

Scott Livesay

From: Alan Kopp
Sent: Wednesday, March 14, 2018 11:27 AM
To: Scott Livesay; Lorne Smith
Subject: RE: Jeremy and Justin

This time with the letter:

From: Palmquist, Jeff <jeffpalmquist@calhounconstructs.com>
Sent: Thursday, March 08, 2018 2:22 PM
To: Keith Nicholson <KNicholson@arrowelectric.com>
Subject: Gratitude, Attitude

Keith
The Churchill Downs Exterior Improvement project has seen more than a few challenges. From weather to design changes to scope additions, the project has been dealt a lot of blows. On one particular weekend, it was raining a fairly steady rain all day. Some issue had risen near Gate 1 and I needed Jeremy Truax and Justin Simpson to help me figure out a solution. It was raining. It was cold. I received no complaint. No push back. Just a very quick "OK. I'll pick you up." And within minutes, we were standing out there in the cold rain on a Saturday trying to evaluate and formulate a solution. As I looked out over the site, I saw quite a few Arrow trucks. I saw a group of Arrow employees setting up a tent so that they could keep working in an area.

No other subs were on site.

I was immediately astonished and then impressed at the sense of urgency that Arrow understands. As you well know, the Kentucky Derby is the first Saturday in May. It is not the second, and it is not the third. It is the hardest HARD deadline that any project could face. And the expectation to finish is unfaltering no matter what the project or the owner throws our way.

I cannot express how grateful I am to have the Arrow group that I have on site. This project is as stressful as they come and knowing without a shadow of a doubt that I have a Jeremy and Justin at my side, gives me a confidence that I would not otherwise possess. Those two have constantly and unquestionably jumped into the trenches with me again and again and again. They have helped me resolve design issues on the fly. Helped me resolve unknowns. Helped me actually design added scope. And they do it because of who they are. They don't show up with their hand out. They never come at me looking for what's best for them. They look out for the project with an honesty and integrity that I greatly appreciate.

In our industry, deserved accolades are often mowed over by the rush to get to the next project. So before the next project does that to me, I want Arrow to know that it has some amazing employees in Jeremy and Justin – and I would be remiss not to include Dave Hetzer and yourself in this email. You guys have all been true and trusted partners in these projects.

When this project wraps up, I will be the first to say that I could not have done it without Jeremy and Justin.

Thank you.

Jeffrey B. Palmquist II, P.E.
Project Manager