



For over five decades, The MH Companies has built its reputation on conducting business with integrity and respect. Our goal, every single day, is to provide our partners with unparalleled experiences. Like other organizations, we sell products, services, and solutions. But, that's where the similarities end.

> MH IS A DIFFERENT
KIND OF AGENCY

> IT STARTS WITH OUR PEOPLE

Our team is the cornerstone of all that we do, and we embrace a culture that fosters collaboration and productivity in the pursuit of providing best-in-class experiences for our business partners. We are a company that maintains a focus on the importance of hiring...and keeping...great people. We don't want our employees to think of MH as a place where they simply come to work. We're focused on providing opportunities for personal and professional growth. This focus on individual growth and satisfaction has resulted in a staff with almost 500 years of combined tenure at MH.

Our people are focused on winning, in every aspect of our business. Whether it's design collaboration with specifiers, bringing orders in, ensuring product gets to the job site successfully, or thorough follow through, we want to get it right. When we win, our partners win with us!

We believe in treating others with respect. This can be difficult in the heat of the business, but we know it's crucial to maintaining positive, long-lasting relationships, and to promoting a healthy working environment, both within MH and with our partners.

In most agencies, leadership relies on their staff to deal with day-to-day issues. That's not the case at MH. Our leadership team is heavily invested in the little things. They're deep in the trenches, working with our manufacturers on a daily basis to resolve issues, and to ensure that products get delivered to job sites accurately and on time.

We're experienced.

We're knowledgeable.

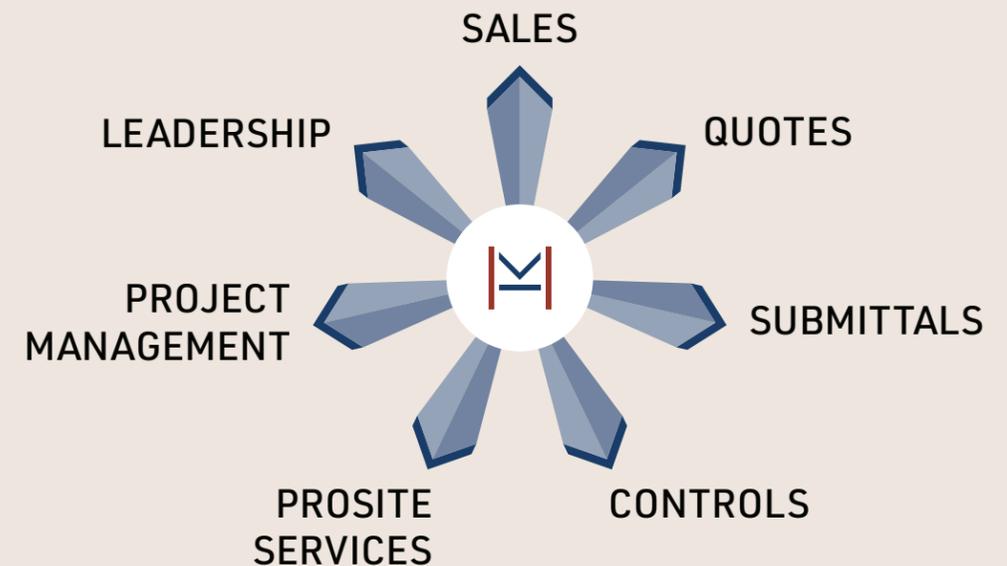
We're personally invested in every aspect of our business.

> WE LEAVE NOTHING TO CHANCE

Having a team that's invested in the company, and the success of our business partners, provides us with a solid foundation to deliver experiences that are second to none. Great people alone can't consistently deliver great experiences without strategic and effective processes. Over the years, we've developed tools, processes, and mindsets that provide our partners with consistent

experiences and the information they need, day or night. We have checks and balances in place to ensure that even the smallest detail won't fall through the cracks. Many of the tools and processes that we have developed have been adopted throughout the industry as best practices.

The way we do business helps us meet our goal of delivering problem-free transactions.



> SALES

> Our sales team thrives on helping our partners succeed. Often, this means breaking industry standards by offering assistance long after project completion. This long-term view has helped us establish successful partnerships, many of which date back to our very first day in business. To put it simply, we realize that our success depends on the success of our partners, so we do whatever it takes to maintain strong relationships.

> Because our departments are tightly integrated, our sales team has easy access to even the most minor details about every project. In the event of a job problem (yes, it happens), our sales team is immediately notified, and our departments get to work to proactively come up with a solution to keep projects on track. Everyone involved owns the problem until there's a satisfactory solution. Often times, our partners are never aware that there was an issue. It's our problem. Not yours.

> It may seem old fashioned in today's digital world, but we believe there's nothing better for business than a good conversation. We value verbal conversation because we know it's a better way to communicate thoughts and ideas... and there's simply no better way to build strong relationships. At any point before, during, or after a project, our sales team is just a phone call away.

> QUOTES

- > Our quotes are detailed, thorough, and well thought out. Our quotes team pays attention to things that are written and said while considering what is unwritten and unsaid. Sometimes, this means that our quotes team goes above and beyond what was requested, providing alternate solutions that are often better aligned with the project requirements. Our quotes team isn't just focused on the order... they're focused on doing the right thing for our partners, and helping guide them to successful project outcomes. And, they know each and every one of our partners, so quotes are catered to the unique preferences of everyone that we work with.
- > Most major job problems stem from errors on the original quote. In the early stages of project design, information is often fluid and ambiguous. So, our quotes team pays close attention up front, and follows established company processes, built from over 50 years of project experience, to ensure accuracy through every step of the quoting process. If something isn't clear, details are brought into focus before sending the quote off to our submittals department.

- > When our quotes team feeds information to our submittals department, every level of detail has been thoughtfully clarified, all the way down to actionable catalog numbers. By focusing on accuracy, and eliminating the aforementioned ambiguity that would need to be sorted out somewhere down the line, our quotes team helps to ensure that transactions run smoothly through every step of the ordering process.
- > Our quotes team is re-engaged in a project once purchase orders are received. They review all POs, cross checking them against the original quote prior to the order getting entered to the manufacturer. If inconsistencies are discovered, they are corrected. This checks and balances procedure helps to ensure that all products end up on the job site correctly.
- > We strive for effective communication in each step of the process to ensure predictable outcomes for all stakeholders throughout the life of the project.

> SUBMITTALS

- > Because our submittals team reviews the accuracy of quotes, and our quotes team reviews all submittals, our accuracy is among the best in the industry. Attention to detail, and a solid checks and balances process up front, eliminates expensive and problem-causing reworks further down the line.
- > We pioneered a submittal process to provide a higher level of detail than specifiers were accustomed to receiving from other agencies. This attention to detail ensures that our partners are provided with every bit of information that they need, and leads to the right products on every job.

- > Because our submittals team follows an established process, every submittal is consistent and clear, with catalog sheets presented the same way...every single time. This makes our partners' jobs easier by always receiving clean, accurate, and highly organized submittals.

> CONTROLS

At The MH Companies, we believe that we should not represent any product that we do not fully understand and have the ability to support. This is particularly true of lighting control systems. In the early 2000s, we made the business decision to build our own

soup-to-nuts lighting controls group. We handle all aspects of every lighting controls project that we are involved in, from initial design assistance, through system programming and owner training.

- > Our controls engineering group has five dedicated controls engineers that focus on nothing but controls... all day, every day. They continuously keep up with the latest in product technology, energy code compliance, and all lighting controls approaches.
- > These controls engineers are available for questions or full project design assistance, any time. By getting to know our partners and their needs, we are able to provide the most effective solutions. Our customers always have direct access to an expert controls engineer. Waiting on hold, or for a callback, doesn't meet the needs of our partners.
- > Once a bid request is received, these experts develop a full controls system design, with a complete bill of materials. We will never quote a system that will not function, and we take full ownership of our designs. We have a deep understanding of energy codes, and communicate directly with commissioning agents to understand their needs. Correct initial system design is what avoids costly job problems at the end of a project.
- > After project award, this group then creates the controls system shop drawings. They will reach out to the project stakeholders throughout the process to make sure we have all the details correct the first time. This helps us meet our goal of avoiding unnecessary re-submittals.

- > Our shop drawings show every detail of how the system will be programmed and operated, including time schedules and button engraving. Having all aspects of system operation determined and documented in advance ensures that nothing is left to chance. We've spent an enormous amount of time developing our shop drawings...so much so that our method of design has become somewhat of an industry standard, with many controls manufacturers adopting our approach and level of detail.
- > The controls engineer acts as the control system project manager, from initial design through system programming and owner training. They work closely with project stakeholders for design decisions, field technician scheduling, and problem resolution.
- > Our controls team works closely with our lighting experts, constantly cross-checking fixtures against the chosen controls products. If a line item is changed on a fixture schedule, controls is notified, and that job doesn't go anywhere until our controls team confirms that the controls package will work with the new fixtures. This collaboration, cross checking, and confirmation leads to accurate, fully-functional bills of material, for which we take full responsibility.

> PROSITE SERVICES

Years ago, MH identified an issue that was inherent with most controls projects. We learned that, despite the best intentions of our manufacturers, there were often challenges designing and delivering products that worked seamlessly when they arrived at the job site.

Significant amounts of time and money were wasted waiting for manufacturer representatives to fly out to diagnose and fix issues, leading to missed deadlines and cost overruns. To solve this problem, we decided to take full control of the process.

- > After we have approved submittals, we turn the project over to ProSite Services, our field services team. We have four technicians that work full time with contractors to ensure projects are completed properly, and end users get a fully functional system that works for them. In order to help contractors with these systems, we believe that we need to speak their language, so all of our field technicians are licensed journeyman or master electricians.
- > We begin by setting up a kick-off meeting with the contractor to review the installation drawings, provide installation guidance, and answer any questions they may have. This pre-startup meeting also puts the contractor in direct contact with the technician that is responsible for their system. We want the contractors calling us instead of the factory tech support so they can quickly get in touch with someone that knows their project. We want to directly and quickly answer any questions that arise. If we can't solve the problem on the phone,

- our local technicians are on site in short order. We have learned that starting the relationship at project kick-off, and providing support every step of the way, avoids hours of costly re-work that wastes time and jeopardizes schedules.
- > Once the contractor is ready, our technicians come to the job site to program the system to operate as shown on the drawings. At this start-up meeting, our technicians will help the contractor troubleshoot and resolve any wiring issues that may be discovered.
- > After system programming, the same technician provides detailed owner training, and conducts a system functionality demonstration. Then, routine follow-up visits are made to fine tune the programming, as needed. We make sure that all parties involved have the contact information for the correct MH team members, as well as the programming technician. This ensures that answers to any follow-up questions are a simple phone call away.

> PROJECT MANAGEMENT

- > Our project managers service all of our partners' projects. They are persistent and finish what they start, keeping their finger on the pulse of all projects to ensure that every aspect of every job is on time and on budget. Every day, they use our technology and tools to review hundreds of lines of job details to ensure that our partners are always proactively notified about product inventory, schedules, and deliveries.

- > When orders are ready to enter, our proprietary tools give them accurate lead time data. This information is then checked against multiple data points to ensure that the product being ordered will arrive on site when needed. If it appears as though there are unacceptable delays with a particular product, we immediately start working on a solution before the delay becomes an issue for our partners.



We're Always Looking Forward

For over five decades, we've worked hard to continually improve the ways we do business, always with the goal of guiding our partners to successful project outcomes...easily and efficiently. We build consistency into everything we do, and our departments are tightly integrated. This collaborative approach reduces errors, and ensures that someone will always be available to provide updates and information when requested by our partners. Every process we follow leads to repeatable outcomes that result in

the lowest possible number of field problems.

We work closely with technology partners to deliver tools that help everyone involved with a project do their jobs better, and more efficiently. We work continuously with our manufacturer partners to create and enhance their products, services, and solutions. And, we work to make MH a place where employees can grow and achieve their goals. We've made a lot of progress...but the work is never done.

"Perfection is not attainable, but if we chase perfection, we can catch excellence."

– Vince Lombardi



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