



I-r: Andre Conner, Sean Hill and Franklin Brown

Charting the future

BEING NAMED CONTRACTOR OF THE YEAR BY ABM FOR THE THIRD CONSECUTIVE YEAR IS A BIG ACCOLADE FOR OTISAIR, CONSIDERING IT WAS UP AGAINST COMMERCIAL CONTRACTORS IN EVERY MAJOR METROPOLITAN MARKET IN NORTH AMERICA & INTERNATIONALLY.

Caymanians Franklin Brown and Andre Conner see a bright future in their chosen field.

Both are Apprentices at OtisAir, Cayman's leading service provider in the Commercial Air Conditioning business.

"I'm learning something new every day," says Andre, 24, a George Town native who joined the team in February 2016. "You run into a problem, and you have to solve it."

Franklin, 22, has been with the Company for a little over a year, and says it's a career path that has plenty of opportunities.

"It's a good trade, especially here," he says. "It's an in-demand job."

The West Bay native began learning the trade at the University College of the Cayman Islands, where one of his teachers happened to be Sean Hill, General Manager of OtisAir.

When Franklin saw an opening at the company, he turned in his resume and was called in that same day. He's now focused on earning his International Certification in HVAC.

Both Franklin and Andre are enrolled in Penn Foster College, taking an online course from the U.S. education facility that will lead to HVAC Certification that is recognized internationally.

Sean says the OtisAir's Apprenticeship Program is designed to help young people advance as well as gain valuable skills.

"It gives them an opportunity to move ahead and a base to understand the industry," he says. "For us, it's important they can confidently complete their jobs, and have a qualification that is recognized around the world."

It also makes good business sense, as it's an investment in the future of the company.

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“I feel it's important for young Caymanians to grow and progress within a business. We need their expertise & vision for us to carry on being successful in the future.”

SEAN HILL, General Manager, OtisAir

management roles," says Sean. "We need their expertise for us to carry on being successful in the future."

MAKING THEIR MARK

Indeed, both Apprentices have made their mark within a short time frame at the Company – achievements that were recently recognized at an awards gala at the Kimpton Seafire Resort + Spa that included top international guests from industry giant ABM Franchising Group, a Fortune 500 company.

The occasion celebrated OtisAir being named Contractor of the Year, the top award handed out by ABM.

It is the third year running that OtisAir earned the prestigious international industry award, winning out over 170 Linc Service franchise holders globally. Linc Service is owned by ABM.

OtisAir was awarded a Linc Service franchise in 2012. The franchise emphasizes a proactive, preventative approach to mechanical maintenance, and there are strict parameters to meet including service standards, financial stability and opportunity for growth.

After securing the franchise, OtisAir did indeed grow, with revenue increasing by a staggering 121 percent in 2014 over the previous year.

It was among the reasons OtisAir was named Contractor of the Year in 2014, enjoying repeat success in 2015 and 2016.

Being named Contractor of the Year by ABM is a big accolade for OtisAir, considering it was

up against companies with hundreds of workers including commercial contractors in every major metropolitan market in North America. OtisAir has 30 employees, a number that has almost doubled in less than three years.

OtisAir was also recognized as Contractor of the Year at special functions in Atlanta and Naples, Florida that included top company officials.

In Cayman, the award celebration included OtisAir staff members, their families and board members. Special guests included Steve Jesi, Senior Area Vice President of ABM Franchising Group, and Scott Giacobbe, President of ABM Building and Energy Solutions.

Sean presented local awards to recognize outstanding service and achievements to 12 OtisAir staff members.

The ABM executives presented achievement awards to the apprentices. Andre was recognized for successfully completing his first-year examination in the three-year HVAC certification course while Franklin was honored for excellence in customer service.

"We see it as a big achievement for them," says Sean.

CONTINUED GROWTH

Investing in an Apprenticeship Program is forward-thinking as the Company continues to grow and expand.

OtisAir recently partnered with ABM for the Linc Service franchise for the whole of the

Caribbean. In Cayman, the Company services 91 commercial buildings. Before landing the Linc franchise in 2012, OtisAir serviced just one commercial building.

Sean credits the company's tremendous growth on the outstanding team and the Linc Service model. Through preventative maintenance, clients save money on capital expenditures on mechanical equipment and utility bills.

The Linc Service process begins with a thorough financial & mechanical analysis.

A customized plan is then put in place to reduce the owning and operating costs of the building through its proactive approach, which prevents costly breakdowns. It also frees the business owner of dealing with maintenance issues, reducing downtime and costs.

"We maintain to a very high standard. Our customers see savings in their utility bills, labor, materials and capital expenditure," says Sean. "We take the risk on their equipment, so we don't want it to break down. Our concept of doing business is proactive, not reactive."

OtisAir is also proactive in the community, working with several charitable groups as well as assisting with Mentoring Cayman, a youth-development initiative led by the Cayman Islands Chamber of Commerce and Ministry of Community Affairs, Youth & Sports.

The company is set to launch a unique charitable program in Cayman that will invite input from its customers. "We are very excited about it," says Sean.

The two apprentices are excited about building their careers with a company that not only gives back to the community, but encourages its employees to learn and grow.

"It's like a family here," says Andre. "Everyone is close to each other." Adds Franklin: "We're all team players."



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