

THE QUARTERLY

SUMMER 2016

A PUBLICATION OF THE WALL AND CEILING ALLIANCE



WACA

Golf Tournament

PAGE 24

2016 Construction Excellence Awards Winners

PAGE 8



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EXPANDING TO BETTER SERVE



Having a good information source and strong professional skills are essential to doing a job well. This can be a challenge for those who don't have the necessary resources to advance their knowledge base. WACA wants to help make sure its members have the information and resources available for growth.



Frank E. Nunes
Executive Director

To that end, WACA announced the acquisition of a second building earlier this year for our membership. WACA members will benefit first hand from this expansion with the additional space for added member services. The new building is conveniently located next to our current WACA administration office building.

WACA's administrative office building housed activities for both WACA and its technical branch, the Wall and Ceiling Bureau (WCB). The use of this administrative building had increased over the last couple of years as WACA conducted its regular work while hosting multiple events and meetings. When WACA became aware the neighboring building was for sale, the association moved quickly on this investment for the future. After the purchase of this second building, it has taken six months to do a full interior remodel and furnishing to Class A standards.

The second building will serve as the official extended learning facility for WACA, WCB and our construction partners. The building will allow WACA to provide more education and seminars on topics like technical updates, job safety, new construction technology such as the latest estimating software, and good business practices such as harassment prevention and administrative training. It will be dedicated to assisting contractors, building officials, architects, spec writers and

other practitioners in our industry. This facility will also be available to our associates for meetings and presentations on products and service updates. Large scale training and research, including a mock-up water leak testing chamber, is expected to be offered in the future at the new facility.

The new building is about 6,000 square feet and has 20 parking spaces to accommodate visitors. It contains a 14-person conference room, a 50+ person classroom, a technical library, two guest offices, bathrooms and a small professional catering kitchen. Both meeting areas feature large screen monitors for visual displays for classes and meetings. Wi-Fi access is available for visitors. The offices for the WCB team, Technical Director Ben Duterte and Technical Advisor Mike Nonn, were re-located to the new building to better accommodate and consolidate growing technical projects with membership and industry.

The building is available for member and partner use. For scheduling purposes, one month's advance notice is requested. Please call Maria Carlomagno at (925) 600-0475 or email maria@wallandceiling.org to make reservations.

We are proud of this new facility. I invite anyone that is in the neighborhood to stop by and take a tour of our new building. Looking forward to your visit!



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TABLE OF CONTENTS



THE QUARTERLY

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The Wall And Ceiling Alliance (WACA) is a wall and ceiling trade association that promotes and advocates for the welfare of its members and industry. We support our community by providing vital resources through educational forums, technical assistance, government advocacy, labor relations, industry promotion and unified representation.

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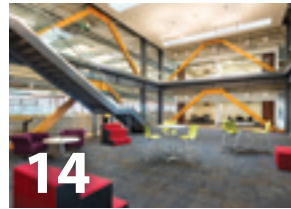
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On the cover:
California Drywall,
Delta Americas Project,
2016 CEA Green Building Winner

FEATURES



8
2016 Construction
Excellence Awards



14
2016 CEA
Project Winners

EXTRAS

WACA Holiday Party	7
WACA Golf Tournament	24
How to Maintain High-Touch Relationships in High-Tech Times	26

DEPARTMENTS

A Message from the Executive Director	3
WACA Board of Directors	3
Legislative Report	6
The Technical Corner	20
Safety Update	22
Calendar of Events	28
Stay in the Know	28
Welcome New Members	29
WACA Members	30

Thank You to Our Advertisers!

CEMCO.....	13
www.cemcosteel.com	
CWallA.....	2,32
www.cwalla.com	
JHS CPAs LLC	29
www.jhs.com	
Plastic Components	29
www.plasticcomponents.com	
Plexxis Software.....	5
www.plexxis.com	
LiUNA/NCDCL	7
www.ncdclaborers.org	
SCAFCO Steel Stud Company.....	25, 31
www.scafco.com	
Wright Bros. Supply	29
www.wrightbrossupply.com	

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WINNER: TOP Products for Commercial Construction 2016

WINNER: TOP 50 Tech Companies in Construction 2016

WINNER: TOP 50 Tech Companies in Construction 2015



Assembly Bill 1793 (Holden) Update

by Eddie Bernacchi, Politico Group
June 29, 2016



Currently, under the Contractors State Licensing Law (CSLL), an individual, corporation or public agency construction project owner that utilizes a contractor and later discovers the contractor to be unlicensed at any time during the project (even just one day) must seek recovery from and disgorge the contractor for the cost of all construction-related work performed by the contractor on the project.

Assembly Bill 1793 attempted to strike a fair and thoughtful balance between upholding high consumer protection within the construction industry while not unfairly punishing contractors who may have an inadvertent licensing lapse due to clerical or technical errors. The bill amended existing law to ensure properly licensed and law-abiding construction firms are not placed at fatal monetary risk. This protection was created by limiting the recovery time and disgorgement amount to monies paid to the contractor for work performed while the contractor was not properly licensed. Nothing in the measure allowed unlicensed contractors to seek or retain any monies paid to them for the performance of a construction contract while they were not duly licensed.

The bill moved through both houses and committees on consent. In late June, when AB 1793 was sent to the Senate Judiciary Committee for hearing, the chair, Sen. Jackson, raised two concerns and provided the following suggestions:

1. **Segmentation provisions** — Sen. Jackson suggested eliminating the segmentation provisions between the licensed period and the unlicensed period. The senator was concerned that this may open the door for unlicensed contractors to conduct business before being properly licensed. This is untrue as BPC 7028 provides that it is a misdemeanor to contract without a license.
2. **Liberalize the doctrine of substantial compliance** — Sen. Jackson wanted to give the court more discretion to make the judgment and figure out equity. In an effort to keep the bill moving, on behalf of the industry, we met with Sen. Jack-

son and her staff to find a resolution. Sen. Jackson was sympathetic regarding the problem in the law, but was adamant the better remedy would be some amount of latitude for the courts to decide a case on the facts in the event of a paperwork or technical error. We asked if they would allow the bill to continue to move if we amended the measure to remove the segmentation provision and limit the bill to solely allow for some judicial discretion in a narrow circumstance of a technical error.

Due to our efforts, the committee chair accepted our proposal, and the bill moved out

of committee on June 28. We were pleased our political actions brought about the legislative progress we wanted on behalf of the wall and ceiling industry.

Next up — Our change order reform measure, Assembly Bill 626. This measure moved out of policy committee also as of June 28. It went to the Appropriations Committee and was expected to be heard the first week of August. The bill puts a fair and responsible process in place that requires agencies to respond to a contractor's claim for "extra work" timely, and provides a path for expedited settlement of disputed claims.



LiUNA! BUILDS PARTNERSHIPS

The Laborers' Union knows that its members' success goes hand-in-hand with the contractor and provides the resources to foster mutual success. No matter what the issue is, the Laborers are here to help.

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- Market research and analysis
- Training and apprenticeship
- OSHA and regulatory assistance
- Workers' Comp / ADR programs

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Find your next project, perform it safely, complete it on time and under budget with the Laborers.



The Laborers-Employers Cooperation and Education Trust Southwest is a partnership between the Laborers International Union of North America (LIUNA) and their signatory contractors to secure projects and jobs, increase market share, and advance market-related interests throughout the states of Arizona, California and New Mexico. Learn more @ www.lecetsw.org



Wall And Ceiling Alliance *Holiday Party*

Save the date for the most anticipated event of the year!

Saturday, December 10, 2016

6:30 p.m. – Cocktail Reception in Ballroom

7:30 p.m. – Dinner and Dancing in Ballroom

The Fairmont Hotel

950 Mason Street
San Francisco, CA 94108

Price: \$150 per person

Sponsorship opportunities available

Formal invitation to follow

Fairmont Hotel special room rate of \$309 per night. Call the Fairmont to book your room at (415) 772-5000, and ask for the Wall And Ceiling Alliance rate. Limited rooms available, rooms will sell out!





2016 CONSTRUCTION EXCELLENCE AWARDS

On June 9, WACA hosted the 2016 Construction Excellence Awards (CEA) Show at the Fairmont Hotel San Jose. One of the biggest award events in Northern California's wall and ceiling industry, the Construction Excellence Awards recognize outstanding union contractors whose craftsmanship upholds the highest industry standards.

Top wall and ceiling projects in Northern California were highlighted at the dinner show, with videos of project winners presented to showcase the exceptional wall and ceiling work. In the videos, representatives of the winning contractors provided detailed information about the jobs, including the vast work involved, challenges that were overcome and skills required to complete these extraordinary projects. Sixteen crystal awards were presented, including four Project of the Year awards.

A great deal of careful review and in-person inspection went into selecting the winning projects. Professional consultants and field experts Jim Johnson and Jason Fell, each with 30 years of experience in the wall and ceiling industry, participated in the selection process. To ensure a thorough review, the judges examined projects in person and extensively for the degree of quality.

Michael Ricalde II, STSC, project manager at KHS&S Contractors, commented in regard to his company's CEA wins for both Project of the Year – Interior Over \$500,000 and Historical Restoration Interior. "(The San Francisco) War Memorial is a project that displays some of the specialty finishes we perform in our line of work," Ricalde said. "We appreciate being recognized with two awards for the craftsmanship associated with War Memorial's historical restoration. WCB and WACA are recognized voices in our field. Therefore, we consider it an honor to be acknowledged by these associations."

John Coburn, president of GC Products, Inc., supplier for the Samsung semiconductor project which won the CEA for Ceilings, commented as well regarding his company's award. "We are proud to be recognized by WACA for our custom architectural GFRG [glass fiber-reinforced gypsum]. We enjoy working with customers like PCI and appreciate the support from WACA and its members."

Great Western Building Materials, Foundation Building Materials, GC Products, Inc., L&W Supply dba Calply, SCAFCO Steel Stud Company and Westside Building Material Corp. also received CEAs for their role as suppliers for these winning projects.

Event photos and project videos are available for viewing at: www.wallandceilingalliance.org.





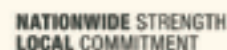
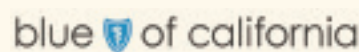
THANK YOU SPONSORS!

WACA would like to acknowledge and thank the CEA sponsors for their contributions in support of our event and industry.

PLATINUM



GOLD



SILVER

- Drywall Lathers Local 68L
- Foundation Building Materials
- Hilti, Inc.
- Plasterers Local 300
- Plasterers Local 66

BRONZE

- BeneSys
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- Northern California Glass Management Association
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2016

CONSTRUCTION EXCELLENCE AWARDS





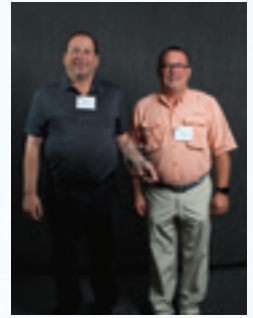
RESIDENTIAL INTERIOR
Daley's Drywall & Taping, Inc.
 Avalon Hayes Valley Apartments
 (left photo) Jaime Villalobos, Foreman &
 Georgie Burdick, Project Manager
 (right photo) Jorge Morales, Foreman &
 Georgie Burdick, Project Manager



RESIDENTIAL EXTERIOR
O'Donnell
Plastering, Inc.
 UC Santa Cruz Infill
 Apartment Renovations
 Rob Fischer, Project Manager
 & Chet O'Donnell, CEO



COMMERCIAL INTERIOR
California Drywall Co.
 Marcato Capital
 Management, LP
 Mike Boyd, Project Manager



COMMERCIAL EXTERIOR
Raymond-Northern
California, Inc.
 Facebook West Campus
 Paul Gutierrez,
 Plastering Superintendent &
 Jerry Wilhite, Project Manager



RETAIL INTERIOR
Swinerton Builders
 Tiffany & Co. Renovation
 Derek Wilhite, Taper Superintendent, Brent Christensen,
 Operations Manager & Terry Buecher, Senior Project Manager



RETAIL EXTERIOR
Raymond-Northern
California, Inc.
 Macy's Broadway Plaza
 Tim Stiller, Vice President &
 Jon Nichols,
 Project Superintendent



INSTITUTIONAL INTERIOR
Anning-Johnson
Company
 Berkeley Art Museum &
 Pacific Film Archive
 Jonathan Parenthi,
 Project Director



INSTITUTIONAL EXTERIOR
California
Drywall Co.
 Central Middle School
 Annabella Piñon, Project
 Manager & Bruce Armstrong,
 Plastering Superintendent



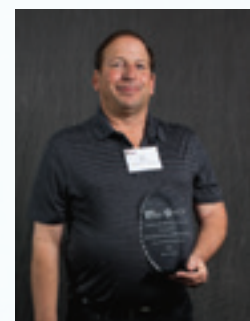
HISTORICAL
RESTORATION INTERIOR
KHS&S Contractors
 San Francisco War Memorial
 Veterans Building
 Michael Ricalde II, STSC,
 Project Manager



GREEN BUILDING
California Drywall Co.
 Delta Americas
 Mike Gutierrez,
 Director of Estimating



CEILINGS
Performance Contracting, Inc.
 Samsung Semiconductor
 Andrea Davis, Project Manager &
 Andy Davis, Estimator



EIFS
Raymond-Northern
California, Inc.
 Macy's Broadway Plaza
 Paul Gutierrez,
 Plastering Superintendent

2016 CEA RECIPIENTS



PROJECT OF THE YEAR INTERIOR UNDER 500K **Ironwood Commercial Builders, Inc.**

Angel Island State Park
Immigration Station Hospital
Francisco Valencia, Superintendent,
Nancy Brinkerhoff, President & CEO &
Mike Wilkinson, Project Manager



PROJECT OF THE YEAR INTERIOR OVER 500K **KHS&S Contractors**

San Francisco War Memorial
Veterans Building
Michael Ricalde II, STSC,
Project Manager



PROJECT OF THE YEAR EXTERIOR UNDER 500K **Boyett Construction, Inc.**

Super Micro Computer, Inc.
Jim Roberts, COO; Tony Flores, Project
Manager; Ron Cope, Estimator; Tony
Tannehill, Project Manager & Gary
Coakley, Construction Manager



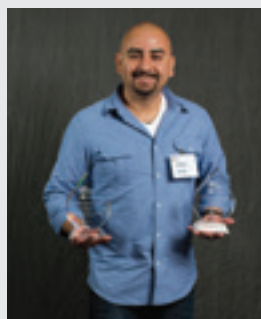
PROJECT OF THE YEAR EXTERIOR OVER 500K **Raymond-Northern California, Inc.**

Facebook West Campus
Jerry Wilhite, Project Manager

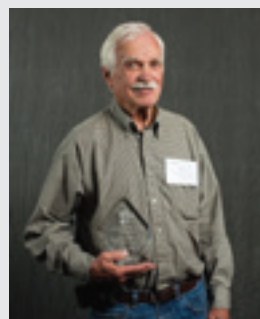
OUTSTANDING SUPPLIERS



**L&W Supply
dba Calply**
John Gudino, Sales Manager



**Foundation Building
Materials & Great
Western Building
Materials**
Hector Solorio, Sales



**Westside Building
Material Corp.**
Dan Kuerbis, Inside Sales



GC Products, Inc.
John Coburn, President
& Michael Coburn, Vice
President



**AMS dba Allied
Building Products**



**SCAFCO Steel Stud
Company**



093X



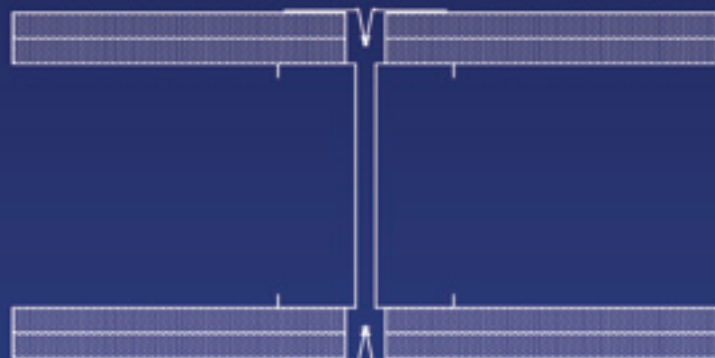
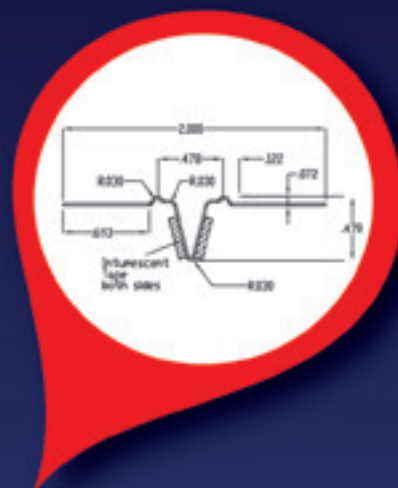
Fire Rated Control Joint Patent # 8671632

SINGLE STEP APPLICATION

- NO DRYWALL RIPS REQUIRED
- NO SEALANT REQUIRED
- NO MINERAL WOOL REQUIRED

CEMCO's FAS-093X

(Fire Rated Control Joint) is a composite control joint with intumescent tape factory applied to the back side of the control joint. The FAS-093X has been tested according to UL-2079 "Test For Fire Resistance of Building Joint Systems" and is used to relieve stresses of expansion and contraction of drywall interior partitions or ceilings running in a horizontal or vertical direction. The opening is protected by an orange plastic tape to indicate the fire rating this tape is removed after joint compound has been applied and the finish is completed. The section is fabricated from hot-dipped galvanized steel complying with ASTM A653, and ASTM A1003 Grade 33 Type H for 33 Ksi yield strength steel 13 mil thickness.



WW-D-0172

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Northern California Manufacturing Facility

1001-A Pittsburg Antioch Hwy
Pittsburg, CA 94565

Phone: 925.473.9340
Fax: 925.473.9341

Denver Colorado Manufacturing Facility

490 Osage Street
Denver, CO 80204

Phone: 303.572.3626
Fax: 303.572.3627

Ft. Worth Texas Manufacturing Facility

8600 Will Rogers Blvd
Ft. Worth, TX 76140

Phone: 817.568.1525
Fax: 817.568.2759



Steel Framing and Metal Lath

//////// 2016 CEA PROJECT WINNERS //////////

RESIDENTIAL INTERIOR • DALEY'S DRYWALL & TAPING INC. AVALON HAYES VALLEY APARTMENTS



LOCATION: SAN FRANCISCO

SUPPLIER: L&W SUPPLY DBA CALPLY

GENERAL CONTRACTOR: AVALONBAY COMMUNITIES

ARCHITECT: PYATOK

The project consisted of a 182-apartment complex in the trendy Hayes Valley area, housing a mix of flats and townhouses with retail space on the first floor. The architectural design geared the complex toward both housing and commercial

lifestyle. The word "amenities" is essential when describing the complex, with grand lobbies, bi-cycle storage, dog washing areas and barbecue pits. The entire project received a level 4 smooth finish, which required a prep coat to achieve a flawless look. The final product was a beautiful building in a beautiful neighborhood.



RETAIL EXTERIOR • O'DONNELL PLASTERING, INC. UNIVERSITY OF CALIFORNIA, SANTA CRUZ INFILL APARTMENT RENOVATIONS



LOCATION: SANTA CRUZ

SUPPLIER: AMS DBA ALLIED BUILDING, L&W
SUPPLY DBA CALPLY

GENERAL CONTRACTOR: BLACH CONSTRUCTION

ARCHITECT: PYATOK

The project was a remodel of a full exterior replacement. At the peak of construction, 28 lathers, two gun crews, a finish crew and two cleanup crews worked on the project. Access to each building was limited because the scaffolding

had to be completely enclosed in tenting. The lathing system consisted of hand-furred, 17-gauge wire over Hydrotech's waterproofing. A BMI 690 plaster base was applied for the scratch and brown coats, and finished with a medium dash stucco finish. The university was very pleased with the workmanship of the project.



COMMERCIAL INTERIOR • CALIFORNIA DRYWALL CO. MARCATO CAPITAL MANAGEMENT, LP



LOCATION: SAN FRANCISCO

SUPPLIER: GREAT WESTERN BUILDING MATERIALS,
FOUNDATION BUILDING MATERIALS

GENERAL CONTRACTOR: SKYLINE CONSTRUCTION

ARCHITECT: TIM MURPHY DESIGN ASSOCIATES

The project was a 22,000 square feet, single-story office space in a high-rise Embarcadero building. A considerable amount of level 5 finish was used both for the walls and ceilings. There were hard-lid ceilings throughout the

common spaces, conference rooms and café. Adding complexity to the project were multiple levels, taped-in slot lights and soffits, including a multirelieff feature wall with rectangles of varying height, width and depth constructed from metal studs and drywall. The result was a very modern office space with a great deal of light coming in through the windows and the clean look envisioned by the architect.



COMMERCIAL EXTERIOR • RAYMOND-NORTHERN CALIFORNIA, INC. FACEBOOK WEST CAMPUS



LOCATION: MENLO PARK
SUPPLIER: L&W SUPPLY DBA CALPLY
GENERAL CONTRACTOR: LEVEL 10
CONSTRUCTION
ARCHITECT: GEHRY PARTNERS, LLP

One of the most unique qualities of this project is the living roof, considered one of the largest on the West Coast. Because of the weight of the landscaping, the plants and all the materials combined, Raymond needed to build in a lot of seismic movement ability. The building required approximately 10,000 square yards of lath, brown,

scratch and finish, with a sandblast super white finish. A hydraulic stud-cutting machine was used for the studs. This innovative machine increased cut accuracy and reduced production time by 50 percent, ultimately saving the owner considerable time and money. The team performed at an accelerated pace while maintaining effective job safety. Raymond ensured consistent coordination between all trades in order to achieve the best quality work for this global company.



RETAIL INTERIOR • SWINERTON BUILDERS TIFFANY & CO. RENOVATION



LOCATION: SAN FRANCISCO
SUPPLIER: GREAT WESTERN BUILDING MATERIALS
GENERAL CONTRACTOR: DICKINSON
CAMERON CONSTRUCTION
ARCHITECT: MBH ARCHITECTS

This project was a renovation of the existing Tiffany & Co. store located in downtown San Francisco. One of the biggest challenges was completing the project while the store remained open. A complete remodel of three floors included interior walls, ceilings and a new façade. The scope of work included metal framing, drywall, insulation and firestopping.

A few unique characteristics of this project were the intricate soffits with light coves, and both radius and elliptical soffits. All the soffits incorporated GFRG (glass fiber-reinforced gypsum), which blended well with the level 5 finishes throughout the remodel. The craftsmanship of the final finishes met the client's expectations. The detailed work emphasizes what the wall and ceiling industry strives for.



RETAIL EXTERIOR • RAYMOND-NORTHERN CALIFORNIA, INC. MACY'S BROADWAY PLAZA



LOCATION: WALNUT CREEK
SUPPLIER: L&W SUPPLY DBA CALPLY,
FOUNDATION BUILDING MATERIALS
GENERAL CONTRACTOR: SWINERTON BUILDERS
ARCHITECT: KA, INC.

This core and shell retail expansion and renovation consisted of a two-story, 60,000-square-foot project located at the popular Broadway Plaza Shopping Center in the heart of downtown Walnut Creek. The store remained open during construction, so it was necessary for the crew to work swing shifts. Raymond's scope of work included metal framing, sheathing and exterior

insulation finishing system (EIFS). The project included a complete EIFS renovation of the existing façades as well as new EIFS applications at all new construction expansion areas. The exterior walls were finished using a cantilevered scaffold system, all while ensuring complete containment of any material drop-off or debris. Raymond achieved this containment by following its company standard practices of detailed coordination. Due to the team's hard work and cross-checking with all trades during the construction process, Raymond was able to deliver high design elements and craftsmanship on schedule.



INSTITUTIONAL INTERIOR • ANNING-JOHNSON COMPANY BERKELEY ART MUSEUM AND PACIFIC FILM ARCHIVE



Rendering courtesy of University of California Regents

LOCATION: BERKELEY

SUPPLIER: WESTSIDE BUILDING MATERIAL CORP.

GENERAL CONTRACTOR: PLANT
CONSTRUCTION COMPANY

ARCHITECT: DILLER SCOFIDIO + RENFRO

The project consisted of a new 83,000-square-foot building, which includes galleries, a theater, library, gift store, large café, event space and administrative offices for the University of California at Berkeley. The museum had numerous complex angles and radius work, with mostly a level 5 finish throughout. Perforated gypsum board was installed in the theater and the café

was filled with reveals. To overcome the design challenges, the services of the BIM (building information modeling) department were enlisted to provide section cuts and details. Anning-Johnson performed all exterior and interior framing, drywall, GFRG shapes, perforated gypsum board, sound isolation systems and plaster systems. The work speaks for itself, visually and physically demonstrating it is not a typical construction project.



INSTITUTIONAL EXTERIOR • CALIFORNIA DRYWALL CO. CENTRAL MIDDLE SCHOOL



LOCATION: SAN CARLOS

SUPPLIER: L&W SUPPLY DBA CALPLY

GENERAL CONTRACTOR: BLACH CONSTRUCTION

ARCHITECT: QUATTROCCHI KWOK ARCHITECTS

The project was a new two-story, 44,000-square-foot classroom for grades 5-8 and a remodel of the existing Central Middle School into a 4-5 Bridge School. California Drywall installed the stucco exterior. A three-coat plaster system was used with a smooth acrylic finish. California Drywall

was able to bid on the building envelope, providing a better system for the project. The construction and scheduling proceeded without any unforeseen challenges. The new and remodeled structures will facilitate a stronger, collaborative focus on the arts and science with its shared breakout spaces and operable partitions that create learning suites for the students.



HISTORICAL RESTORATION INTERIOR • KHS&S CONTRACTORS SAN FRANCISCO WAR MEMORIAL VETERANS BUILDING

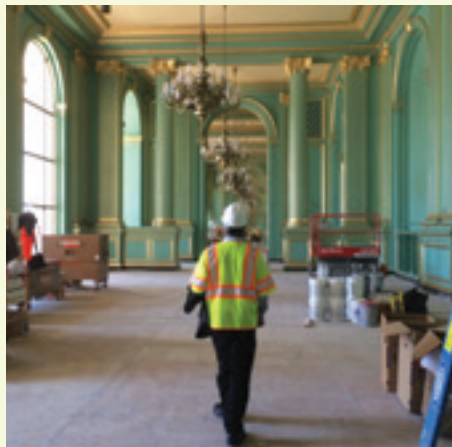


Photo courtesy of Chloe Veltman/KQED

LOCATION: SAN FRANCISCO

SUPPLIER: FOUNDATION BUILDING MATERIALS,
GREAT WESTERN BUILDING MATERIALS, L&W
SUPPLY DBA CALPLY

GENERAL CONTRACTOR: CHARLES PANKOW
BUILDERS, LTD.

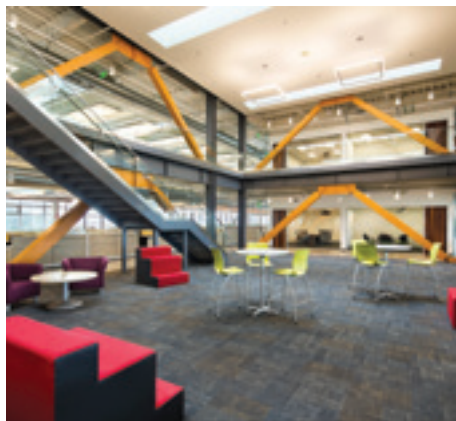
ARCHITECT: ANDREW J. MALONEY

For this project, KHS&S performed the interior remodel and seismic retrofit. Some of the special characteristics concerned the Herbst Theatre, Green Room and War Memorial Hall. The interior finishes were a level 5 gypsum plaster with ornamental plaster replacing the cornice work at the head of the halls. Initially, the architectural plans

called for a certain amount of demolition to integrate the HVAC (heating, ventilation and air conditioning) systems and retrofit. As the project went on, it was discovered that significantly more demolition work would be required than originally projected. Thanks to the support of the field managers and the experienced plasterers, KHS&S was able to restore the war memorial back to its original glory. This project also had special meaning to the project manager due to the military background of his mother and father.



GREEN BUILDING • CALIFORNIA DRYWALL CO. DELTA AMERICAS



LOCATION: FREMONT

SUPPLIER: L&W SUPPLY DBA CALPLY,
SCAFCO STEEL STUD COMPANY

GENERAL CONTRACTOR: VANCE
BROWN BUILDERS

ARCHITECT: KORTH SUNSERI HAGEY ARCHITECTS

Delta Americas is a net-zero, LEED Platinum headquarters for Delta's North American operations. The project involved ground-up construction for a warehouse and office space. The net-zero and LEED Platinum qualities were important for this project because the company is a

leader in green technologies. Delta used in-house products to achieve this highly accomplished level of certification. A great deal of planning and preconstruction assessment went into this project. California Drywall's biggest challenge centered on ensuring the owners, architects, engineers and subcontractors continually and effectively communicated with each other during all phases of construction. The completed work showcases a virtually comprehensive display of green building applications.



CEILINGS • PERFORMANCE CONTRACTING, INC. (PCI) SAMSUNG SEMICONDUCTOR



LOCATION: SAN JOSE

SUPPLIER: GC PRODUCTS, INC.

GENERAL CONTRACTOR: WEBCOR BUILDERS

ARCHITECT: NBBJ

This project serves as the U.S. headquarters for Samsung Electronics. Noteworthy challenges arose in constructing the cafeteria and the auditorium. Multiple skylights in the cafeteria tied into serpentine soffits, and in the auditorium, recessed soffits with indirect

lighting surrounded a multifaceted ceiling. PCI gives special accolades to both teams on this project, the drywall division and the acoustical division. The project manager noted that Samsung headquarters was one of the most architecturally unique and diverse project he had ever worked on in his more than 30 years in the trades.



EIFS • RAYMOND-NORTHERN CALIFORNIA, INC. MACY'S BROADWAY PLAZA



LOCATION: WALNUT CREEK

SUPPLIER: L&W SUPPLY DBA CALPLY,
FOUNDATION BUILDING MATERIALS

GENERAL CONTRACTOR: SWINERTON BUILDERS

ARCHITECT: KA, INC.

A small team of carpenters, framers and plasterers worked on this job. The project required direct-applied MD system by Dryvit for

90-foot panels. The project also required 4.5-inch foam, backstop DMS, Primus, Sandblast Texture Multicolored and the foam shape of a corrugated panel. The project emphasized new technology systems, dual water barriers, and multiple colors and textures. The old building façade, which was very dated, is now modern with a very clean look and feel to the new structure.



PROJECT OF THE YEAR – INTERIOR UNDER \$500,000

IRONWOOD COMMERCIAL BUILDERS, INC. • ANGEL ISLAND STATE PARK IMMIGRATION STATION HOSPITAL



Photos courtesy of Angel Island Immigration Station Foundation

LOCATION: ANGEL ISLAND STATE PARK

SUPPLIER: WESTSIDE BUILDING MATERIAL CORP.

GENERAL CONTRACTOR: THOMPSON BUILDERS CORPORATION

ARCHITECT: GARAVAGLIA ARCHITECTURE, INC.

The project restored the interior gypsum plaster system to the original conditions as first constructed in the early 1900s. Ironwood Commercial Builders, Inc. (ICBI) replaced the interior lath and plaster ceilings and walls on the first and second floors of this historic landmark. Metal lath was used to support the USG Structo-Base® gypsum plaster with a Diamond® veneer finish on the

interior of the second floor multiuse room, along with hallways, elevator vestibules and multiple exhibits throughout the hospital. This project was a unique construction site because it was located on an island; all the equipment, materials, vehicles and personnel had to be transported daily via ship to and from the island. ICBI is proud to be a part of such restorations to preserve these landmarks for generations to come.



PROJECT OF THE YEAR – INTERIOR OVER \$500,000

KHS&S CONTRACTORS • SAN FRANCISCO WAR MEMORIAL VETERANS BUILDING

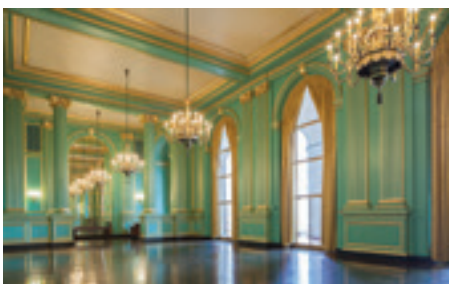


Photo courtesy of Simpson Gumpertz & Heger Structural and Building Enclosure Engineer



Photo courtesy of Brian Wong Photography

LOCATION: SAN FRANCISCO

SUPPLIER: FOUNDATION BUILDING MATERIALS, GREAT WESTERN BUILDING MATERIALS, L&W SUPPLY DBA CALPLY

GENERAL CONTRACTOR: CHARLES PANKOW BUILDERS, LTD.

ARCHITECT: ANDREW J. MALONEY

The San Francisco War Memorial Veterans Building was originally constructed in 1932, with KHS&S playing a pivotal role in the current seismic upgrade and tenant improvement of the building. The scope of work included framing, drywall, taping, fireproofing, insulation, plaster and ornamental plaster restoration. Walls and ceilings were strategically demolished throughout the building to install seismic, and mechanical, electrical and plumbing upgrades. Demolition also included a large

amount of plaster crown molding that was replaced with both run-in-place and precast techniques. The toughest challenge was the undercalculated demolition, which exceeded the original contract plans and skyrocketed the requests for information (RFIs) and the architect's supplemental instructions (ASIs). The Veterans Building now reflects every skilled trade KHS&S specializes in. This building was an artisan project that, as the project manager stated, had a lot of heart put into it, which can be experienced upon visiting the newly restored war memorial building.



PROJECT OF THE YEAR – EXTERIOR UNDER \$500,000

BOYETT CONSTRUCTION • SUPER MICRO COMPUTER, INC.



LOCATION: SAN JOSE

SUPPLIER: FOUNDATION BUILDING MATERIALS

GENERAL CONTRACTOR: SAN JOSE
CONSTRUCTION CO., INC.

ARCHITECT: HPC ARCHITECTURE, INC.

Boyett Construction's Super Micro project — a large tech building in San Jose — consisted of an unparalleled feature, the giant radius at the entry of the building. Reaching 40 feet high, the 80-foot radius entry soffit extends 12 feet above the roof and 4 feet below, and carries the large half-round ceiling below. The process was lath trims over dens glass, followed by a three-coat plaster system with an acrylic finish. The ceiling in size alone is

impressive with 24-foot spans, combined with the soffit and four 34-foot entry columns that lead visitors along the expansive wall of glass. Extending from the floor to 34 feet high, the walls tower above the reception area. The open entry with views of the radius wall draws visitors into the building interior. During the day and particularly at night when the campus is fully illuminated, the sheer grandeur of this new structure is visible from the nearby Highway 880.



PROJECT OF THE YEAR – EXTERIOR OVER \$500,000

RAYMOND-NORTHERN CALIFORNIA, INC. • FACEBOOK WEST CAMPUS



Photo courtesy of Joel B. Sanders Agency



LOCATION: MENLO PARK

SUPPLIER: L&W SUPPLY DBA CALPLY

GENERAL CONTRACTOR:
LEVEL 10 CONSTRUCTION

ARCHITECT: GEHRY PARTNERS, LLP

Raymond's scope of work on the project included framing, self-adhered sheet membrane, plaster and exterior drywall and sheathing. This construction project was treated as two separate projects to offset schedule logistics. It included two distinct teams for framing, sheathing, lathing and plaster. The building was unusual for being designed at angles to the column lines, making a traditional layout impossible. To achieve this design, the total station layout method was incorporated with CAD (computer-aided drafting)-generated

layout points. This approach permitted increased coordination with other trades during the preconstruction phase to make sure all systems aligned with each other during construction. Boasting the largest open floor building plan in the world at 433,555 square feet, this project was envisioned as one giant room to house thousands of people and facilitate close collaboration. This West Campus offers approximately 22 acres of office space, parking structure, cafés, hundreds of trees and a roof deck garden. The team performed at an accelerated rate while maintaining effective job safety standards and effective coordination between all trades, and ensuring the best quality work.





Work Smarter, **Not Harder**

Improve Production and Profitability by Reducing “Steps” and “Touches”

by Don Pilz, Research and Development Manager, CEMCO

Now in summer 2016, construction is back and, in some areas, even booming. During the leaner times of the past 10 years, the contractors that made it through learned how to survive by taking efficiency to a whole new level. However, most of that efficiency comes from improving how information is transferred through software and electronics.



In 2006, BIM (building information modeling) was rarely used by contractors, but in 2016, it is almost a requirement for most large projects. In 2006, cell phones were primarily used to make phone calls, yet today they can be used as personal computers and can hold all the documents, photos and correspondence for your entire project. While management tools are great for a foreman or project manager, what innovations or improvements to efficiency have been developed for the benefit of the mechanic that labors in the field?

Reduce the Number of “Steps” and “Touches”

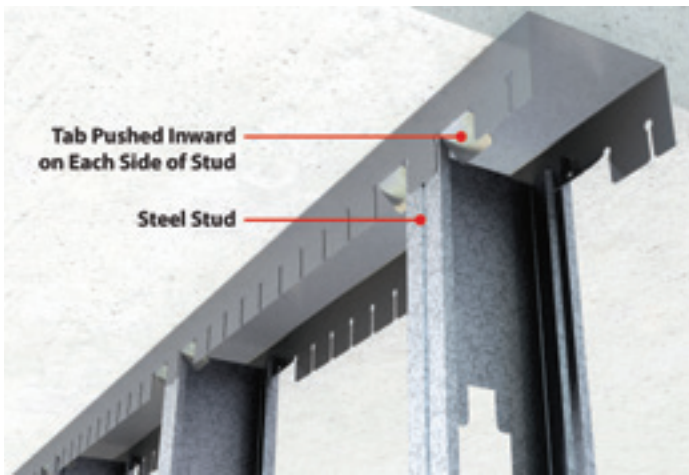
Steps are counted as each part of the installation — or physical steps — taken to complete a task. Touches are counted every time the worker needs to touch a product or tool in order to complete a task. The fewer touches or steps, the more efficient the production.

Take something as simple as framing a metal stud wall, and count the steps or touches. Steps are enumerated, and touches are tallied in parenthesis below:

- **Step 1:** Use a powder-actuated nail gun to fasten the top track to the overhead structure (1); likewise, fasten bottom track to the floor (2).
- **Step 2:** Pull out a tape measure (3); pull out a marker to transfer the stud layout and mark the bottom track leg (4); use a laser or plumb bob to transfer the stud layout from the bottom track to the top track (5); use a tape measure and marker to mark the stud layout on the track leg on the top track (6).
- **Step 3:** Measure the studs to fit into the wall with the proper deflection (7); cut studs (8); install studs into the track (9).
- **Step 4:** Clamp studs to the track (10); install framing screws (four screws per stud) (11-14).

Total touches required for this application equals 14.

That's basic metal stud framing 101. But if you are looking to reduce touches, how can you do it? If you are going to seriously look for ways to reduce touches, you need to get out of the mindset of “that's how it's always been done.” Contractors that stay in that mindset are typically still using plumb



CEMCO's TAB Track is a labor-saving, screwless framing system.



CEMCO's HOTROD Type-X is a compressible firestopping foam that seals off uneven concrete slabs.

bobs and noncollated screw/nail guns and being outbid by contractors that stay current with technology and that are searching out products that provide efficiency and limit liability.

One such product that will greatly increase productivity in metal stud framing is CEMCO's TAB Track. TAB Track is a screwless metal stud framing system that does not require the use of a screw gun, does not require any framing screws, and does not require the use of clamps or a tape measure for layout. It locks the studs into layout, provides vertical deflection and prohibits lateral movement. This simple framing system reduces over half of the traditional touches and steps required to frame a wall.

Do Your Research

Understand the function and required performance of what you are building and then research products that will get you there in the most efficient manner.

Contractors that stay "old school" or narrow-minded in their thinking will try to force old building methods into projects that have higher performance requirements. This will obviously lead to inefficiency, frustration and a loss of profit.

One example where product innovation can improve performance centers on the pursuit of ever-increasing sound transmission class (STC) ratings. Due to the trend toward urbanization and concentrated residential development, STC ratings on sound-rated partitions continue to push higher and higher. Using standard drywall may not provide the designated STC rating for the project.

To meet this new need for better sound performance, several drywall manufacturers are offering sound-dampening drywall. One layer of a sound-dampening sheet of drywall will often provide a higher STC rating than two layers of a traditional sheet of drywall.

Greater performance requirements have also been placed upon fire and acoustic sealants. It should be noted that the STC and smoke ratings can be compromised by subpar sealant performance at the perimeter joint. Consider that most interior sealant manufacturers only provide between a one- to three-year performance warranty. This limited warranty could be disastrous for contractors that are typically required to provide a much longer warranty as part of their contract.

When installing perimeter sealant for fire or sound protection, the following steps are required. First, clean out the joint, removing all dirt and

drywall dust to ensure proper adhesion to the edge of the drywall. Next, install backer rod or bond breaker tape to the back of the joint as required to prevent three-sided adhesion. Finally, tool in the sealant flush with the drywall.

This "old school" installation has not changed in more than 30 years. However, in 2016, contractors now have several alternate options for building joints. Several manufacturers are able to offer various solutions that reduce steps and touches with intumescent firestopping products. Interior building joints that do not require sealant are not subject to remedial or maintenance work caused by shrinking or separating sealant. Maybe more importantly, they are not limited by short-term warranties.

Avoid Budget Increase with Proper Designs

Architectural features are often detailed into the project drawings by the architect, yet constructing the architectural feature while remaining within compliance with the International Building Code (IBC) and/or fire ratings is left up to the contractor.

Many times, the fire rating requirement will greatly increase the cost of construction if not properly designed. Contractors that strive to work smarter and not harder will take the time in preconstruction to search out product options that will comply with building codes and provide the architectural feature desired by the owner. It's not uncommon for architects to note a product or a feature in a building and, as a result, design that same feature in their building. They may not know the name of the product, but will likely assume it's readily available because they saw it in another building. Thus the contractor that stays current with the latest innovations will have an advantage when new products and systems show up in plans.

Use your local manufacturer sales representative to fill you in on the latest product offerings. Oftentimes, manufacturers have already developed products that the architect has called out, and a little research by the builder can go a long way.

After 25 years in the construction industry as a foreman and building consultant, Don Pilz is now the research and development manager for CEMCO, assisting consultants, architects and contractors with interior and exterior performance detailing. He can be reached at (626) 506-3881 or dpilz@cemcosteel.com.

This article is a reprint from the June edition of Walls & Ceilings magazine.



There's a Cal/OSHA Inspection at Your Job Site — *Now What?*

by Chris Lee, WACA Safety Consultant

What Is the Purpose of Cal/OSHA?

The Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA, protects and improves the health and safety of working men and women in California. Cal/OSHA's purpose includes setting and enforcing standards, providing outreach, education, and assistance issuing permits, licenses, certifications, registrations and approvals.

The objectives of Cal/OSHA are the following:

- Division of Occupational Safety and Health enforces worker safety and health standards.
- Occupational Safety and Health Standards Board adopts, amends and repeals standards.
- Occupational Safety and Health Appeals Board hears appeals from employers regarding Cal/OSHA enforcement actions.

The Cal/OSHA program has been administered by the Department of Industrial Relations (DIR) within the Labor and Workforce Development Agency since 1973. Cal/OSHA offers free training and consultation to employers and their employees for complying with the workplace safety and health regulations.

Why Would Cal/OSHA Show Up at My Worksite?

There are two types of inspections conducted by Cal/OSHA.

The first type is a **general scheduled inspection**. A general scheduled inspection is one where inspections of employers are randomly selected in specific industries, or as part of a national or local emphasis program.

The second type is an **unprogrammed inspection**. This type of inspection occurs for multiple reasons, such as:

- **Accident** – An inspection resulting from the requirement that an employer must report a fatality, catastrophe, or serious injury or exposure within eight hours of when the employer knows of this event. Make sure that responsible parties in your company are aware of this requirement, as an affirmed violation carries a mandatory minimum penalty of \$5,000.
- **Complaint (formal)** – A formal complaint is one filed by an employee, employee representative, the employer or a government agency. Formal complaints are generally investigated with an on-site investigation within three working days for serious complaints and within 14 calendar days for nonserious complaints.
- **Complaint (informal)** – An informal complaint is one filed by anyone who is not an employee or employer, or who is an employee filing an anonymous complaint. Serious informal complaints are investigated by phone or fax. Nonserious informal complaints are often investigated by letter to the employer by the following means:
 - **Referral** – A report of hazards or alleged violations originating from either a safety or health compliance officer, or a media source.
 - **Follow-up** – An on-site inspection that can occur if the employer does not respond to the letter or the investigation, or

the corrections are inadequate — may also allow for a review of whether the employer has abated violations previously cited in a Cal/OSHA inspection.

- **Unprogrammed related** – An inspection of an employer at a multi-employer worksite that was not identified as a participant of the original unprogrammed inspection assignment.

The Inspector's Initial On-Site Visit

Cal/OSHA inspectors must identify themselves to the employer by showing their state of California photo identification card and the Division of Occupational Safety and Health business card prior to conducting an inspection. The inspector will then ask for permission to conduct an inspection from a management-level representative of the employer, or if none is present, from an employer representative who appears to have the authority to grant permission for the inspection.

If permission is refused, Cal/OSHA will obtain an inspection warrant. A Cal/OSHA inspection is based on one or more criteria and may focus on part or all of the workplace or operating procedures.

There are five inspection priorities. They are 1) imminent danger, 2) fatality or catastrophe, 3) investigation of serious injury or exposure, 4) formal complaints and 5) schedule inspection (usually of businesses in industries with higher-than-average potential risk).

What Will Happen During the Inspection?

The Cal/OSHA inspector will start with an opening conference to explain the reason for the visit. During the opening conference, three actions generally occur. First, the inspector explains the reason for and the scope of the inspection. Second, joint opening conferences are held with the employer representative and bargaining unit representative of the employees. If a joint conference cannot be held, separate conferences are held. Third and last, the inspector will review the employer's permits and



registration when appropriate, documentation of workers' compensation coverage, occupational safety and health records, and the written Injury and Illness Prevention Program and any other required programs.

Walk-Around

The inspector informs the employer of inspection walk-around procedures and conducts employee interviews. (Cal/OSHA has the right to interview employees in private.) Photographs may be taken, and testing and environmental samples may be taken.

If hazards are observed during the walk-around that are violations of Title 8 safety orders, citations will be issued and monetary penalties proposed.

Enforcement staff will collect pertinent documentary and physical evidence during the inspection. If it becomes necessary to ensure that the worksite or any physical evidence at the worksite is preserved until the inspection can be completed, the enforcement staff will issue an order to preserve.

Citations and Penalties

If after an inspection or investigation Cal/OSHA believes that an employer has violated any Title 8 standards, order or regulation, a citation is issued with a reasonable time for abatement (correction).

The citation must be prominently posted by the employer at or near each place of violation referred to in a serious citation, or in a place where it is readily seen by all affected employees — and must remain posted for three working days or until the condition is abated, whichever is longer.

Penalties are based on the severity, extent and likelihood of the violation. Adjustments to the proposed penalty are made based on the size, good faith and history of the employer.

The penalty for general and serious violations is reduced by 50 percent on the presumption that the employer will correct the violations by the abatement date. This credit is revoked and the proposed penalty doubled if verification of abatement of a serious violation is not submitted to Cal/OSHA on a timely basis.

Closing Conference

At the inspection's conclusion, the inspector holds a closing or exit conference with the employer to discuss any alleged violations or standards observed, and any requirements for abatement.

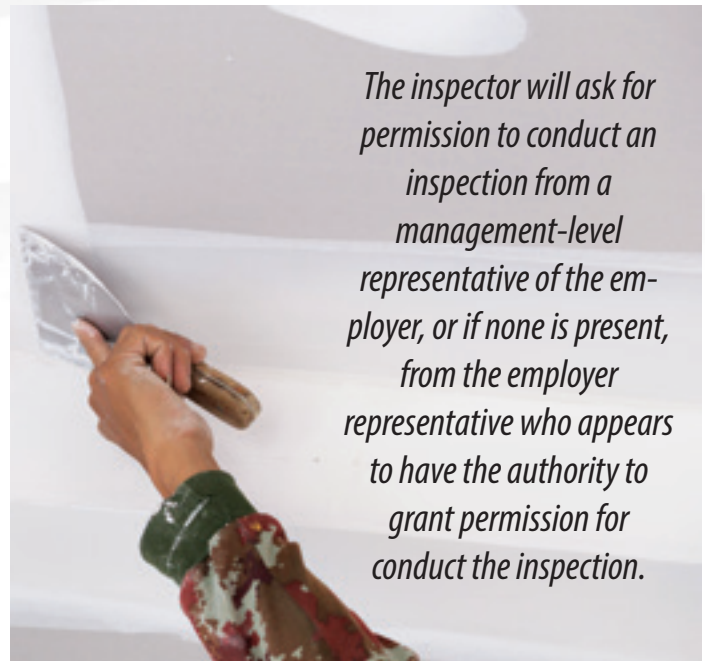
Other possibilities are discussed at the closing conference. Among them are the following: the possibility of another inspection, the employer's right to contest any citation or penalty and reasonableness of any abatement or abatement date. The inspector may also discuss availability of an informal conference to review Cal/OSHA's enforcement actions and the employer's responsibility to post citations and notify Cal/OSHA of the abatement of any particular violations.

Verification of Abatement

Enforcement staff assign an abatement date for each cited violation. Abatement is usually required within 30 calendar days for general violations and seven days for serious violations. Employers are required to submit proof of abatement to the Cal/OSHA district office that issued the citation.

Informal Conference

Following a citation or notice, an employer may request a discussion with the Cal/OSHA district manager. These informal conferences are conducted within 10 working days of when the citation was issued. If an appeal is filed, the conference may be held any time prior to the scheduled date of an appeal.



The inspector will ask for permission to conduct an inspection from a management-level representative of the employer, or if none is present, from the employer representative who appears to have the authority to grant permission for conduct the inspection.

The employer may discuss requests to extend abatement dates, or present evidence that indicates no violation exists or that the proposed penalties are inappropriate.

Cal/OSHA Appeals Board

Upon receipt of a citation, the employer may appeal to the Cal/OSHA Appeals Board, in order to review the violation, proposed penalty or abatement date.

Any appeal must be made in writing within 15 working days of receipt of a citation. If an employer fails to notify the Appeals Board of its appeal within this limit, and no notice is filed by an employee or employee representative within that time, the citation becomes a final order not subject to review by any court or other agency.

Appeals can be resolved by a telephone prehearing conference without a hearing. For appeals that require a hearing, it is held in the Cal/OSHA district office as near as practical to the site where the violation is alleged to have occurred.

Although the appeal procedures are designed so that employers may represent themselves, attorneys represent employers approximately 50 percent of the time.

The hearing is conducted by an administrative law judge who issues a decision. Parties affected by the decision may file a petition for reconsideration within 30 days if they disagree with the decision of the judge. Appeals Board reconsideration requests may be appealed to superior court.

Typically, this is the process an employer can expect to see if a Cal/OSHA inspector visits a job site. This review is intended to assist in recognizing the standard protocol. It is best to be prepared for an inspection at any time. If an employer feels they are not prepared to handle an unannounced visit from an inspector, consider starting a Cal/OSHA inspection fact sheet as soon as possible. If you have any questions on how to implement a Cal/OSHA inspector's fact sheet at your worksite, feel free to contact me or a WCB representative. For more information on Cal/OSHA and the complaint handling process, visit www.dir.ca.gov/dosh.

Chris Lee can be reached at ccarlee@sbcglobal.net or (510) 821-0242 with any questions or concerns.



OPEN FOR
REGISTRATION!

Golf Tournament

FRIDAY, SEPTEMBER 9, 2016

LOCATION

Poppy Ridge Golf Course
4280 Greenville Road, Livermore, CA 94550
www.poppyridgegolf.com

Player fees are \$200 per person. Fees include: green fees, door gifts, breakfast, lunch, dinner, on-course refreshments, hosted cocktails and an opportunity to win awesome prizes!

DINNER

Just want to attend dinner? Meal fee is \$50 per person. Dinner registration is required to reserve your seat.

REGISTRATION

Register for a sponsorship or purchase tickets on our website at www.wallandceilingalliance.org, Calendar of Events page, September 9, 2016, Golf Tournament event, or contact Gina Garcia at gina@wallandceiling.org to make reservations.

GOLF SCHEDULE

9:30 a.m.Check-in and Breakfast
11:00 a.m.Shotgun Start
4:30 p.m.Hosted Cocktails
5:00 p.m.Dinner and Raffle Prizes

ABOUT THE TOURNAMENT

- Tournament is scramble format.
- Dress code allows no T-shirts, tank tops or denim jeans. Men must wear shirts with collars and sleeves. Shorts must have an inseam of at least 4 inches.
- Reservation for tournament should be confirmed before mailing in payment.
- Check payment should be included with a copy of registration form.



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Hole Sponsor – \$1,000 (2 players | limited quantity available)

Includes opportunity to sponsor a table and/or tent at a hole, golf for two, company signage throughout event, mentioning in magazine and tee sign at a hole

Event Sponsor – \$500 (1 player)

Includes golf for one, company signage throughout event, mentioning in magazine and tee sign at a hole

Tee Sign Sponsor – \$350

Includes tee sign with company name or logo at a hole and mentioning in magazine

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How to Maintain **High-Touch Relationships** in High-Tech Times

by Sarita Maybin

From Facebook to email and texting, technology has taken over as the primary means of communication. Yet conversations are still a crucial part of relationship-building, both professionally and personally. Here are some real-life strategies for maintaining high-touch relationships in these high-tech times.

The Magic Words

In the words of leadership guru John Maxwell, "People don't care how much you know until they know how much you care."

Yet it's sometimes hard to convey the warmth and caring we exude in person when we're communicating via email.

Here's an idea: Do a "please and thank you" check to make sure that you've included either or both of these words in your email. I've gotten in the habit of doing this right after a spellcheck.

"Please" and "thank you" are still the magic words ... and they can humanize your emails! For example, "Please respond by tomorrow at 5 p.m. Thanks!" sounds better than "Respond by tomorrow at 5 p.m."

While we want to make our emails personable, we don't want to go to the other extreme and send emails that appear too soft or powerless. Women more than men tend to use credibility-robbing

phrases like "I just" and "I'm sorry" in their in-person communication and online. Now we can do a "weak" word check using Google Chrome's new Just Not Sorry app.

Text-Talk

Jeremy Gutsche, innovation expert and founder of Trendhunters.com, said it best in a keynote speech last year: "Baby boomers have adapted to technology, Gen X has embraced technology, but millennials were imbedded with technology."

As such, there's probably a wide range of comfort levels and tech expertise on our teams at work.

Nevertheless, there are still some common shared expectations of technology use in the workplace. For example, it may be fun to use the latest text-talk acronyms when emailing and messaging our friends, yet it's best to keep them to a minimum when communicating professionally. Some of the following are common examples of text-talk. Which ones do you see commonly used in business emails? For

that matter, do you even know what some of these mean?

- LOL
- TMI
- OMG
- IKR
- IMHO
- GMTA
- IDK
- TTYL

If You Can't Say Something Nice...

We've all heard the expression, "If you can't say something nice, don't say anything at all." Yet it seems that the disconcerting current trend is "If you can't say something nice ... post it on Facebook, or tweet it, text it and send an email!" Yikes!

If we absolutely must express discontent online, we might want to consider my favorite wisdom: "Say what you mean, mean what you say, and don't say it mean!"

In fact, this is a good guideline to use in our face-to-face communication too.

In my 2012 TEDx Talk, "Communication Lessons Learned from Mom," I shared the importance of

making “one small adjustment” to say what you mean in a less mean manner: Replace the blaming “you” word with a take responsibility phrase using “I.”

For example, “I would appreciate,” “I would prefer” and “I’m concerned” have a more positive impact than “you better,” “you ought to” and “you always/never.”

As I shared in my presentation at the California Society of Association Executives’ 2016 ELEVATE conference in Coronado, there are some wrong ways and some right ways to share concerns ... in person or online. Here are a couple examples:

Wrong way: “You’re wrong”

Right way: “I have a different understanding” or “I heard something different”

Wrong way: “You should”

Right way: “You might want to consider”

Three Clues

Here are three clues that we might want to choose to call rather than email or text:

1. Numerous questions – I use the “rule of three.” When I’ve had to go back and forth to clarify or answer questions in an email volley three times, I call.

2. Sensitive subject – We’ve all heard the crazy stories of companies laying off and firing staff via email. However, there are far less severe — yet just as sensitive — situations that require a “real” conversation. Everything from delicate dilemmas (like negative feedback) to sharing not-so-nice news is best handled in person or, at the very least, on the phone.

3. Conflict resolution – Brainstorming, problem-solving, consensus-building and anything requiring a free-flowing exchange of ideas is best handled in real time. Fortunately, there are some high-tech alternatives, such as Skype and FaceTime, that come close.

Reader-Friendly

Hitting “reply all” when sending email is the number one most annoying high-tech office behavior according to the audiences I’ve surveyed during my communication presentations.

A close second is relentless ranting without ever really stating the purpose of the email. Here are a few tips to help you avoid being that person and to make your email communication more reader-friendly.

1. Specific subject line – Vague and general subject lines are more likely to be ignored, or worse, deleted. Consider the vague subject line “Tomorrow’s Meeting” versus the more specific “Planning Meeting Agenda.” Better yet, add an action item: “Input Requested: Planning Meeting Agenda” or “For Your Review: Planning Meeting Agenda.”

Hitting “reply all” when sending email is the number one most annoying high-tech office behavior according to the audiences I’ve surveyed during my communication presentations. A close second is relentless ranting without ever really stating the purpose of the email.

2. Fonts, frills and nonverbals – I have a tedious tendency to put an exclamation mark — or two or three — at the end of every sentence. That could come across as shouting or melodramatic!!! OK, I’m still working on that one. Similarly, all caps can come across as shouting and even aggressive. Even though those who type with one finger attempt to justify this by saying it’s more convenient to keep the caps key on, the negative impact on the email recipient is still the same. Other online nonverbal distractions include fancy fonts, crazy colors and overuse of emojis/emoticons.

3. Bullets and brevity – Rather than writing a rambling report-style email with numerous paragraphs, state the reason for your email and then include bullet points or numbers. For example, “I appreciated your meeting with me, and I’d like to follow up with three additional thoughts.” Then list them ... 1, 2 and 3.

On a related note, there is a full-on movement — even a mandate — in some companies to encourage brief emails. To jump on the email brevity bandwagon, use the five sentences or fewer guideline and then put a related disclaimer at the bottom of your email. Learn more online at five.sentenc.es.

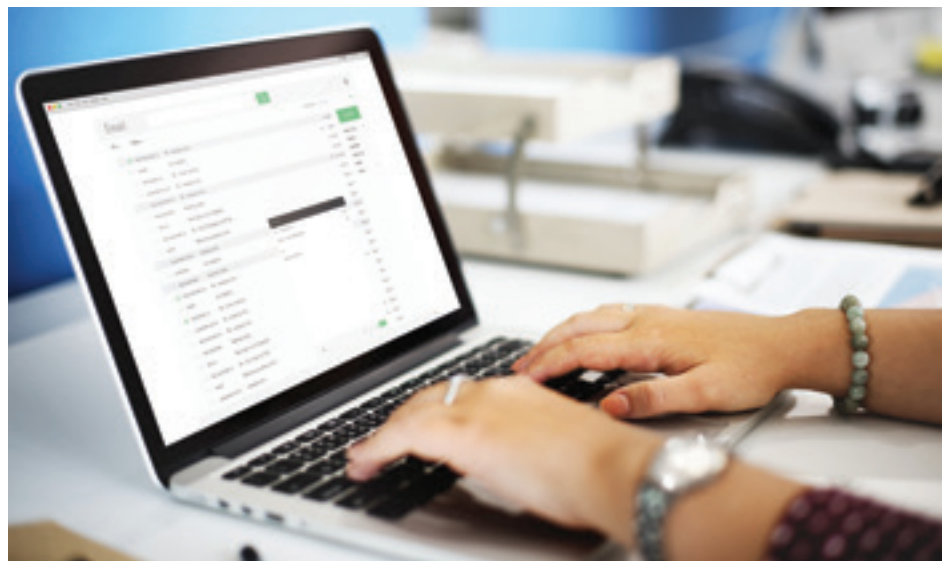
In summary, the key to maintaining high-touch relationships in high-tech times is to communicate with respect. This thought and the suggestions shared in this email are recapped in the following wrapup rhyme that

I sometimes use to sum up my high-touch/high-tech presentations.

High touch. High tech.
Communicate with respect.
LOL, TMI and OMG,
I can’t understand
what you’re saying to me.
Email, text and cell phone too
So many ways to talk to you!
The magic words are still
thank you and please
Even if you text and tweet with ease.
Bold fonts and all caps are email attitude
And texting while we’re talking
is just rude
Ditch the email and catch a clue
Pick up the phone if something is
bothering you.
If you can’t say something nice,
what DO you say?
Whatever it is, don’t post it
on Facebook today!
High touch. High tech.
Communicate with respect!

Sarita Maybin is an international speaker and communication expert whose audiences have fun learning how to stay positive, confront tough communication challenges and work together better! She is the author of the book If You Can’t Say Something Nice, What DO You Say? For more information, visit her website, SaritaMaybin.com. To receive her monthly email “Communiqué,” text SARITATALK to 22828.

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2016 CALENDAR OF EVENTS



SEPTEMBER 9, 2016

WACA Golf Tournament

Poppy Ridge Golf Course
Livermore, California

SEPTEMBER 23, 2016

39th Annual

Construction Lunch-O-Ree

Hilton San Francisco Union Square
San Francisco, California

OCTOBER 19-22, 2016

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Monterey, California

DECEMBER 10, 2016

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STAY IN THE KNOW

► Mike Heinz Serves as Liaison for LMCI

Mike Heinz is now the new western region liaison for LMCI. He started with LMCI in April. Heinz can be reached at (410) 940-8987 or mheinz@lmcionline.org.

► Plexxis Receives AWCI Award

Plexxis Software received the 2016 AWCI Excellence in Construction Innovation Award for introducing state-of-the-art technology to the wall and ceiling industry. Chad Pearson, director of business development, said, "We have dedicated 16 years to developing wall and ceiling technology that addresses problems leading construction software cannot solve. Our single-source, trade-specific tools have become an incredible competitive advantage for the industry's top contractors, so we are ecstatic to have this dedication to the trade recognized."

► Northern California Allied Trades Searching for Director of Marketing & Events

Northern California Allied Trades is looking for a director of marketing and events. This position oversees the strategic planning and expert execution of marketing initiatives, events and education for prospective and current members and community constituents. If you would like to learn more about the position, email info@ncpfc.net, subject line "Attention HR".

► CWalla Opens Newest Location in Reno, Nevada

CWalla Building Materials Company has opened its newest location in Reno, Nevada. The new branch is CWalla's 20th location. It offers steel studs, drywall, acoustical ceilings, accessories and tools. CWalla Director of Sales Rich Delaney said, "We're very excited to open a branch facility in the Reno area. The economy here is growing at such a rapid pace, and we believe CWalla can keep things moving in the right direction." For more information, call the CWalla Reno branch at (775) 440-6380.

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