Meeting (AGM) vote fill the position for the remainder of the term, until the AGM in 2023. CECA thanked Doell for his efforts and contributions to the board.

Two terms expire at CECA’s Annual General Meeting, planned in September. Nominations are due on June 30 for candidates to fill roles for Eastern and Central region representatives. Questions and nominations may be directed to office@ceca-acea.org.

WestCoast Innovative Pro-Pads

WestCoast Innovative Pro-Pads in Pasadena, California, has been protecting elevators around the world with their protective pads for all types of elevators.

In the wake of COVID-19, they have been fortunate enough to shift their day-to-day operations to include production of masks and gowns for health care workers and first responders.

NEXGEN

Have anyone under the age of 40 in your company? We invite them to join NexGen today!

Facilitating the transition between generations, NexGen is preparing its participants for the sustainability needed by our members. NexGen bolsters the association and the industry by preparing our young members and our association with the agility that during this time of COVID-19, we are more aware than ever and is critical to survival and success.

For more information about this group, or to sign up please contact Britnee Irwin at Britnee@naec.org.
e-learning

NAEC provides our members and industry mechanics with education throughout the year in an online format. Our sessions cover a range of topics including technical issues, maintenance, safety, code and more. Sessions have been reviewed and may be approved for continuing education credit towards the renewal of CET™ and CAT™ Certifications and various states for the Elevator Mechanics License.

Contact Kathy Bell at Kathy@naec.org for questions about eLearning, or visit naec.org/education.

We are constantly searching for topics and speakers that are relative to you. Submit your ideas to Amanda@naec.org.
### Metal Index

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P: Preliminary. All indexes are subject to revision four months after original publication.
COVID-19 CANCELLATIONS AND POSTPONEMENTS

The unfolding coronavirus (COVID-19) crisis has significantly affected the Elevator Industry. These events have been postponed, cancelled, or gone virtual due to COVID-19. If you are postponing your event or moving it to online-only, we’d like to hear from you. Please email us with updates.

**2020 UNITED Expo & Convention**  
Scheduled for September as an All-Virtual event.

**NEXGEN Educational Retreat (NAEC)**  
Scheduled for August 5-7, 2020

**Chicago Elevator Association (CEA)**  
Meetings and Annual Golf Outing cancelled until further notice.

**Massachusetts Elevator Safety Association (MESA)**  
Monthly Meetings cancelled until further notice  
Annual Golf Outing scheduled for August 12, 2020

**Elevator Escalator Safety Foundation**  
Chicago Boat Cruise has been cancelled.  
Toronto Boat Cruise postponed to August 21, 2021

**World Elevator & Escalator Expo**  
Postponed to August 18-21, 2020

**Elevator Association of Minnesota (EAM)**  
Annual Golf Outing rescheduled to August 27, 2020

**Vietnam Elevator Expo 2020**  
Scheduled for September 3-5, 2020

**BuildingsNY**  
Postponed to September 15-16, 2020

**Lift & Escalator Symposium**  
Postponed to September 23-25, 2020 - ONLINE

**Canadian Elevator Contractors Association (CECA)**  
8th Annual Golf Classic postponed to September 24, 2020

**ECNY Showcase**  
Postponed to October 22, 2020

**NAESA International**  
Please visit [naesai.org](http://naesai.org) for workshop and QEI classes and exam cancellations/webinars.