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AMERICAN SOCIETY OF CONCRETE CONTRACTORS

The VOICE of the Concrete Contractor

APRIL 2020



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Message from the Executive Committee

Chris Klemaske, Vice President

"Everything old is new again." When I was asked to write April's ASCC article I knew exactly what I wanted the subject to be, Servant Leadership. I define Servant Leadership as a philosophy and set of practices that enriches the lives of individuals, builds better organizations and ultimately creates a more just and caring world. The idea of servant leadership is centuries old; Robert K. Greenleaf first coined the phrase in his 1970's essay "The Servant as the Leader". As a servant leader, you're a "servant first." You focus on the needs of others, especially team members, before you consider your own. At the 2019 ASCC Annual Conference, I listened to Wally Adamchik speak for the first time; servant leadership was a part of his presentation. I have to admit that was the first time I had heard that phrase and I knew immediately that I needed to learn more. I also became very aware of other people in ASCC who practiced this type of leadership. Servant leaders surround themselves with mentors and experts with answers for the problems and challenges that plague our industry and our people. They give more of themselves, not because they have to, but because they want to. This mindset overflows into all aspects of our lives: relationships, family, work and the associations we participate in. ASCC and its members have always been ahead of the curve when it comes to what affects our industry. Staff and members work to benefit all companies large and small, to ensure safer, smarter more successful businesses. Now more than ever there is one thing that is certain, and that's the strength we have as a group and a united association. Our Servant Leadership team is making sure our membership, and therefore our companies, have the most up to date and relevant information needed to navigate these unprecedented times. ASCC continues to develop excellent resources and programs to help all of us. Giving back to our industry is what we do. Stay safe.

Executive Director's Message

D. Thomas Ruttura, ASCC Past President

All our presidents, since I've been with ASCC anyway, have been good writers. But in my opinion, no one writes quite as much from the heart as Tommy Ruttura. With NYC the U.S. epicenter of the pandemic, I thought it might be therapeutic for Tommy to tell his story, and for other members to hear it.

Bev asked me to write something for the April newsletter - I guess when you are older life's experiences matter.

Today marks the 15th day that I am in quarantine - staying home. The president asked us to stay at home three weeks ago. Our governor asked us to stay home a week ago. New York City's mayor told us a week ago to go about business as usual. Who was right? I guess if we had heeded the president's wishes three weeks ago, we might have been better off.

Watching what was going on in Italy and China, my children decided around March 12th that we should bring their mother home from Florida. Over the last 18 years I have flown down winter weekends to get out of the cold and enjoy time with my wife and friends. We decided it was best to cut the season short so we could all be together before the worst of this virus hit.

I began to realize as I went from project to project that there was something wrong. I could sense that our people, normally full of piss and vinegar, were frightened. Talk was spreading and we could see that this was bigger than even I could have expected.

Two weeks before that we decided our team would not attend job meetings; they could use their phones and facetime to attend remotely. That was met with strong resistance from our clients. We didn't give in. We stayed the course. On Thursday, March 19th, as payroll

Event Cancellations

- ◆ Committee Week, May 4 – 6, 2020
- ◆ Concrete Executive Leadership Forum July 16 – 19, 2020

INDUSTRY CALENDAR

Annual Conference

The Chase Park Plaza Royal Sonesta
September 24 – 27, 2020
St. Louis, MO

World of Concrete

January 19 – 22, 2021
Las Vegas, NV

Red = ASCC Event

Welcome New Members

Adapt Build Group Inc., Spencer, I
Axtell & Sons Painting, Inc., Wixom, MI
EcoCoating Solutions, Gaithersburg, MD
Haywood Floor Covering Inc., Hayes, VA
Informa, Lyons, CO
Pavilion Floors, Woburn, MA
Reid Construction. Inc., Tyler, TX

was being distributed to the crew, a worker came in sick and began to cough and complain about his illness. Seeing we were all exposed we began shutting things down. We sent him to a hospital.

That night our three children told me I had to stay home. For a person whose 72nd birthday was coming that following Saturday it was a shock. I have been up and out of the house at 4 am for the past 55 years. I took their advice and stayed home. At best it was depressing. All kinds of feelings went through my mind. Would this be the way I would end my career? Everyone looks at things differently. We each lead in different ways. I am more of an outside guy, a cheerleader, a major task master; good enough is never good enough. I was now stuck in my house; it hasn't been easy.

It was a process setting up for 20 or so office staff to work remotely. Once that was in place, we tackled the big problem, protecting our people. We have some major projects going on, but our priority was protecting the team.

We decided we would try to work on a small power plant project. We asked a few men from separate crews to place a small 140-yard floor. As the pump and the crew began to assemble my brother Peter saw a mutiny: "You work with that guy, he's sick. I won't work with you." We finally got that placement in and decided that's it. We stopped, making the choice to close for two weeks and reevaluate.

Now the problems would begin. We committed to sacrifice 10 million dollars in revenue for our people. The clients and the governor said construction was essential. We thought our people are essential. The drama hasn't ended. We have started a small hospital that could open in a short amount of time. This is essential. But as "essential construction" has shifted, most major projects finally shut down.

We have several affiliated companies; over all we have five out with COVID 19 that we know of. One of them has worked for me since he came from Portugal 30 years ago. He has been on a ventilator for six days now. The others it is very hard to get information on.

Your experiences might be different. I'm not suggesting what we did is the right thing for you, but it works for us. We own hundreds of pieces of equipment, but our people get the jobs done. We have applied for the government loans, and it is our intention to keep paying people while we can. I won't tell you what to do, but I hope you are aware of the severity of this. I hope the rest of the country isn't hit as hard as New York is being hit.

It seems like I've gotten through the first 15 days. Not sure I will risk going out.

I thought these years would have been the easiest for me - Peter and the family doing more, our wonderful staff stepping up to the plate. I am up to the battle. My daily call to Rocky is now up to twice a day. He's calling me more then I'm calling him. My best birthday gift was a note and a picture of Don Marks and I at the Pantheon in the Vatican. It's funny how my life and yours are connected. It's the American Society of Concrete Contractors. This association has brought some of the most important people into my life.

Though we may disagree at meetings, you each are unique. That is what makes us what we are. From the biggest overcrowded city in America, thanks for the blessings and the help. I hope we all come out of this ok.

Keep the faith, Tommy

Decorative Concrete Specialist

Chris Sullivan, Decorative Concrete Specialist

Personal Contact – Lifeblood of Our Industry

As the corona virus pandemic hits full force this month, we have all been affected in some way. Many are working from home, job sites have reduced hours or crew sizes, and others still may not be working at all. The impact is far reaching and it will be some time before anyone knows the real impact. For me personally, the biggest impact has been the lack of personal interaction. As the saying goes, "you don't know what you have until it's gone." We take for granted the daily interaction with co-workers, friends, associates and pretty much anyone you meet. I appreciate Zoom, House Party, and even phone calls, but that is not the same. Maybe it's more the thought of not being able to meet face-to-face than the actual action, but the loss of interaction is tangible. The personal interaction and strong relationships we share are the things I love most about the decorative concrete industry. You don't have to be in the industry long to realize decorative is different. While many in the DCC compete against each other, there is always a sense of respect and camaraderie. I know this current situation will not last forever, and I look forward to better days ahead, but currently I am missing the interaction with customers, doing product trainings and demos, and the simple act of walking on a job site without worrying how far I am from the person next to me. Today we social distance and quarantine to keep safe. I know it is the right thing to do so we can all get back to work. I strongly believe that when this is over history will show the construction industry was the economic engine that got us through this mess. I look forward to shaking hands, face-to-face meetings, and just plain getting back to work! Be safe and I look forward to seeing you all, in person, in the near future.

Concrete Polishing Council

Shawn Halverson, CPC Council Director



Challenges to Overcome in the Polishing Industry: Customer Expectations

Probably the most important thing we as polishers do when talking or meeting with the end user is to understand their expectations.

If the expectations are NOT set, this is going to be a challenge to get paid. WHY?

Because we don't all speak the same language. The internet shows beautiful floors, but the customer doesn't know how that floor started out, new or old?

Customers need to be told the truth, don't sugar coat it, be blunt and honest in what you see and expect. Put this in writing, email it, put it in the contract! DO A MOCK-UP!

Be realistic in what you create based on the whole project, not a sweet spot on the floor. Do the mock-up in a bad area, show your talents, repairs, levels of shine, levels of rock exposure, joint fill colors, give options for cheaper repairs and expensive repairs and discuss the differences in price, explaining that it depends on their expectations.

Discuss poured back trenches on new vs. old concrete, how different it will look, more rock exposed due to hand troweled vs. machine troweled, soft vs. hard concrete. Explain why rock exposure may be more than expected due to the removal of that ugly coating that failed that we must remove. We all have turned a real "turd of a floor" into polished art, but can we do it every time?

Of course not, there are too many underlying issues. We can't guess at it until we see the job and start grinding.

So how do you sell it? Talk about the past jobs you have resurrected. But each job is different, don't over promise what you can't deliver. Again, a mock-up is vital to letting them kick the tires, touch it, feel it, smell it.

Probably the biggest mistake we make as contractors, is months down the road when it's time to collect, we say "remember we talked about that", or "my sales guy told you this is what it will look like." Or my favorite - - "Shawn said." So how to battle that?

PUT IT IN WRITING, in the contract and in an email. Take pictures of the floor before and after the mock-up for later reference, have the owner approve the mock-up in writing, take pictures, take pictures, take pictures. Record what you actually did on that mock-up, the steps you took, grits used, colors etc. As a rule, we use custom made labels to show each spall repair color name, each joint fill color name, and the steps taken in grits for all colors and products, and include that in the pictures.

Protect yourself and your company. Document it!

What Brings You to the ASCC Hotline?

Bruce Suprenant, Technical Director

The ASCC Hotline has been in existence for about 50 years, taking calls on business, contracts/specifications and technical issues. The success of the Hotline is not about the person answering the calls, but the contractors that call in. As contractors call, more information is obtained about an issue or project, which collectively leads to a pinpoint answer, a stronger strategy or an ASCC Position Statement or an ACI article. While the issue or solution is shared with other contractors, the caller is always anonymous. The subjects of Hotline calls vary as shown below, but callers typically receive information that reduces their cost or schedule. Remember to use the ASCC Concrete Construction Hotline (800) 331-0668 or email ascchotline@asconline.org. Or call (303) 829-8546 or email bsuprenant@asconline.org.

Business

- Bidding
- Estimating
- Finding Suppliers or Subcontractors
- Change Orders
- RFIs
- Warranties
- Legal Advice
- Ready Mix
- Inspection Checklists

Contracts and Specifications

- Contract Clauses
- Subcontracting
- Scope of Work
- Contract Exclusions
- Preconstruction Conferences
- AIA and ACI Specifications
- CSI Specification Standards
- ASTM Standards
- ICRI Requirements

Technical

- Cracks, Spalls, Popouts, Blisters, Delaminations, Cracking
- Cold and Hot Weather Concreting
- Curing Requirements and Methods
- Pumping
- Placing and Finishing
- Repair Including Removal and Replacement Issues
- Construction Tolerances
- Field and Laboratory Testing Standards and Procedures
- Inspection Issues
- Destructive and Nondestructive Tests
- Quality Control and Quality Assurance
- Formwork and Formwork Design
- Reinforcement and Post-Tensioning
- Normal-Weight and Lightweight Concrete Mix Designs
- Mass Concrete Requirements and Methods Fly Ash, Slag, etc.
- ACI Building Code Requirements
- ACI Document Interpretation

Safety & Risk Management Council

Joe Whiteman, Director of Safety Services

ASCC COVID-19 Resources

Hello ASCC members. Across the country, much of our industry has been deemed essential. As we navigate the challenges and health risks facing essential workers, please know that ASCC is continually updating its resources to meet the frequently changing guidelines.

The ASCC website <https://asconline.site-ym.com/general/custom.asp?page=COVID-19> is one way to access those resources, including:

- Covid-19 related Toolbox Talks and training in English and Spanish
- Guidelines, Policies, Best Practices and Safety Measures for members to customize.
- Links to external resources including the Center for Disease Control and Prevention (CDC), Occupational Safety and Health Association (OSHA), Construction Industry Safety Council, Department of Homeland Security (DHS), World Health Organization (WHO), Engineering News Record (ENR), and the US Chamber of Commerce
- State and Local COVID-19 Response Information
- Business Recovery Information

Another way to stay informed is through our weekly ASCC COVID-19 roundtable discussions using ZOOM. These calls bring together valuable ideas and resources from participating members. If you would like to join this group contact Joseph Whiteman, Director of Safety Services, at jwhiteman@asconline.org, or through the Safety Hotline (833) 281-9602. Please keep in mind that as we all do our part staying safe and healthy, we are each other's best resource.

ASCC Members Elected ACI President and Vice President



American Concrete Institute

ASCC member **Jeffrey W. Coleman** has been elected to serve as president of the American Concrete Institute (ACI) for 2020-2021, and member **Charles K.**

Nmai, Master Builders Solutions USA, has been elected vice president for a two-year term. ASCC past president, Scott M. Anderson, Keystone, has been elected to serve on the ACI Board of Direction for a three-year term.

Coleman, FACI, is a licensed professional engineer, Attorney at Law, and Principal Partner of The Coleman Law Firm, LLC, Minneapolis, MN. He is a Fellow of ACI and has been an ACI member for 40 years. Coleman is the author of the book *Legal Issues in Concrete Construction*, published by ACI in 2004 (second edition published in 2014), and previously authored the "Concrete Legal Notes" section of *Concrete International*.



Jeffrey W. Coleman



Charles K. Nmai

HOT LINE QUESTIONS

**CONCRETE
CONSTRUCTION**

800-331-0668

Bruce Suprenant
ascshotline@asconline.org

**POLISHED
CONCRETE**

844-923-4678

Chris Sullivan
csullivan@asconline.org

**SAFETY &
INSURANCE**

833-281-9602

Joseph Whiteman
jwhiteman@asconline.org

**DECORATIVE
CONCRETE**

888-483-5288

Chris Sullivan
csullivan@asconline.org

ASCC members have access to these toll-free numbers for assistance.

Webinars begin at 3:00 p.m. CST

May 13, 2020	Sources of Recovery for Damages	Brian Wolf, Smith, Currie & Hancock
June 17, 2020	Contradictions in Polishing Specifications	Clark Branum, Diamatic USA
July 8, 2020	New Decorative Finishes	Chris Sullivan, ASCC Decorative Concrete Specialist

Members no charge. Non-members \$35; MC, Visa, Amex only. Call 866-788-2722 to register.