

THE MEMPHIS

PERSPECTIVE

APRIL 2016 Edition

BUILD/IT 2016

CSI Memphis Chapter ANNUAL PRODUCTS SHOW

MINGLEWOOD HALL

1555 Madison Ave, Memphis, TN 38104

See page 6 for the Schedule of Events

APRIL 7

2 p.m. - 8 p.m.

csimemphis.org

CSI

www.csinet.org

Founded in 1948, the Construction Specifications Institute is a not-for-profit technical organization dedicated to the advancement of construction technology through communication, research, education and service. CSI serves the interests of architects, engineers, specifiers, interior designers, contractors, product manufacturers and others in the construction industry.

Membership

Architects, engineers, contractors, and manufacturers—14,000 members strong—are in touch with one another through their Construction Specifications Institute membership. CSI provides contacts in the construction industry as well as provides you up-to-date information to help you do your job efficiently and effectively. Yearly Institute membership fee is \$250 plus \$40 Memphis Chapter fee = \$290; Institute membership fee for an Emerging Professional is \$125 plus \$40 Memphis Chapter fee = \$165.00; and Institute membership fee for students is \$30 plus \$10 Memphis Chapter = \$40.

Contact: Richard Hill richard.hill@basf.com
662-420-9563

Tabletop Displays at Monthly Meetings

At each monthly meeting, the Chapter encourages all members to provide a table display of their product and/or services for inspection and education of those attending the meeting. After the meal and prior to the program, the displayer will be given five minutes to address the group. The table display is also encouraged to be represented during the social hour and after the program for any questions by the attendees. The presentation fee for this time is \$25.00.

Table Top Info. - Mike Zielinski
mzielinski@lrk.com
901-652-5612

The Memphis PerSPECTive Information

The Memphis PerSPECTive is published ten times a year by the Memphis Chapter of the Construction Specifications Institute. Appearance of products or services, name or editorial copy does not constitute an endorsement by the Memphis Chapter of CSI nor any of its members.

Circulation of *The Memphis PerSPECTive* includes over 500 people consisting of members of the Memphis Chapter of CSI, members of the Memphis AIA Chapter, CSI Regional editors, the CSI Institute and other interested persons nationwide. To be included on future mailings, forward your name, mailing address, and e-mail address to the following address:

The Memphis PerSPECTive
P.O. Box 172349
Memphis, TN 38187-2349

You may also access a complimentary copy of *The Memphis PerSPECTive* online at www.csimemphis.org.

SUBMITTING ARTICLES

Readers are encouraged to submit articles of interest within the construction industry for publishing. Articles on individual projects whether currently in design, under construction, or recently completed are encouraged.

Any printed articles, photos or program inserts should be forwarded to:

The Memphis Perspective
Attn: Danny Clark
danny62clark@gmail.com
Or hansfaulhaber@hotmail.com

Articles and images should be submitted in electronic format via digital media or email. Microsoft Word documents are strongly preferred for articles, minus tabs and any other formatting. All images must include a date and caption. If printed photographs are submitted, please include SASE

MAGAZINE ADVERTISING

The advertising rates for 10 issues of *The Memphis PerSPECTive* in printed version and as published in the CSI Memphis Chapter website (www.csimemphis.org) are as follows:

<u>5 Issues</u>	<u>10 Issues</u>		
One-Eighth Page	\$100	\$	200
One-Fourth Page	\$200	\$	400
One-Half Page	\$400	\$	800
Full Page	\$ 800	\$	1,600

Get your company's name in front of a variety of industry professionals—check out our magazine's circulation.

Advertising Info. Contact - Jay Sweeney (901) 260-9670
Email: jsweeney@brg3s.com

April 11: Board Meeting 5:30 pm Allen + Hoshall office

April 7: CSI Build/IT 2016 Minglewood Hall beginning at 2:00pm

May 9: Board Meeting 5:30 pm Allen + Hoshall office

May 12: Chapter Meeting NFPA 285 Presentation by Pecora Corporation's Steve Lawrey

June 6: Board Meeting 5:30 pm Allen + Hoshall office

June: Annual Awards Banquet Date TBD

GO TO
csimemphis.org
Everything you need to know about CSI Memphis and more.

MAKE PLANS TO ATTEND CONSTRUCT AUSTIN 2016
Austin, TX September 8-9, 2016





Hans Dietrich Faulhaber,
Architect
CSI Memphis
Chapter President

Greetings Memphis Chapter CSI!!

Chip O' Rear's March program on the current state of tile installation was perhaps the best program I've seen at either an AIA or CSI function. Chip was dynamic, knew his products, the technical aspects of tile installation and was incredibly entertaining. Chip was on a sojourn to give back to the CSI folks who have made his career the success it has become. I am very happy to have had the opportunity to have Chip present to our chapter. I hope you didn't miss it...

This month is **Build/It 2016**. For those of you who have been under a rock and don't know what that is...it's our Memphis Chapter CSI Products Display Show rebranded by our very own **Scott Guidry** into the completely reorganized event. This year you will find another round table discussion, featured speaker and interesting educational sessions as well as booths from vendors displaying their latest products. The date is April 7th and the event begins at 2:00pm. I hope to see you there!

From what I am hearing we are having success in garnering new donations for our **Dempsey B. Morrison Scholarship Fund**. Again, I encourage you to **make a donation** to this very worthy scholarship fund. CSI Memphis in partnership with the University of Memphis provides two scholarships that fully fund the tuition for the two selected students for one year. This can eliminate a financial hardship that might exist and in turn provide

peace of mind to the student allowing them to focus on their studies and not fund raising activities. I knew Mr. Morrison and had him as a drafting teacher while attending State Technical Institute at Memphis-now SWTCC. Please consider a donation to this very worthy endeavor. ***If I can donate to this very worthy fund...so can you!***

Once again I ***thank you*** for the opportunity to serve the chapter in this honorable position. I am humbled by the history of this chapter and its membership, past and present and hope to have an effective, productive and meaningful term. My phone is always open so if you have questions, comments, recommendations or simply suggestions give me a call. I'll see you at our next meeting!

Hans Dietrich Faulhaber, Architect
The University of Tennessee



**For Membership,
Fellowship
and Leadership
Call a CSI Leader
Today
and Volunteer**

Volunteer to mentor a student in our CSI Memphis Student Chapter.

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BFA Interior Design Student

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Tim Michael

Graduate Liaison

Jeremy Dollar

Second Year Masters Architecture



CSI MEMPHIS ANNUAL PRODUCTS

DISPLAY SHOW

MINGLEWOOD HALL

1555 Madison Ave,
Memphis, TN 38104

EVENT SCHEDULE :

- 2:00p Round Table
- 3:30p Keynote Address
- 4:30p Build/it Floor Open
- 8:00p Build/it Floor Closed

KEYNOTE SPONSORS:

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CONTACT INFO :

General Info, Tickets & Sponsorships

Scott Guidry, CSI, RA

901.303.8255

scott@designshoparc.com

Seminar Details:

Tim Michael, AIA

901.303.8255

tim@designshoparc.com

Program, Booth Sales & Charitable

Donations:

Kelly May

901.303.8255

kelly@designshoparc.com

CSI BUILD/IT 2016

The Memphis Chapter of the Construction Specifications Institute is proud to announce details for its all new products display show, BUILD/IT.

BUILD/IT 2016 is an updated version of this successful long-time Memphis area tradition. Our goal is to shine the spotlight on all facets of the construction industry – and we want you join with us to create a great success.


BUILD/IT 2016 will on April 7, 2016 at Minglewood Hall. Space is limited to only 53 products and services companies working for the betterment of improving or advancing the world of design and construction will have product display opportunities.

How can you be a part of BUILD/IT 2016 and help solidify it as the new standard in regional products shows? The first and simplest way is to join in the show. There is no better way to get in front of the area's best architects, engineers, contractors, facility managers and building owners than to be a presenter in our show. It truly is the biggest bang for your marketing efforts. If you want more, we encourage you to review the unique sponsorship opportunities that are available. If the title sponsor is right for you then let's talk now – the sooner you get in, the sooner your name can be shared.

You can also help us spread the news. Tell your friends, your boss, your clients, and your boss's boss. Let them know about CSI and BUILD/IT 2016. In April, we will be supporting MIFA, a local charity that provides meals for those in need which includes the underserved and our ever-increasing elderly population. We will also have opportunities for you to help the younger generation by adding to the Dempsie B. Morison Scholarship Fund, which helps two architecture students per year with the rising cost of books and tuition at University of Memphis as they strive to learn the profession that combines art and science.

So to recap, help CSI and BUILD/IT 2016 be a great success by joining the show, sponsoring the show, spreading the word, and giving to one or both worthy causes. Sign up, get noticed, and be part of the new CSI !

Thank you,



Scott Guidry, CSI, RA
CSI BUILD/IT 2016 Chair

SPONSORSHIP OPPORTUNITIES:

TYPE A: Title Sponsor

AMOUNT: \$5,000

QUANTITY: 1

DESCRIPTION: This level of sponsorship includes your company name/logo on the digital leader board at the venue one week prior to the show and for the day of the show, all show signage which includes the "build/it" logo, all promo material printed or shared digitally including local paper and/or news coverage. Name announced once each hour over the PA system during the event. Company name/logo will appear in 10-issues of the organizations trade publication "The Memphis PerSPECTive" and will be posted on the organizations website (csimemphis.org) for 10 months.

TYPE C: Keynote Sponsor

AMOUNT: \$1,500

QUANTITY: 3

DESCRIPTION: This level of sponsorship includes your company name/logo on all new media designated to PreShow activities related to the Keynote Address. Estimated attendance averages 50 people. Name announced once each hour over the PA system during the event. Company name/logo will appear in 5-issues of the organizations trade publication "The Memphis PerSPECTive" and will be posted on the organizations website (csimemphis.org) for 2 months.

Attendees/audience include all members of the design + construction community including but not limited to architects, engineers, interior designers, general and sub contractors, commercial developers, corporate ownership groups, attorneys and insurance agents related to the industry. Show attendance records for 2015: 300+

TYPE B: Round-Table Sponsor

AMOUNT: \$1,000

QUANTITY: 5

DESCRIPTION: This level of sponsorship includes your company name/logo on all new media designated to PreShow activities related to the Panel Discussion. Estimated attendance averages 50 people. Name announced once each hour over the PA system during the event. Company name/logo will appear in 5-issues of the organizations trade publication "The Memphis PerSPECTive" and will be posted on the organizations website (csimemphis.org) for 5 months.

TYPE D: Corporate Partner

AMOUNT: up to \$1,000. no minimum

QUANTITY: unlimited

DESCRIPTION: This level of sponsorship includes your logo on the sponsors page within the event program and on the sponsor's sign at the show. Your company logo will be posted on the organizations website (csimemphis.org) for 1 month.

Call to inquire about or reserve a sponsorship type. 901/409-0297 or email to scott@designshoparc.com

Additional information regarding the event can be found at csimemphis.org

Proceeds benefiting MIFA and 2 students at the University of Memphis Department of Architecture

EVENT SCHEDULE :

2:00p Round Table

3:30p Keynote

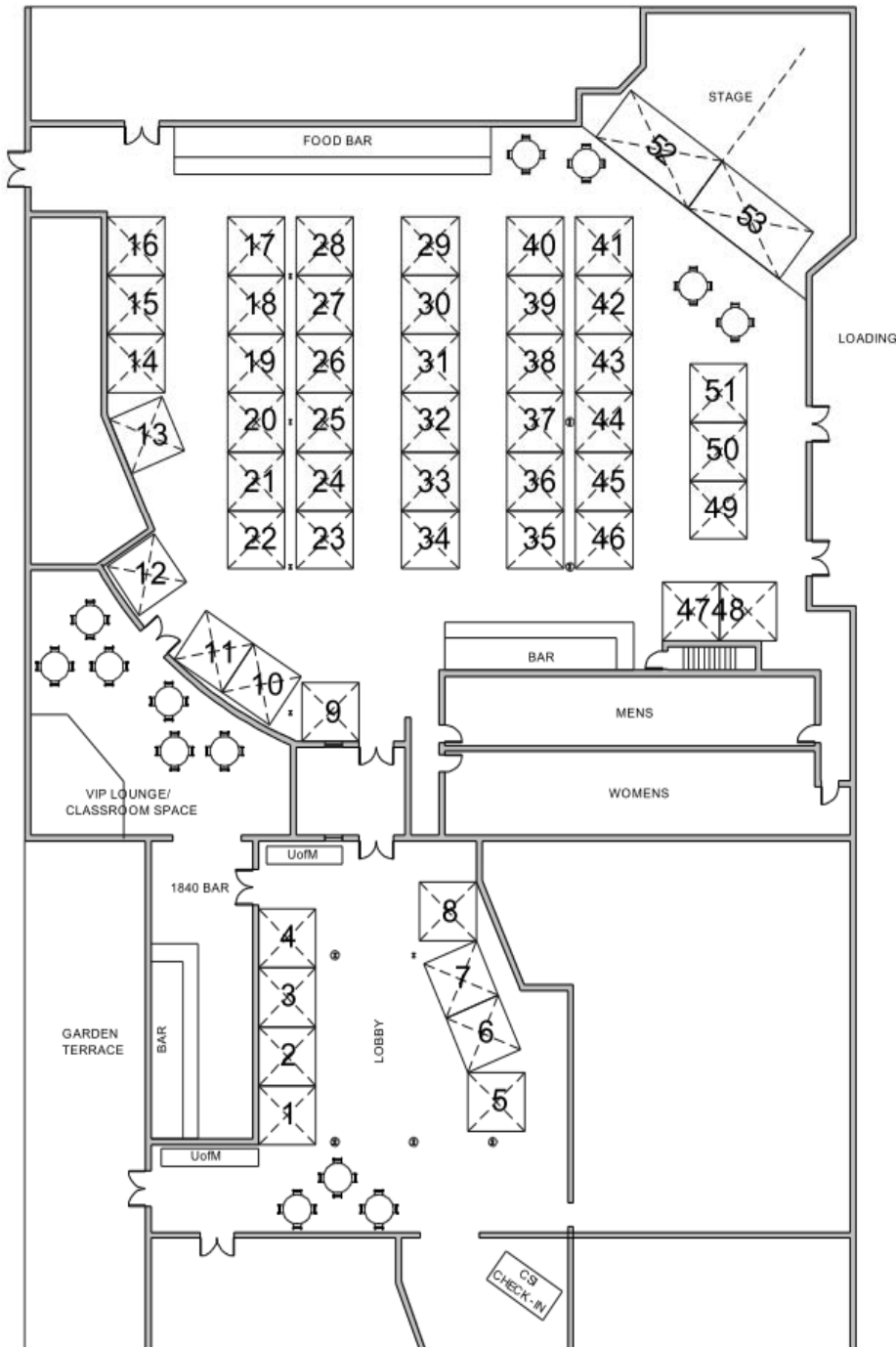
4:30p Build/it Floor Open

8:00p Builld/it Floor Closed

layout

CSI BUILD/IT 2016

THURSDAY, APRIL 7, 2016 @ MINGLEWOOD HALL | MEMPHIS, TENNESSEE



registration

CSI BUILD/IT 2016

THURSDAY, APRIL 7, 2016 @ MINGLEWOOD HALL | MEMPHIS, TENNESSEE

contact information			
Company Name:			
Street Address:			
City:	State:	Zip:	
Telephone:			Fax:
Email:			
Web Address:			
Contact Person:	CSI Member Number:		
booth information			
Preferred Booth Numbers (\$550 members, \$650 non-members)	1	2	3
Tables Needed/Booth (one included, \$50 each additional)	1	2	3
Electrical Power (\$75 additional fee)	<input type="checkbox"/> yes	<input type="checkbox"/> no	
Name Badges (two included, \$10 each additional)			
1	3		
2	4		

Booth Name (as it shall appear on booth sign)

This contract entitles you to a 10' x 10' exhibit booth including: 8' high pipe and flame resistant fabric backdrop; 3' high pipe and flame resistant fabric side rails; a booth sign with your company name; one 6' draped table and two chairs. Additional furnishings, name badges, and electrical power will be available, at an additional charge, if desired. Neither the Memphis Chapter of CSI, The Construction Specifications Institute, its representatives or employees of Minglewood Hall and their representatives will be responsible for any injury, loss or damage that may occur to the exhibitor or the exhibitor's employees or property from any cause whatsoever. The exhibitor, or his representative, on signing this contract expressly releases the foregoing named organization, individuals, decorator and venue from any and all claims for such loss, damage or injury.

sponsorship		check all that apply
Title Sponsor	<input type="checkbox"/>	\$ 5,000
Keynote Sponsor	<input type="checkbox"/>	\$ 1,500
Round-Table Sponsor	<input type="checkbox"/>	\$ 1,000
Corporate Partner	<input type="checkbox"/>	\$
donation		
Dempsie B. Morrison Scholarship Fund	\$	tax-deductible
MIFA	\$	tax-deductible

send questions to:
 THE MEMPHIS CHAPTER OF CSI
 c/o CSIBUILD/IT 2016
 post office box 42203 | memphis, tn 38174
 901/303-8255 . scott@designshoparc.com
 www.csimemphis.org



- * all payments are due within 30 days of receipt of the invoice. Payments made after 30 days are subject to 1.5% late fee.
- ** CSI Memphis reserves the right to reassign booth spaces if all payments are not received by March 01, 2016.
- *** cancellations may receive full refund when requested on or before January 07, 2016.
- **** cancellations may receive 50% refund when requested on or before February 07, 2016.
- ***** cancellations will forfeit any payments made when requested after February 07, 2016.

This article is related to documents required for submission prior to or, if allowed, when construction activity has fully commenced. Product substitutions are noted in the General Conditions with specific requirements noted in the Instructions to Bidders or in Division 01 General Requirements. The individual specification sections will detail the specific submittal substitution requirements.

A Substitution in construction terms is simply proposing one product not named in the specification for another product that is named in the specification. This activity is typically a request made by the bidding contractor(s) or subcontractor(s). Specifiers often prefer to include certain manufacturers and products that have a proven record of successful integration into their past projects. The specified product and manufacturer's production requirements become part of the specification. This is very important when specifying complicated systems or specific types of finishes (e.g. a specific metal panel finish or the color and texture of a tile). Use of the listed specified products usually means if those specified products and listed manufacturers are used there will be no unpleasant surprises.

The term "or equal" in contract specifications means the product contemplated is equal to the named specified product in all aspects of the materials' properties. This includes functionality and look. Architects commonly make appearance the focal point of product selection thus ensuring a conceptually consistent design. However, ALL aspects of the proposed equal product must be met in order to be considered truly equal. Generally speaking "or equal" products true substitutions and do not require the same level of attention precisely because they are listed or implied as listed in the specification. If the product is not listed as acceptable, it becomes a substitution by definition.

For example: there are four manufactures of drywall listed in the products section of the technical specification. The technical specification is composed around the first named product yet all three manufacturers make products with close to exact characteristics of the specified product. Consequently the bidding contractor has four "listed" manufacturers from which to base his bid: one specified and three equal products. If the contractor has determined for whatever reason he can obtain virtually the same material from a manufacturer who is not listed, manufacturer number five, then a substitution is born.

Substitutions are often pre-qualified. This means the bidding contractor is required to submit a request for substitution prior to submitting a bid. This is the preferred method

by bidders because substitutions are generally at the bidders' risk. By the terms of most contracts the architect is in the position of granting approval for substitutions. If a bidder offers a bid with a less expensive substitution and it is rejected, the bidder could then stand to lose significant dollars. If granted consideration, request should be placed on an appropriate Substitution Form (such as the CSI Substitution Request Form) and include a side by side comparison of the specified vs. the proposed substitution. The form and evaluation should indicate any monetary benefit to the project if the substituted product is found to be acceptable as well as any schedule impact resulting from the products' use. This information allows the design team to determine if any design modifications are necessary due to the use of the substituted product. Once a product is pre-qualified, an addendum will be issued to all bidders of record informing them of this acceptable product thus allowing all bidding contractors the same opportunity to include the newly accepted product in their proposal.

There are many reasons for requesting substitutions.

In many cases there are modifications in design required by the substitution under consideration which will require some level of re-detailing. If this occurs any re-detailing cost will be at the expense of the substituting contractor. This means the contractor will be required to document all locations where the substitution occurs in the construction providing details of the substituted product in revised details found in the contract documents. Typically this will require new details not found in the contract documents, which would also be the responsibility of the substituting contractor to provide. These details allow a demonstrable depiction of the proposed product in context thus allowing a fair evaluation by the designer of the proposed substitution's acceptability.

Substitutions after bid, if allowed, have the same requirements as those that are pre-qualified. The substitution request should be placed on an appropriate Substitution Form (such as the aforementioned CSI Substitution Request Form) including a side by side comparison of the specified vs. the proposed substitution any monetary incentive to the project and any schedule impact.

Continued on page 12

There are many reasons for requesting substitutions. However, there are two main reasons, which are: monetary and availability. A monetary example would be in a value engineering exercise where significant savings are realized by substituting a more economically priced product with much the same characteristics in lieu of the specified product. The owner then could put the new found funds to other uses elsewhere in the project.

Availability issues can be because the product is no longer manufactured, thus no longer available or the specified product could have a long lead time. Availability in this context means the product is no longer available consequently the contractor can not obtain it. Long lead times often compromise the contractor's construction schedule and the owner's anticipated occupancy of the building.

Substitution due to availability should not be construed to mean the contractor is simply having a difficult time finding the specified product and wants to substitute for it to save time. Availability means: no longer available for purchase through no fault of the purchaser, in this case the contractor. This happens many times when project specifications have been generated and there is a time lag between compiling the contract documents and the start of construction. The product in question simply becomes replaced by a new model or is no longer manufactured. Availability assumes proper planning had occurred by the contractor prior to discovery of lead time as an issue to be an acceptable reason

for requesting a substitution.

Substitutions have become more problematic with the advent of LEED based projects. LEED substitutions require a higher level of scrutiny due to the fact that there may be certification points that could be sacrificed because of the substitution. Conversely points could be gained. Recycled content and distance from project become real factors in evaluating substituted product acceptance.

Substitutions are necessary in our profession for various reasons and they occur with distinct regularity on almost every project. Substitutions should not be viewed as a negative but more of an opportunity to improve the project from both a quality and esthetic aspect. The process for substitutions will not be cumbersome if the contractor follows the requirements for the substitution and the designer promptly reviews and disposes of the request. Finally, the process can result in a win-win situation for the project when all of the factors are properly and systematically taken into consideration.

Hans Dietrich Faulhaber, Architect, CSI, CDT ©2016



CSI Memphis Mission Statement

In order to enhance the process of creating and sustaining the built environment, Memphis Chapter CSI:

**Provides opportunities for persons in the design and construction industry to receive cutting edge information regarding construction documents and practices;
promotes members career advancement and enhancement of leadership and communication skills; and supports students aspiring to design and construction careers.**

Means and Methods

In the last post, we looked at the *complementary clause*, and saw how powerful it can be; we also looked at the limits of that power. Many architects know of that clause, and I have occasionally heard it cited, something like this: "I don't care if there is no specification for it; it's on the drawings, and you have to provide it!" In the same conversation, it wouldn't be unusual to hear, "No, I don't know how you're going to do it - that's means and methods!"

Although architects aren't shy about citing "means and methods" it seems many of them don't understand the full impact of what they're referring to. Turning again to the AIA A201, here's what Article 3 says (my italics).

§ 3.3 SUPERVISION AND CONSTRUCTION PROCEDURES

§ 3.3.1 The Contractor shall supervise and direct the Work, using the Contractor's best skill and attention. *The Contractor shall be solely responsible for, and have control over, construction means, methods, techniques, sequences and procedures and for coordinating all portions of the Work* under the Contract, unless the Contract Documents give other specific instructions concerning these matters.

§ 3.3.3 The Contractor shall be responsible for inspection of portions of Work already performed to determine that such portions are in proper condition to receive subsequent Work.

§ 3.4 LABOR AND MATERIALS

§ 3.4.1 Unless otherwise provided in the Contract Documents, the Contractor shall provide and pay for labor, materials, equipment, tools, construction equipment and machinery, water, heat, utilities, transportation, and other facilities and services necessary for proper execution and completion of the Work, whether temporary or permanent and whether or not incorporated or to be incorporated in the Work.

Read that again, and again if necessary, and think about what is required. Now let's list the contractor's responsibilities.

Supervise and direct the Work.

Decide the proper way to do everything (means, methods, techniques).

Decide when and how everything should be installed (sequences, procedures).

Schedule the work of subcontractors and suppliers (coordinate).

Determine if work already done is ready for the next step.

Provide and pay for everything needed to complete the Work.

If architects understand all that, why do they waste time specifying things the contractor is responsible for? Is it necessary to explain how ceramic tile, or floor coatings, or roofing should be installed? Is it necessary to tell the contractor when activities should take place? Is it necessary to state that work of one section should be coordinated with work specified in another section? Does the architect need to state that prior work must be ready before proceeding with subsequent work? Does the contractor need to be told what is included for a specific activity, or who will pay for it?

The answer to all those questions is "No!" Unless, that is, the architect has decided to do those things, in which case the contractor is relieved of responsibility for them, as stated at the end of 3.3.1.

What then, is the architect's responsibility? After seeing what the contractor is required to do, there isn't much left. The architect must:

Design and draw the appearance of the building, in sufficient detail to allow the contractor to build it.

Specify those items that are needed to achieve the design intent. As noted in the last post, if the documents show tile but do not state what it is, the contractor can get it at the dollar store.

Specify reference standards as needed to get the desired performance.

Continued on page 14

Key Clauses of A201 General Conditions (Continued)

Observe the construction as required by the owner-architect agreement, process payment applications, and so on.

Use Division 01 to specify requirements not found in the general conditions.

Relying on the conditions of the contract and Division 01 will allow the architect to eliminate common redundancies, resulting in shorter specifications that will be easier to write, easier to understand, and easier to enforce. Needless references to the conditions of the contract and Division 01 can be eliminated, as can repetitive specifications for bidding requirements; submittals; substitution requests and prior approval requests; delivery, storage, and handling; cleaning; responsibility for payment of testing and corrective work; and so on. Instead of regurgitating manufacturers' specifications, a simple "Comply with manufacturer's installation instructions and recommendations", stated once in Division 01, will suffice.

Does that mean the architect cannot say anything about installation? No, but it's good to remember that when that happens, the architect has usurped the contractor's authority, and assumed the contractor's responsibility. Before doing so, architects must make sure they know more than the manufacturer and installer.

Note that nowhere do the general conditions require the architect to explain to the contractor how to run the job, nor do they require the architect to explain to installers how to do their jobs. A moment's thought should be enough to understand why this is so. Manufacturers' representatives have often told me that they have difficulty keeping up with changes in their products, even though those products represent only a small part of the entire building. If that's the case, how can an architect be expected to know everything about the multitude of products in a typical building?

As noted in the conclusion of the previous post, there is no substitute for showing everything required both on the drawings and in the specifications. However, doing so without understanding the *means and methods* clause will result in needless repetition and greater potential for contradictions, but more important, it may also result in the architect assuming additional risk.

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Agree? Disagree? Leave your comments at <http://swspecificthoughts.blogspot.com/>



CSI MEMPHIS MEMBERSHIP

Architects, engineers, contractors, and manufacturers can be in touch with one another through their Construction Specifications Institute membership. CSI provides contacts in the construction industry as well as provides you current information to help you do your job efficiently and effectively. Annual Institute membership fee is \$250 plus \$40 Memphis Chapter fee = \$290; Institute membership fee for an Emerging Professional is \$125 plus \$40 Memphis Chapter fee =

INVITE A FRIEND OR COLLEAGE

\$165.00; and Institute membership fee for students is \$30 plus \$10 Memphis Chapter = \$40. The Memphis chapter serves 107 members, with Britton Herring and Marie Hayes joining CSI in August.

Contact: Richard Hill
richard.hill@basf.com
662-420-9563



Dempsie B. Morrison Scholarship Fund

2016—2017 Campaign Make a difference.

Levels of Participation (Please select one):

- \$500*+ Diamond
- \$400* Platinum
- \$200* Gold
- \$100* Silver
- \$Other Friend

** As a small token of appreciation, for all donations of \$100 or more, the donor will be entered to win (4) four tickets to a University of Memphis basketball game in Spring 2016. This drawing will take place at the monthly meeting in January 2016.*

Contact Information:

Name: _____

Address: _____

Email: _____

Is your contribution a Memorial?

In memory of: _____

Please send acknowledgement to: _____

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Dempsie B. Morrison Scholarship Fund, Inc.

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Publicity:	Randall Haynes / Hans Faulhaber
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The Memphis PerSPECTive
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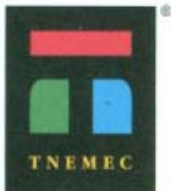
Anne Roeper, CSI, CCPR
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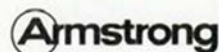
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Michelle F. Ashbery, CDT, LEED AP
 Architectural and Contract
 Sales Manager

voice: 877.276.7876
 Option 8, Ext. 8167
 office: 901.854.5077
 fax: 901.854.6649
mfashbery@armstrong.com
armstrong.com/ceilings
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Armstrong World Industries, Inc.
 P.O. Box 3001, Lancaster, PA 17604



Kent Kile, CSI, CCPR
 Architectural Manager
 TN / AR / So. MO
 South Architectural Team Leader
kkile@ppg.com

PPG Architectural Coatings, Inc.
 501 Lafayette Street
 Nashville, TN 37203 USA
 Cell: 615.347.4572
www.ppgpaints.com
www.ppgideascapescapes.com

