



2017 Fall Cool News

“\$22,000 RAISED FOR DOG GUIDES OF CANADA!” ORAC ANNUAL HVAC GOLF TOURNAMENT

Thank you to this year’s sponsor:



With the new title of the ORAC HVAC Golf Tournament (formerly known as ORAC Charity Golf), benefiting the Lions Foundation of Canada - Dog Guides as usual, our very popular event was held at Glen Eagle Golf Club again this year.

We have significantly raised the bar on this event, earning more than double the amount for our charity. At \$22,000, that’s \$12,000 more than last year! Registrations alone did not get us over the top, but raffle ticket



sales by our wonderful volunteer “ladies in pink” from Xtra Mechanical and a huge amount was sold right at our registration desk by our very own Dino Russo, Chair of the ORAC Social Committee; without him this event could not be the success it

is! He not only hosts our event, he sings too! Proudly joining Vern Barney at the podium to sing our Canadian National Anthem, both shone with pride and honor. Thanks gentlemen!

Volunteers include Larry Smith from Kathbern Management who assisted at the glove table and of course our Xtra Mechanical team, Dave Irwin, Kerry McNeil with Nadia and Jessica Ennamorato who assisted with our awesome ticket sales and putting contest and prize giveaways plus so much more! A HUGE thank you!



Who’s the lucky guy? He’s not lucky, the ladies in pink are! Dino Russo ensures our event is always a success!



Our Platinum Sponsor, The Wolseley Team!



Our volunteers from Xtra Mechanical and Jessica from the ORAC Team greet our special puppy visitors. What an adorable scene!



SILVER SPONSOR
2017 CHARITY GOLF



ORAC HVAC GOLF TOURNAMENT PHOTO GALLERY

A WORTHY EVENT FOR A WORTHY CAUSE



Newly appointed ORAC Board of Director President, Ron Abernethy with the 2017 ORAC Honorary Member Tom Kilmer and his son Glenn.



Dino stands with our guest speaker Heather and her dog guide Grandin.



Dino rounding up his crew....
CHARGE!!

Winners of this year's wackiest photo!
Wayne Thompson (Lifting Gear Hire), Darren Keates (Vista Credit), Stan Swartz (Sloan Group) and Steve Horwood (Neelands Group)



Once the golfers made their way back to the club, Dino Russo and Dave Irwin, on behalf of the ORAC Social Committee, welcomed everyone including all special guests.



Brand new ORAC Board of Director President, Ron Abernethy came up to also welcome everyone and then did a special speech about our 2017 ORAC Honorary member, Tom Kilmer! He then introduced Tom's son, Glenn Kilmer, of Kilmer Environmental, up to the podium to honor his dad with a very heartfelt speech. Tom, who attended our event with his lovely wife Pam, then came up to accept his award and spoke about his life in the industry and about his family and amazing grandson, William (Liam). Wow, what an accomplished life. Congratulations and all the best Tom!

Of course our event would not be the same without our special guests from the Dog Guides of Canada. Our puppies with their fosters who visited in the morning were:

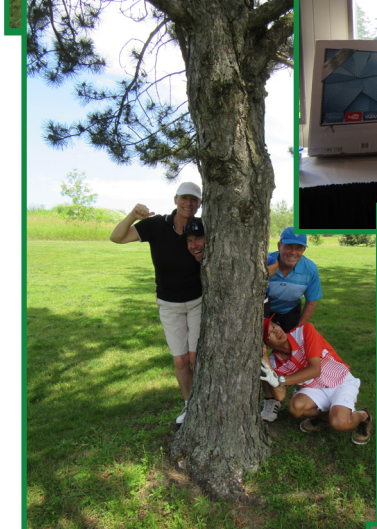
- Donna Williamson and Julie Murphy with foster Diamond
- Rosita Woo with her foster Essie
- Yvonne Schmiedendorf with her foster Nelli

Gregg Little, our Board Treasurer and ORAC Representative attended the Dog Guides of Canada graduation and met up with the ORAC donation recipients, Alyssa and Peggy. He spoke briefly about graduation day and then introduced our guest speaker, Christine Circos, the Fundraising Coordinator at Lions Foundation of Canada Dog Guides who briefly thanked ORAC for their continued support and then brought up Heather and her dog guide Grandin. Heather explained how more independent she is in her day to day life with Grandin by her side and the positive impact the Dog Guides have been in her life. What a wonderful gift ORAC and their members have given over the years. Thank you for sharing your story Heather.

The Committee also sends its sincerest appreciation to Dave Ward of Ward Crane Rentals who generously donates a barbeque each year and thank you to Vern Barney who delivered it to the winner.

Please enjoy the pictures from this event. As you will see, it is a great way to raise money for a worthy cause and still enjoy the company of industry peers. See you all next year!

ORAC HVAC GOLF TOURNAMENT



2017 WOMAN OF THE YEAR!



ORAC is honored to recognize Kelly Burns of Tri-Air Systems, as Contracting Business magazine's 2017 Woman of the Year!

According to the magazine, Kelly, who has been with

Tri-Air Systems for 20 years, currently oversees and runs most things at the office, whether it's doing payroll, ordering supplies, finding efficiencies within the office, gaining sales, or just running the back shop, she does it all!



Kelly continues to upgrade herself through education forums and accounting courses plus her and her husband Chris (her biggest fan) are raising their two kids.

Recently, she joined the Markham Board of Trade, which is comparable to the U.S. Chamber of Commerce and is also a member of the Business Women's Network of York Region. Wow, can you say "Wonderwoman?"



At the 2017 ORAC Women's Day event, she was honored and congratulated for this amazing recognition and her peers here at ORAC describe her as positive, knowledgeable, fun, outgoing, a team

player and dedicated to the HVAC Industry. Congratulations and thank you for being such an amazing role model for women everywhere Kelly!

2017 ORAC WOMEN'S DAY



This year's ORAC Women's Day was held on September 27th at Captive Escape Room in Vaughan, where approximately 20 ladies learned to problem solve their way out of challenging situations and through their team building skills were successful in making their way out of their

room, ALIVE! Ok, that may be a little dramatic but as you can see from the smiles, everyone had a great time.



Afterwards, lunch was enjoyed at Scaddubush where everyone had

the opportunity to speak about their experience and to also network with other women in the industry. Jessica Atcheson from ORAC thanked everyone for attending our event and congratulated Kelly Burns from Tri-Air for being the 2017 Woman of the Year!



Special guests to acknowledge are Marilyn Little from Springbank Mechanical and Manuela Mammoliti, wife of Tony Mammoliti from Ambient Mechanical. Thank you for "Escaping"

every day life to join us!

ORAC would also like to thank Kerry McNeil and Nadia Ennamorato from Xtra Mechanical, who volunteered their time in organizing our event. Thanks ladies! It was a blast!

As this is ORAC's 4th Women's Day event, we will continue this tradition in supporting and encouraging women in our industry, no matter what your role is!



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BUSH MARKETING

Is Your Company Website Costing You Business?

Having a bad company website is the equivalent of having a bad company salesperson. If the website looks bad, is too complex and is outdated, then the website will cost you business. It is exactly the same as having a salesperson who doesn't understand your services, dresses sloppily, shows up late for meetings, and doesn't care about the client.

Would you tolerate a salesperson representing your company so poorly, that it actually costs you business?

HVAC websites should generate business, not cost you business. An effective HVAC website should have the following characteristics:

- Clean and simple design
- Appropriate images
- Brand consistency (with your company logo)
- A clear message (offering solutions to your prospects' needs)
- A strong Call to Action

Other critical elements of an effective HVAC website:

- **Mobile Friendly.** The majority of web searches occur on mobile devices, including tablets and phones. If your potential clients are unable to read your website on these devices, you will lose them.
- **SEO.** When a prospect searches for a service or product on Google, they are more likely to click on the websites that rank the highest. Your site must be optimized in order to get a high ranking.

Now that you have a better understanding of how a bad website can cost you business, you should be able to go to your company website and gauge its quality.

Andy Bush
Owner, Bush Marketing
bushmarketing.ca/hvac

HEALTH AND SAFETY ADVISORY

FOR BUILDING OWNERS AND FACILITY MANAGERS Providing Safe Access to IHSC Cooling Towers/Evaporative Condensers

If a hazard to a worker is present, it is the responsibility of the employer and supervisor to take reasonable precautions to protect the worker.

Building owners and facility managers can be employers under the *Occupational Health and Safety Act*.

"Employer" means a person who employs one or more workers or contracts for the services of one or more workers and includes a contractor or subcontractor who performs work or supplies services and a contractor or subcontractor who undertakes with an owner, constructor, contractor or subcontractor to perform work or supply services. (R.S.O. 1990, c.O.1, s.1 (1))

Fall Hazards

Falls are a leading cause of workplace injury, and employers bear responsibility to prevent these falls. In-house maintenance personnel and outside contractors require safe access to cooling towers and evaporative condensers.

To reduce the risk of falls, manufacturers offer permanent ladders and platforms for safe access. Building owners and facility managers can be held responsible when safety equipment is missing.



Installation

Cooling towers and evaporative condensers must be installed in accordance with the Canadian Standard CSA B52-13 "Mechanical Refrigeration Code", which states:

The safe inspection and maintenance of refrigeration system equipment shall be provided in at least one of the following ways:

- Floor-mounted equipment shall be installed in a manner that allows sufficient clearance around the equipment for safe maintenance and service.*
- Equipment that is not accessible from floor level shall be installed so that it can be safely reached*
 - by a permanently installed staircase(s) or ladder(s) with a platform(s) and railings meeting the workplace safety requirements of the jurisdiction where the equipment is installed; or*
 - by a mobile device(s) for lifting personnel to the equipment. The use of such a device, as an alternative to the fixed means of access specified in Item (b)(i), shall be permitted only if it is*

Providing Safe Access to IHSC Cooling Towers/Evaporative Condensers

IHSA.ca

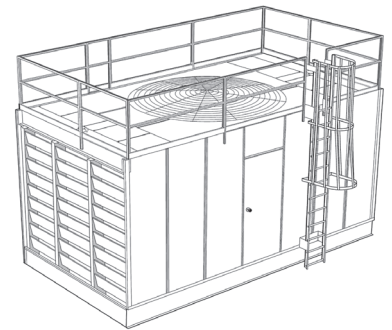
normally on the premises at all times, is acceptable under the workplace safety requirements of the jurisdiction, and if the nature of the refrigeration equipment is such that it can be safely serviced in this way.

- Roof- and mezzanine-mounted equipment shall be set back 3 m (10 ft) from any edge where a fall hazard exists, except under the conditions specified in Item (d). If the workplace safety requirements of the jurisdiction of installation impose a greater setback, those requirements shall apply.*
- Where roof- and mezzanine-mounted equipment cannot be set back as specified in Item (c), railings and fall-arrest system attachment points shall be provided in accordance with the workplace safety requirements of the jurisdiction of installation.**

When replacing a cooling tower or evaporative condenser, ask for the OEM accessory kit to be included in quotations, or consider purchasing appropriate mobile lifting devices such as articulating booms for access.

When existing HVAC equipment lacks staircases, ladders, and platforms with railings, consider the following options:

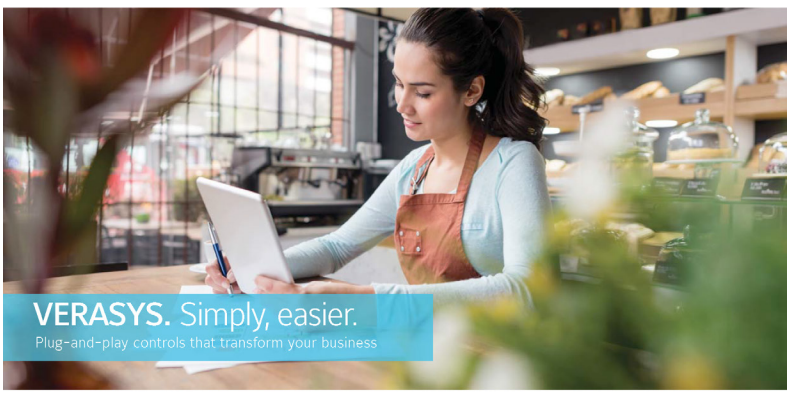
- Determine if the original equipment manufacturer can supply an access kit for the existing equipment.
- Build engineered field-fabricated access and work platforms.
- Purchase an appropriate mobile lifting device such as an articulating boom.



Maintenance

Cooling towers and evaporative condensers require regular maintenance. Performing that maintenance requires access to areas of the equipment that may pose a fall hazard. Providing for safe access to conduct regular maintenance activities such as cleaning, motor maintenance, belt inspections, lubrication, and other service work will facilitate faster service calls and increase the likelihood of service being conducted regularly. Regular service will improve the performance of the unit and reduce the potential for serious health hazards such as *Legionellosis*. In addition to improving the efficiency of the unit's operation, these measures will ensure compliance with the CSA B52-13, protect the worker, and protect building owners and facility managers from violations of the *Occupational Health and Safety Act*.

*With the permission of the Canadian Standards Association (operating as CSA Group), material is reproduced from CSA Group standard B52-13, Mechanical refrigeration code, which is copyrighted by CSA Group, 178 Rexdale Blvd., Toronto, ON, M9W1R3. This material is not the complete and official position of CSA Group on the referenced subject, which is represented solely by the standard in its entirety. While use of the material has been authorized, CSA Group is not responsible for the manner in which the data is presented, nor for any interpretations thereof. For more information or to purchase standards from CSA Group, please visit <http://shop.csa.ca/> or call 1-800-463-6722.



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The Smart Building Hub supports dozens of zoning systems and leverages smart equipment technology from any manufacturer for easy integration.



TEC3000 Series thermostat controllers provide intelligent control of rooftop units, fan coil units, unit heaters, and unit ventilators.

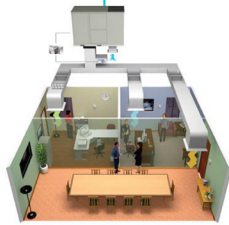


A plug-and-play control system simplifies the installation experience, with no special programming tools required.

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2019 ORAC AGM NASHVILLE, HERE WE COME!

ORAC is pleased to release the official announcement that our 52nd Annual General Meeting will be hosted at the Omni Nashville Hotel in Nashville, Tennessee.

Mark your calendars!
April 25 to 28, 2019

cmpx

Canadian Mechanical & Plumbing Exposition 2018

March 21, 22, 23 - Mark your calendar!

The CMPX Show held at the Metro Toronto Convention Centre is one of North America's largest trade shows for the mechanicals industry. Expect over 500 exhibitors representing all the products, innovations, applications and information that really define the mechanicals industry today!

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ENVIRONMENTAL

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Precise by Design



The Board of Directors of the Ontario Construction Secretariat (OCS) is pleased to announce the appointment of Robert Bronk as the new Chief Executive Officer, effective October 2, 2017.

Mr. Bronk joins the OCS from the Ontario Industrial and Finishing Skills Centre (OIFSC) where he served as the Executive Director, responsible for managing the delivery of health & safety training for IUPAT DC 46 members and the training of architectural glass and metal technicians, and commercial and industrial painter apprentices at three training centres in Ontario. Prior to this, Robert had a successful career in the Canadian Football League (CFL) as a running back with the Toronto Argonauts in the early 80's, winning a Grey Cup in 1983. Robert has a Civil Engineering degree from Queen's University in Kingston and a Masters of Business Administration from the University of Toronto.

What our clients are saying

"During the past 10 years, Answer Plus has provided our business with excellent support in the area of after-hours and holiday call centre response. Both on and off the phones, Answer Plus staff have demonstrated they possess the attributes necessary for a successful relationship."

Enbridge

"AnswerPlus's customer service staff provide proactive account management and their call centre agents genuinely care about the service that they provide to our customers."

Carrier Commercial Service

We are very pleased with the services that have been provided and wouldn't hesitate to recommend AnswerPlus to any company requiring communication and monitoring support."

Black & McDonald



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Hamilton, Ontario L8N 2B2
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F: (905) 522-2889
Toll Free: 1-888-727-9673

AnswerPlus Montreal
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Montreal, Quebec H4P 1P7
T: (514) 906-0513
F: (514) 906-0518

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Put our **award winning** Call Centre to work for you



The AnswerPlus advantage

Reports

Reports can be customized to provide:

- Call Detail Summary
- Call Detail Report by time of day and day of week
- Summary by Call type (service, office)
- Summary by customer
- Summary by time
- Summary by geographic location

GPS Expertise

Familiarity with a variety of GPS tracking systems allows AnswerPlus to quickly locate the nearest mechanic when emergencies arise.

Disaster Preparedness

Multiple locations and backup systems allow AnswerPlus to provide 100% redundancy in case of a disaster.

Health and Safety Due Diligence

Confined Space – reporting system protects your mechanics when working alone in tight spaces.
Lane worker – check-in program offers security to mechanics who must work for a time by themselves.
Fall Arrest – comes to the rescue should workers be injured in a fall.

Absentee check in lines

AnswerPlus records details such as employee name, number, reason for absence and expected return date, then issues a confirmation number for easy tracking.

All calls audio recorded

All calls are automatically voice recorded for your protection.

Web Portal

Gives you complete access to your messages, as well as voice recordings of every call, all in real time.

Go with the HVACR specialists

AnswerPlus is the ONLY 24/7 Answering Service to provide a specialized team of Customer Service Receptionists (CSRs) dedicated to answering calls just for the HVACR Industry.

Urgent Call Response – Professional CSRs screen for urgency, gather complete details, and dispatch service calls according to your protocol, after business hours or around the clock.

Virtual Receptionist – AnswerPlus provides a warm, professional greeting to every caller, determining their needs and transferring the caller to the appropriate personnel.

Help Desk – Our Customer Service Receptionists (CSRs) use sophisticated scripting, your website, and information provided to answer questions for your customers, any time, day or night.

We speak your language

Our specialized team of Customer Service Receptionists (CSRs) understand the HVACR industry and its language.

Intensive Training – All of our "HVACR" CSRs have been certified to handle a variety of HVACR calls. They receive specific training in the techniques necessary to calm distraught callers, obtain critical information, and make crucial decisions in a timely fashion.

First Call Resolution – Your calls are screened for urgency, leaving on-call personnel undisturbed by routine matters. Emergencies are escalated to resolution, and our call logs provide you with all call details for your records.

Award Winning – The Association of Teleservices International (ATSI) ranked AnswerPlus the #1 Call Centre in North America.



www.answerplus.com



Member since 2008



Member Company

I am constantly amazed by the amounts of money business owners will spend to attract new customers.

Before calling in the website specialists or the marketing gurus, determine what you are best positioned to “market” and your business’ ability to profitably service growth.

The tool I most often employ to do a 360 degree analysis for clients is a SWOT analysis. While this can take many forms, it evaluates your:

- Strengths
- Weaknesses
- Opportunities
- Threats

Many times the results will show that a business has not exploited the natural resource it already has - its current customers.

Why spend many dollars on designing and implementing a marketing plan to attract new customers, when you haven’t told your full story to your existing customers or past customers? Money is best spent on ensuring that information about your products, services and the solutions they provide is clearly presented on your website. Develop methods to regularly drive customers to your site to check for new additions. Have a look at your competitors’ sites and create a better story.

Spend quality time with your customers. You will learn about changes in their business and industry that you were not aware of, and for which you can offer a quality product or service solution.

So, if you are going to develop a plan, make sure it first focuses on mining your existing customers. Your growth will be steady, profitable and manageable. Customers will be satisfied, and you won’t need to sharpen the pencil to get new business.

KNOWLEDGE + SOLUTIONS = MORE



Stan Swartz, CPA, CMA, CFP, CMC
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www.sloangroup.ca

2018 APPRENTICE INTAKE

Accepting Applications December 1 to February 28

Our first intake for 2018 will open December 1, 2017 and runs through to February 28, 2018. Interested candidates who meet the minimum mandatory requirements can apply online through our website, www.apprenticehvacr.ca.



There are still first year apprentices available for hire on the orac.ca website. Just log onto the contractor dashboard with your username and password (available to ORAC provincial members) and select the “hire an apprentice” tab.

Feel free to contact Alison at 905-670-0010 or email alison@apprenticehvacr.ca if you have any questions!

NEXT ORAC EVENT!





SAVE THE DATE!

Members' Fall Forum

~Thursday, November 9, 2017~

The ORAC Special Promotions Committee is pleased to present the **Members' Fall Forum**.

| | |
|-----------|--|
| Location: | Woodbine Racetrack – Northern Dancer Room 555 Rexdale Boulevard Toronto, Ontario M9W 5L2 |
| Date: | Thursday, November 9, 2017 |
| 1:30pm | Seminars (details to follow) |
| 4:00pm | Comedian |
| 5:00pm | Cocktails |
| 6:00pm | Dinner |
| 7:15pm | Special Event – Woodbine Entertainment |



*Sponsorship opportunities available. Contact alison@orac.ca



ORAC is excited to welcome Graham Chittenden back to our Fall Forum this year!

Fresh and clean...but still relentlessly funny, Graham Chittenden is an audience favourite as a comedian or host.

A familiar face at the Just For Laughs festival, on TV and radio in programs such as Match Game and The Debaters, Graham has shared theatre stages with Gerry Dee, Andrea Martin, Howie Mandel, John Pinette, Bob Saget and more.

Register ASAP with Jessica at Jessica.Aatcheson@orac.ca to reserve your spot!



INTRODUCING “NEW” ORAC ASSOCIATE MEMBERS

PLEASE JOIN US IN WELCOMING OUR NEW-
EST ASSOCIATE MEMBERS:

- **MICHAEL DER KALOUSSIAN FROM LVM TECH**
- **ANDY BUSH FROM BUSH MARKETING**

IF YOU HAVEN'T MET THEM YET, BE SURE
TO LOOK OUT FOR THEM AT FUTURE ORAC
EVENTS!!



ONTARIO COLLEGE OF TRADES
ORDRE DES MÉTIERS DE L'ONTARIO

New Code of Ethics applies to all College members

Code of Ethics guides members on best professional practices
Ontarians want to hire and work with tradespeople who have
the right training and are held to a high professional standard.
This is good news for College members.

The new Code of Ethics applies to College members in all
membership classes, and will help boost the trades by increasing
public confidence.

The Code of Ethics is intended to provide members with greater
clarity about how to engage in the practice of their trades in the
most professional way possible—recognizing that the great ma-
jority of members already display high levels of professionalism
and pride in their certification.

“The Code of Ethics accurately reflects the changing landscape
of the skilled trades,” says Don Gosen, chair of the College’s
Board of Governors. “Members are viewed as professionals
who have pride in their certification and are held to the highest
standard.”

The Code of Ethics lets the public know that our members are
expected to live up to high standards of conduct, that they are
accountable to the College as regulator, and that a fair com-
plaints and discipline process is in place.

It’s important that all members are aware of the Code of Ethics
and their obligation in following its contents so they can apply
its principles to their daily work. To read the complete Code of
Ethics, please visit collegeoftrades.ca.



ONTARIO COLLEGE OF TRADES
ORDRE DES MÉTIERS DE L'ONTARIO

Code of Ethics at a glance

Using best practices from other regulatory bodies and the Col-
lege’s own experiences, the Code of Ethics covers the following
for all members:

- Duty to perform work in a trade and meet their respon-
sibilities to clients, the public, and other members and
tradespeople, honourably, ethically and with integrity.
- Professional obligations with respect to the practice of a
trade, and their responsibilities to clients, including:
 - o Duties of courtesy, competence, honesty, and respect
-for example, a duty to only perform work in a
trade for which the member is competent, and a
duty to not engage in abusive behaviour toward a
client.
 - o Duties related to advertising and communications
-for example, a duty to permanently display their
certificate of qualification or statement of mem-
bership in a noticeable place at their place of
business.
 - o Duties related to business and billing practices
-for example, a duty to provide a client with a writ-
ten contract where required by law or requested by
the client.
- Duties in their relationships to apprentices, employees,
tradespeople, and members of other professions or oc-
cupations, including:
 - o Duties of courtesy, good faith, and respect
-for example, a duty to be courteous and civil with
all persons that the member encounters in their
work, and a duty to abstain from discrimination
and harassment.
 - o Duties related to training
-for example, a duty on the part of sponsors to en-
sure that all the terms and conditions in a registered
training agreement are followed.
 - o Duty to act lawfully
-for example, a duty to comply with all legislation
relevant to the employment and supervision of oth-
ers.
- Duties in their relationship with the College, including:
 - o Duty of honesty with respect to any College application,
assessment, evaluation or examination process
 - o Duty to respond to College communications completely
and in writing
 - o Duty to cooperate with the College
 - o Duty to prevent the unauthorized practice of a compul-
sory trade.

Good HVAC Sales People are Free!

They are hard to find - but they are worth their weight in gold. They pay for themselves, so they are in effect, FREE!

Most people are really craftspeople. They want to work on making a product or delivering a service. Very few want to sell the product or service, and even fewer can sell it well. Yet, without the sale, there is nothing for those hardworking craftspeople to work on or deliver – the pipeline is empty and the trucks are idle.

Why Are Sales People So Different?

Our informal assessment is that 90% of individuals want to focus their working life on delivering a product or service, as opposed to finding a customer for that product or service. This is evident even among entrepreneurs who often begin a new venture based on their technical or product related skill set and are totally unqualified to take their innovation to the marketplace.

When you hire a successful sales person, their impact on the organization through increased revenue and the gainful employment of the other 90% of non-sales types, makes the cost of that special sales person essentially “free”.

Larry Smith – Kathbern Management
(Recruiting for the HVAC Industry)
416-915-4044 x101
larry.smith@kathbern.com

BRAZING SCHEDULE



Just a friendly reminder that brazing courses have commenced again after the summer break.

There are courses available in October so make sure to reach out to Jessica at Jessica.atcheson@orac.ca to inquire about registrations. Space is limited, and available on a first come, first serve basis.



ORAC CONNECTS

at Blue Mountain Village

APRIL
24, 27, 28, 29
2018

Savour the sights, sounds, spas, shopping, entertainment and adrenaline pumping mountain attractions as we celebrate ORAC's 51st AGM at The Westin Trillium House in Blue Mountain – Ontario's only four season mountain village resort. ~





2017-2018 ORAC BOARD OF DIRECTORS

| | | |
|---------------------------|----------------|------------------------------------|
| President: | Ron Abernethy | Geo. A. Kelson Company Ltd. |
| Vice-President: | Tony Mammoliti | Ambient Mechanical Ltd. |
| Treasurer: | Gregg Little | Springbank Mechanical Systems Ltd. |
| Immediate Past President: | David Sinclair | Cimco Refrigeration |
| Directors: | Bob Burton | E.A. Group |
| | David Irwin | Xtra Mechanical |
| | David Steel | Wintech Air Systems Inc. |
| | Dino Russo | ReadAir Mechanical Services Ltd. |
| | Jim McAughey | Standard Mechanical Systems Inc. |
| | Kelly DeGurse | Reliance Home Comfort |
| | Kevin Spencer | Modern Niagara |
| | Kevin Whitten | Rosetown Central Refrigeration |
| | Paul Wrigley | E.S. Fox Limited |
| | Phil Taggart | Black & McDonald Ltd. |
| Ex-officio MCAT | Scott Munro | Opus Mechanical |
| Managing Director | Mike Verge | ORAC |

ORAC MISSION STATEMENT

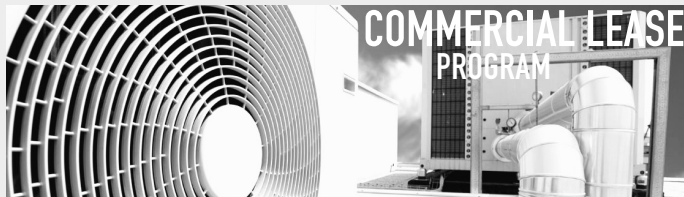
The purpose of the association is to represent and serve HVACR contractors in Ontario with programs and services that promote responsible solutions.

GOVERNMENT LIAISON

Legislators and government policy advisors often fail to properly consult key players within an industry to which the legislation could and may have adverse and damaging effects.

ORAC recognizes the importance of actively representing the HVACR industry in Ontario on matters of direct impact, and participates with other industries in making representation on common concerns. It is important that legislators understand the capabilities of our industry in adjusting to sometimes unrealistic laws and standards, and at the same time, act on legislation that allows less responsible parties to operate and weaken the industry's position.

ORAC has formed a standing Technical Safety and Standards Committee (TSSC) to represent its members' interests with the TSSA and the Electrical Safety Authority (ESA).

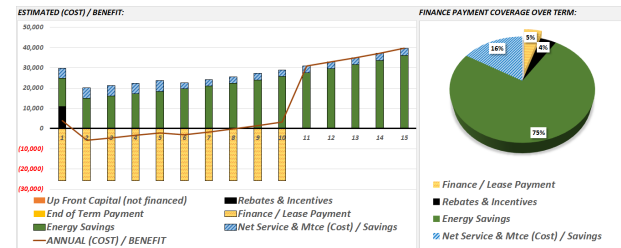


COMMERCIAL LEASE PROGRAM

MAKING NEW EQUIPMENT AFFORDABLE FOR YOUR CLIENTS

Commercial building owners don't always have the capital budget available to tackle much needed equipment replacement projects. A Commercial Operating Lease may be a better alternative to using up capital to upgrade their current equipment. Our program offers convenient monthly payments available on the Enbridge* gas bill or pre-authorized payments. The program is flexible, providing multiple terms and can incorporate maintenance plans as part of the monthly payment.

SHOW YOUR CLIENTS THAT REPLACING OLD EQUIPMENT MAKES SENSE...



Value Added Financing

- *It's about price until you make it about something else!* Leave an impression and stand out from your competition
- Offer your clients a company branded payment solution
- Access specialized documents and tools including: credit applications that provide payment estimates, a cost benefit analysis tool, and an on-line credit application that can be linked to your website

Benefits to the Customer:

- Payments collected on the Enbridge* bill or pre-authorized payments (PAP)
- Maintenance can be included as part of the monthly payment
- Multiple term options ranging from 3 to 10 years. No project is too big or too small
- Commercial Leasing and Financing can overcome capital constraints and make any project possible. Let us show you how the savings can pay for new equipment installations

To learn more visit

www.vistacommercial.ca

or Contact:

Darren Keates

Commercial Sales

ph: 647-971-7368

admin: 877-318-4782

darren@vistacredit.ca



* Vista Credit is not owned by or affiliated with Enbridge Inc. or Enbridge Gas Distribution.

Fleet Management

Taking fleet management from challenge to success

LVM Track for fleets is an innovative web-based fleet management platform. The system lets you focus on the KPIs of particular importance, thereby maximizing your efficiency.

Reduce labor, fuel and depreciation costs by decreasing idle time, optimizing miles driven and managing driver logs & driver behavior. Plus, get to more jobs faster and get more done.

www.lvmtech.ca

- Manage driver behavior
- Reduce fuel costs
- Increase fleet productivity

1-800-964-4551 | 905-764-2442 | sales@lvmtech.ca



Ontario Refrigeration & Air Conditioning
Contractors Association (ORAC)
133 Milani Boulevard, Unit 104
Vaughan, ON L4H 4M4
Phone: 905-670-0010 Fax: 905-670-0474
www.orac.ca

Notes:

WHEN YOU WANT IT. WHERE YOU NEED IT.

CE is the **FIRST** Choice for HVAC Equipment, Parts & Supplies due to our Commitment to Exceptional Service and a Highly-Trained Team.
We're available 24/7 and Ready to Serve You - Whenever, Wherever.

More THAN AN ONLINE ORDERING TOOL!

- Product Information
- Order History
- Invoice History
- Order Lists
- Wiring Diagrams
- Product Comparison Tool
- Purchasing Controls
- Immediate Pricing
- Flexible Search Engines
- Immediate Availability
- Data

Visit the **NEW** carrierenterprise.ca

MEET ZOOMLOCK™
FLAME-FREE REFRIGERANT FITTINGS

10 SECONDS. CONNECTED.

- Ten-second leak-proof refrigerant fitting.
- No brazing. No flame.
- No fire watch required.
- Reduce labor cost by 60%.

ZoomLock

Now is the time to get your hands on a FREE ZoomLock Tool!

*Get a FREE ZoomLock Klauke® 5-Jaw Tool Kit with the purchase of 350 ZoomLock flame-free refrigerant fittings. This offer is good only for contractors NEW to ZoomLock fittings & tools.

OFFER DETAILS:

- Minimum order quantity is 350 ZoomLock fittings for a free ZoomLock Kit.
- The just released Zoomlock 19 IN Klauke crimping tool and 5-Jaw kit; Crimps up to 1-3/8" fittings (not included)
- Model Number: PZK-TK195, Part Number 770028
- Jaw sizes include: 3/8", 1/2", 5/8", 7/8", 1-1/8"
- Offer is good for up to 5 free tool kits – while supplies last!
- Contractor purchase order and wholesaler invoice must be submitted to your local Sporlan Sales Engineer.
- Sporlan Sales Engineer must train contractor prior to using free ZoomLock Tool Kit.
- Tools ship directly from the Sporlan Division of Parker Hannifin.
- Offer valid while supplies last.