

A photograph of a worker in a hard hat and safety glasses working on a complex industrial machine. The machine features various pipes, gauges, and a large blue cylindrical component. A white tank labeled 'COLD WATER' is visible in the background. The scene is dimly lit, with a bright light source on the left creating a strong glow and lens flare. The worker is positioned in the center, looking down at the machinery.

sagamore

Today. Tomorrow.

*"I firmly believe that every project on which we have worked—
big or small—has benefited from our continuing quest to completely
understand our customers' needs and to work diligently to meet them."*

Joe Harold, Chief Executive Officer



Philosophy, Mission & Strengths



"At Sagamore there's a companywide obsession with quality, safety and timelines. It's just what we need from a subcontractor."

Matthew Grosshandler,
Suffolk Construction Company

Even if you think you know Sagamore Plumbing and Heating, most likely you know only part of the story.

Sagamore is well recognized as a plumbing and HVAC contractor for quality construction projects throughout New England. Some may know that we service existing plumbing and HVAC systems for businesses, schools and hospitals. Others may be aware that thousands of homeowners along Boston's South Shore rely on our residential services group to maintain their home systems. And a few may know about Sagamore Academy: our education arm so highly regarded that competitors enroll their plumbers into evening courses to receive their continuing education.

What you may not know is this: Sagamore's unique history and operations model has allowed us to acquire unique strengths that dovetail perfectly with the requirements of our customers in all the fields in which we serve.

The Sagamore team's customer-centric philosophy, along with a mission to attain the highest levels of job quality, has enhanced our reputation as one of New England's most dependable plumbing and mechanical contractors.

Sagamore has the experienced teams and advanced capabilities to handle unusually complex work meeting the latest standards—both in plumbing and HVAC—for applications such as health care, biotech, pharmaceutical and academic research. We have participated in environmentally sensitive and high-security projects and are fully qualified and experienced in process gas and biohazard plumbing. Yet Sagamore is also an attractive choice to do the standard plumbing or HVAC installation and service required by many contractors, businesses and homeowners.

This wide range of capabilities is a result of two decades of a company-wide commitment to understand our customers' needs and then undertake the staff development measures to meet them. With an unusually high rate of repeat business, it is clear many of our customers already know this. We invite you to learn more about how Sagamore can help you.



Joseph R. Harold, III

Every company has a philosophy—whether developed initially as a mission statement or gradually accumulated and recognized. Sagamore was started with just three principles...and while the company has changed greatly over the years, those principles have not changed at all:

Customer satisfaction — no matter what the project, no matter who the customer, Sagamore employees understand that we frame our work approach to reflect our customers' needs. All levels of staff recognize that what may be convenient for the customer may be inconvenient for them. With this philosophy—and with years of hard work and determination—Sagamore has earned a reputation for meeting the time and budget constraints of its customers.

Quality workmanship — not just in the field, but in every phase of operations—including estimating, planning, engineering support, customer communications and aftercare. An important component of this quest for quality at all levels is seen in Sagamore's continual pursuit to understand our profession better than any other competing contractor.

Our employees have the choice of over 30 courses taught at our in-house training facility. The company has a continuing program to stay abreast of new technology, to understand the impact of that technology, and to proactively adapt to changes in the industry.

Employee growth — Sagamore's management firmly believes that every employee contributes directly to each project as well as to the overall success of the company. Merely competent employees are not recruited; only outstanding talent joins and remains with the Sagamore organization. Dozens of our employees have advanced from entry-level positions to supervisory or management levels, and our staff currently averages over 13 years of employment—at a company that is less than 20 years old. With a comprehensive in-house training center and a policy of open communications at all levels of the company, every effort is made to foster individual growth while emphasizing the team approach while on the job.

**Sagamore's corporate headquarters
in Weymouth, Massachusetts.**





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History, Staff & Resources

"Sagamore's approach is an extremely pro-active mindset toward problem solving and the timely resolution of issues—from mobilization until turnover."

William F. Held II, Bovis Lend Lease LMB

"Sagamore Plumbing & Heating serves as an extension of our team and goes the extra mile to make sure our reputation is upheld and the client is satisfied."

Jay Calnan, J. Calnan & Associates, Inc.

In 1991 Joe Harold set up a plumbing shop in the 400-square-foot basement of a small office building in Sagamore Beach, Massachusetts. His mission was relatively simple: to be a contractor that surpassed other plumbing contractors in its commitment to customer satisfaction and to job quality. The rest, Joe figured, would take care of itself.

What happened afterward was much more than a typical story of the growth of a company. Rather, the real Sagamore story is one of the growth of a remarkable team of people—working together to build an organization that would become a leader in its field.



Unlike the traditional business model of internal growth in parallel with increased revenues, Sagamore grew ahead of itself: pouring resources early into the development of an expert team of professionals who understood and genuinely believed in its founding principles.

Rather than be content with the ability to handle standard plumbing projects, the company took the laborious and often expensive steps to diversify its capabilities. Not only did the Sagamore team learn how to work with all types of plumbing metals and materials, but they became fully certified—and expertly proficient—in the specialties of gas piping, medical gases, waste piping, and the plumbing of hazardous liquids and gases. Not only did they add HVAC capabilities but they added the people, the knowledge base and the substructure to conduct HVAC operations at the highest levels. And the Sagamore team did not just “keep up” with emerging “green” initiatives, but they became the go-to contractor for LEED and other environmentally sustainable plumbing/HVAC construction.

After nearly two decades, Sagamore today looks very different from its beginnings: a staff of over 150 professionals, a 25,000-square-foot facility, and a fleet of over 35 vehicles. But look deeper and you’ll see a company that has remained extraordinarily consistent: in philosophy, commitment and work ethic.



Training & Safety



"Sagamore Plumbing & Heating delivers an excellent project at a good price and meets our aggressive schedules. We consider Sagamore to be a valuable resource in delivering great value to our clients."

Thomas N. Blesso, Erland Construction



Sagamore's employees are the best trained in New England—thanks to a company-mandated continuing education and safety program at our own Sagamore Academy, located in a wing of our headquarters in Weymouth, Massachusetts. Just maintaining a current license isn't enough: Sagamore management and staff all agree our team needs to be the best of the best.

Every apprentice on-staff has additional work to do at the end of many workdays. A succession of evening courses at Sagamore Academy are required until these staffers obtain their full licenses. Licensed plumbers on staff use Sagamore Academy to meet continuing education requirements, as well as to advance their proficiencies and their careers by taking courses in advanced techniques and specialties. Over 30 courses are offered in subjects as varied as Medical Gas, Piping Methods, Hydronics, and Project Supervision. And every Sagamore employee is required to pass full OSHA safety courses as well as Red Cross first aid and CPR certifications.

Additionally, plumbing companies from throughout Eastern Massachusetts send their employees to Sagamore Academy for solid, fully-accredited continuing education.

Our in-house training facility was established to ensure that our entire staff benefits from the development of proficiency at a full range of skills. We want our people to be trained the right way, and to be ready to meet our stringent safety requirements on the job.

Sagamore's instructors and training facility have been approved by the Massachusetts State Board of Examiners of Plumbers and Gasfitters, Massachusetts Dept. of Public Safety and Massachusetts Dept. of Labor & Workforce Division of Apprentice Training. Our center has also received accreditation from the National Center for Construction Education.



Construction Plumbing Services



"Sagamore continues to reside on the top of my list of subcontractors. Sagamore provides Consigli Construction with the professional etiquette not always found in the industry. For several years now, we recognize Sagamore as one of the few larger, reliable 'open shop' plumbing/HVAC subcontractors."

Peter Capone, Consigli Construction Company



Plumbing contractors are often among the first to arrive at a new construction site, and the last to leave. Sagamore realizes this, and works diligently to set a standard for others to follow. It's a "professional" approach to a blue-collar industry that sets us apart from the others.

From the beginning, Sagamore's planners and estimators pride themselves on accuracy while looking for ways to reduce project costs for owners and developers. Sagamore's building information modeling (BIM) computer systems allow our personnel to make the best decisions in real time for our staff and our customers. Our CAD team takes this further by optimizing coordination and off-site fabrication—reducing the number of bodies on a general contractor's site. About 90% of our projects are pre-planned by creating 3D modeling from a customer's set of blueprints by our in-house CAD engineers.

Our 13,000-square-foot plumbing fabrication center gives us greater control over scheduling, quality and cost. Our emphasis on CAD planning allows for more pre-assembly off-site, lowering job costs and reducing the number of workers at crowded job sites.

In the field, we self-perform all plumbing functions to maximize quality control. Experienced plumbers who have benefited from a comprehensive in-house job and safety training are qualified for every aspect of construction plumbing—including plumbing for medical, laboratory and biohazard gases and fluids. The diversification of the work we do separates us from the others.

The totality of these efforts are summarized by our core principles: Client satisfaction and quality craftsmanship.



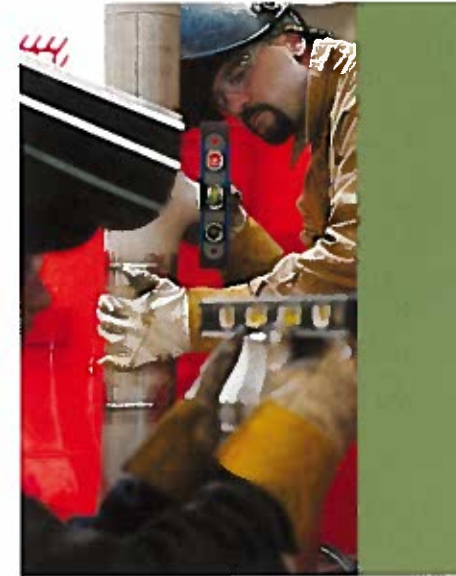


"From PM to apprentice, the Sagamore staff never lost sight of what our objectives and needs were, and they worked tirelessly to meet those needs."

Tony Tanery,
Berkeley Construction Management

Construction Plumbing Services

Every construction project has its own set of challenges that make it unique. But most challenges are ones the Sagamore team has encountered, and surpassed, for our customers in the past.



Sagamore's construction plumbing services include:

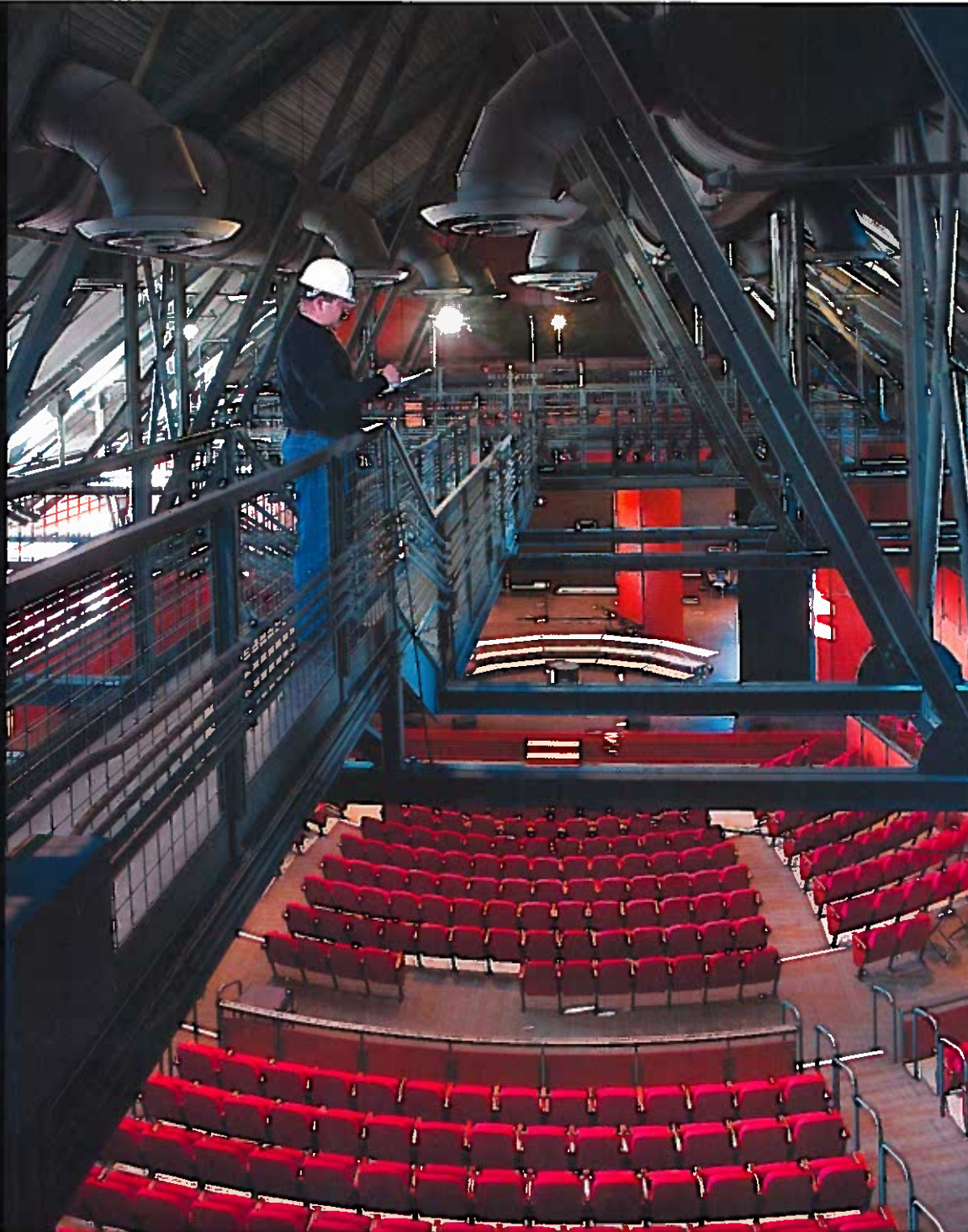
- design/build capabilities
- process piping
- welding
- biohazard plumbing
- acid waste neutralization
- RODI piping
- medical gas piping
- storm water plumbing
- finish plumbing

Sagamore's emphasis on green technology and its applications toward facility management allows us to follow customer directives to implement energy conserving and efficient systems for businesses and organizations of all sizes. We are proud to have participated in LEED-certified projects as well as standard projects calling for water flow or water reclaim systems.

Such diversification of capabilities was not easy to accomplish. But that is one of the primary reasons why Sagamore is not a typical construction plumbing subcontractor.



Construction HVAC Services



"We were very pleased that the Sagamore team made the effort to communicate and execute on the project just the way our company does."

Fred Scribner,
Columbia Construction Company

The key to the success of Sagamore's construction HVAC team lies in a combination of outstanding talent, collective experience, cutting-edge techniques, and ample resources. Our company has been fortunate enough to have been selected to conduct HVAC installations for some of the best corporations and institutions in their fields: from major hospitals to respected cancer centers, from secure biosafety laboratories to clean research facilities, from some of the largest universities and high schools in New England to select secondary academies, from automobile dealers and cinema complexes to massive "full-experience" retail stores.

While each of these customer categories offer different HVAC challenges, many share similar processes, procedures, scheduling and communications issues. Sagamore's project managers and foremen have been encouraged to develop the open mindset that is needed to successfully apply the knowledge gained from one project to a future one when applicable.

For many HVAC projects Sagamore provides design/build services, and we self-perform all HVAC work except insulation, electrical, sheet metal and control wiring. Holding excellent relationships with all major HVAC manufacturers, the Sagamore project teams retain the flexibility to assist customers in identifying the absolute best equipment solutions for their particular needs. There is no aspect of any project where Sagamore's staff is unable to suggest the most effective—and cost-efficient—path to completion.





Construction HVAC Services

"Sagamore Plumbing & Heating is a first class operation. I find them to be customer focused and realistic in their business dealings."

Jerry Nadeau, Acceleron Pharma

"Sagamore has always been more like a partner than just a subcontractor when it comes to dealing with issues that arise during the course of a project."

Thomas Musto,
Suffolk Construction Company

Sagamore frames our work approach to reflect our customers' needs. Those customers are assured that their mechanical contractor shares their concern for the health and productivity of their building's eventual occupants—and who actively assists in exploring the best ways to ensure a building's HVAC system is the right one, installed the right way.

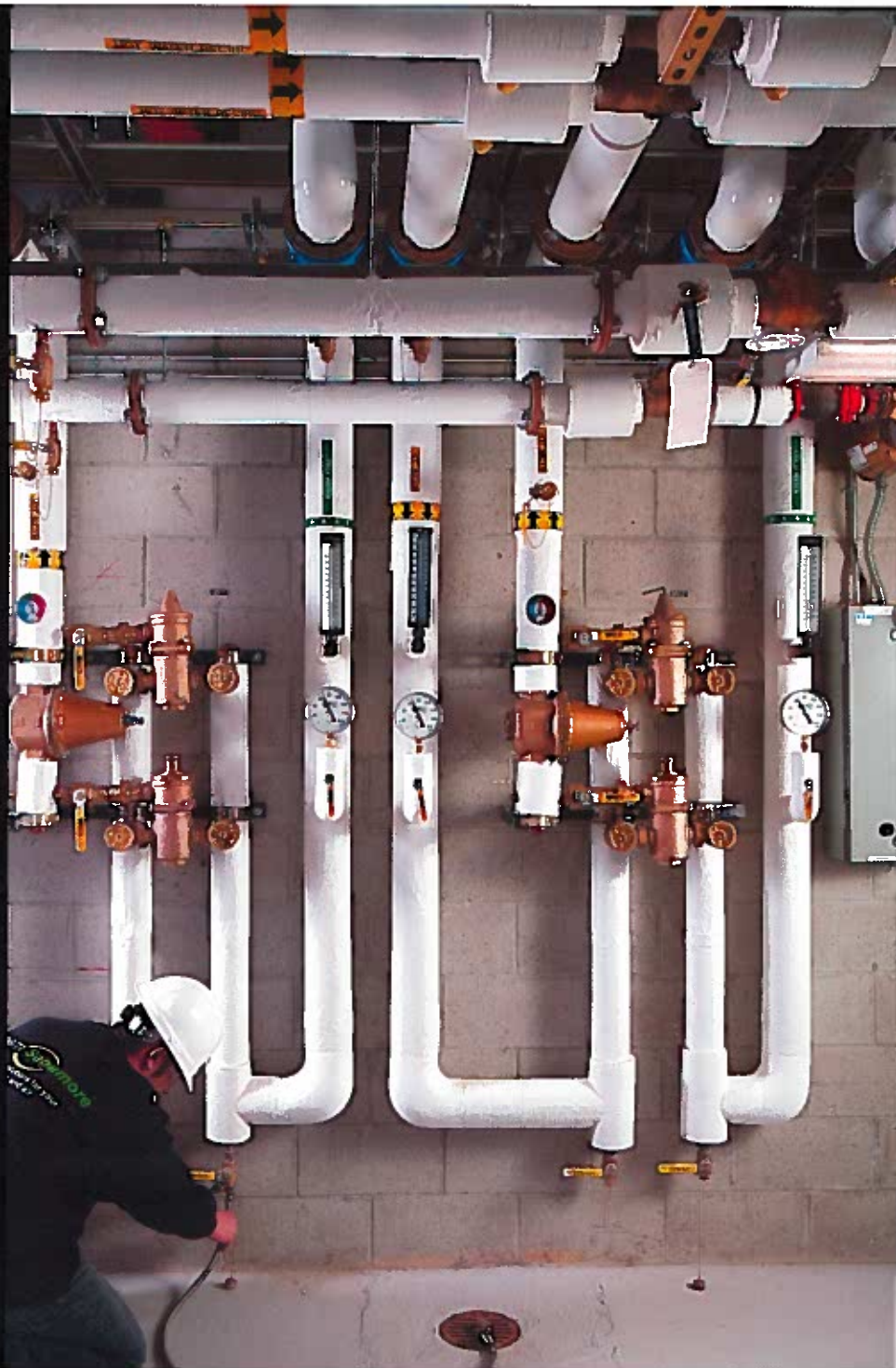


Architects and engineers can appreciate Sagamore's ability to receive their blueprints and process them into 3D computer models for job coordination and prefabrication. Using our array of CAD systems, projects are reviewed early in the planning process to identify possible architectural and structural difficulties in piping or duct pathways. This process allows our CAD staff as well as our customers to resolve collision paths before construction, not during, reducing job costs and time delays. Assemblies can be prepared off-site and on a timeline of the customer's choosing before everything is constructed on-site.

During this process, from planning and estimating through to the punch list for completion, our customers know they are working with a subcontractor they can understand; one who speaks their language, is organizationally and procedurally structured in a similar way, and who understands the complexity of issues facing the general contractor or facilities engineer.



Commercial/Industrial Services



"Before we partnered with Sagamore, our monthly average of HVAC calls was 5.1. Sagamore came into the facility, did a complete systems diagnosis, located two immediate problems that our previous service provider had never found, and since then our monthly average of HVAC calls is down to almost zero."

Jason Ward, Foxrock Properties



There is little room for error when a large number of people are depending on a facility's systems to operate smoothly and efficiently. It makes sense that the contractor with the most experience in plumbing and HVAC installations over the past two decades would be the best choice for maintenance and service of both large and small commercial facilities.

Sagamore's commercial services group has the capability to assume partial or full maintenance and operational responsibilities for schools, hospitals and shopping malls—or simply to be on-call for any business, including small ones. Our service department custom-designs cost-efficient programs to fit any organization's unique needs.

Our experience as a design/build contractor gives us a unique perspective to anticipate the continuing needs of aging plumbing and HVAC systems, to evaluate the life cycle stage of the myriad of components in any building, and to track a building's long-term maintenance program using BIM software modeling programs. In addition to typical plumbing and HVAC maintenance and repair capabilities, Sagamore employees are qualified to work with medical gases, RO/DI, acid waste and process piping.

Operated independently of our construction plumbing and HVAC groups, the Sagamore commercial services team is available day or night. And whether day or night, our operations are focused on superior customer service, well-trained employees and high ethical values. Our service is unmatched, our reputation is unscathed and—after all—our name is at stake.





Residential Services

"Tech was excellent, very efficient and fixed the problem professionally. I was very satisfied with the entire experience."

Beth B., Weymouth

"Delightful and knowledgeable technicians. Prompt and efficient."

Virginia B., Plymouth

"It was a Sunday evening, the work was great and he left everything perfect."

Paula M., Braintree

"Always fast and excellent service. Jobs are always done in a professional manner."

Robert I., Hingham

"From start to finish, a very professional job. So glad to do business with Sagamore."

Karen B., Weymouth

"Very professional and helpful."

Lynn B., Quincy

"Tech was very pleasant. Work was completed professionally. Very good experience."

Shirley T., Weymouth

"You were there when we needed you."

John F., Abington

For a homeowner, when is a plumber more than just a plumber?

When they need one late in the evening. Or early in the morning. And, no matter what time it is, when a plumber shows promptness, skill, and a sincere interest in meeting their needs.

Added in 1999, Sagamore's residential services group has taken the advantages of the company's experience and resources and applied it to the consumer market in communities south of Boston. To contrast our services with those typically provided by independent tradesmen and small contractors, Sagamore service plumbers and HVAC technicians are on-call 24 hours a day; and the company has invested in the technology and the knowledge base to assist homeowners in selecting green solutions for their homes' plumbing and HVAC systems.



Sagamore's residential services include:

- **Plumbing:** to homes and business of all sizes—including water heaters, on-demand tankless water heaters, drain cleaning, gas fitting and remote camera pipe inspections
- **Heating:** service and installation of furnaces and boilers, hybrid heat systems and heat pumps
- **Air Conditioning:** service and installation of central air conditioning systems, high-velocity systems and ductless air conditioning
- **Indoor Air Quality:** whole-home systems including air filtration, fresh air ventilation, humidification, germicidal UV lamps and zone control systems

With policies of up-front pricing, no weekend or night overtime charges, fully stocked service vehicles, licensed, technicians and no-obligation consultations, Sagamore continues to adapt to the changing needs of our residential customers.





"I think the key to Sagamore's success lies in a combination of outstanding talent, value-added techniques and ample resources."

Ward Jaros, JK Scanlan Company

Sagamore's Leadership Team is comprised of key managers and leaders with an objective to ensure the company remains true to its mission and values.

The people of Sagamore realize that to those outside our walls, Sagamore Plumbing, Heating & Air Conditioning is a company. But within our community of over 150 associates, every effort is made to think of our organization as a team. We believe it is a team of extraordinarily talented, dedicated people who strive each day to do their jobs as well or better than any others in their fields; who endeavor to learn, understand, and grow individually and as a unit. As a team, our mission is always to achieve complete customer satisfaction, and we take extreme pride when our customers tell us we've done our job.

Our team has successfully built a company on the singular goal of achieving customer satisfaction, and has developed an environment where both the employee and the company are able to succeed as one. The company has achieved milestones its first employees—many of whom remain today—once only imagined, and as we ponder the reasons why we suspect it started with a willingness to listen: to customers, to partner companies such as suppliers and vendors, to trusted advisors and—most importantly—to our team.



Sagamore's success has been built on the many opportunities presented to us over the years...working with new customers on challenging projects, in new areas of plumbing or HVAC technology, and by taking advantage of the growth in the collective experience and wisdom of our employees. With opportunities always come challenges and risks, but we have been fortunate in that the Sagamore team has been able to maintain a culture where such challenges are relished, studied, prepared for, and overcome.

Sagamore's Guiding Principles

- Customer Satisfaction
- Employee Development
- Personal Responsibility and Accountability
- Teamwork
- Focus on Profitability
- Commitment to a Healthy Workplace
- Safety of Every Employee
- Employee Participation
- Real-Time Communication
- Ethics and Integrity

