

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

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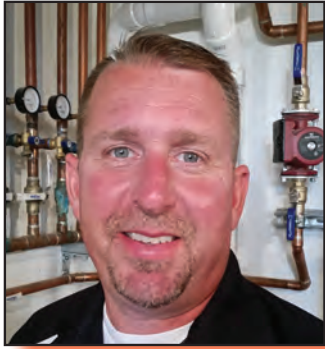
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PRESIDENT'S THOUGHTS

by Steve Stimson
Illinois PHCC President

Hello once again. Well another month has flown by, and by the time you receive your November magazine we will know who the president of the United States will be for the next four years. No matter who was elected, if you're like me, you'll just be glad the ads are over. My hope is that whoever leads us will lead us down a road towards prosperity for all, and unity amongst the diverse.

Well Trey's first season of cross country has come to a close. Trey didn't set any speed records, but he cut over two minutes off of his time and finished the last three races with PR's at each. We were very proud of Trey for trying something new. I think he learned a lot about himself. While we were in San Antonio, Trey tried out for basketball and made the team. Onto the next sport we go. Ashton's JV volleyball season came to a close while we were gone as well. They didn't win the conference trophy as three players were moved up to varsity for the end of the season, but they still finished strong and had a fantastic year. Ashton is keeping stats for the varsity team as they move into post season play. We had the opportunity to cheer them on to a regional title. Next month I'll let you know if they made it to state. Our high school football team also played for the conference title while we were in San Antonio. During the closing reception we were getting text updates on the game. Unfortunately we lost the game 35-42 to rival Tri-Valley, but what an exciting game we missed. The football field was packed and the energy was high. I serve as school board president and we received an email from the Illinois High School Association (IHSA) executive director. He attended the game unannounced, and praised both teams for their athleticism and sportsmanship shown

on the field. He said it was small school football at its finest and lived up to the hype. Dee-Mack has started the first round of class 2A playoffs. I'll let you know the results in December.

November is one of those months that is kind of over shadowed. Even before Halloween is over the Christmas decorations are out. It seems Christmas sales and open houses start earlier and earlier each year. Our local floral and gift shop had their open house the third weekend in October, and Farm & Fleet had their big Toyland grand opening that weekend as well. Luckily, my wife was out of town for both! November really is a time to remember, reflect & be thankful. November 1st is All Saints Day. People around the world take the time to remember and pay respect to those who have passed this past year. November also reminds us to take time out of our busy schedules to say thank you. As you read through this month's magazine, take note of the suppliers and manufacturers that support our industry and the Illinois PHCC. Be sure to thank them the next time you make a purchase or call them for assistance. Make that extra effort to be patient, kind, and grateful to all who make your life easier; the postman, the grocery store cashier, your co-workers, and especially your family.

As I mentioned earlier, we attended the PHCC National Convention – Connect '16 in San Antonio. I have to say, it was a very good event. As Illinois PHCC president, I had the privilege of accepting the Chapter Excellence Award for state chapters on behalf of Illinois PHCC. My wife Tammy, who is the Vice President of the Bloomington/Normal PHCC, accepted the Chapter Excellence Award for local associations on behalf of the

PRESIDENT'S THOUGHTS CONTINUED

Bloomington/Normal PHCC chapter. The highlight of my trip was witnessing Bev Potts be recognized and awarded with two huge honors. Each year the PHCC National Auxiliary recognizes members who give of their time and talents to the p-h-c industry. I don't know if they have ever given both awards to the same individual. The first award Bev received was the 3-D Award. This award is for Desire, Determination and Dedication. That pretty much sums up Bev Potts and her commitment to this industry. The second award Bev received was the Larry Dore Member of the Year Award. This award goes to an auxiliary member for their outstanding contribution and service to the plumbing-heating-cooling industry and local community. If anyone has ever spent time with Bev, you know she is truly committed to PHCC and her home town. Congratulations, Bev! I am honored to call you my friend! The seminars were outstanding as well. I spent the first day at a leadership workshop and really learned a lot about myself from speaker John Spence. The tradeshow had a lot of cool stuff and I really enjoyed talking with the reps from Milwaukee Tool. Of course the evening receptions are always a great time, and Texas served up some fabulous food. I enjoyed networking with others from around the country, but really liked meeting Bradford White's president Bruce Carnevale. He is a down to earth kind of guy and was great to talk to.

Again, I look forward to meeting many of you at functions across the state during the remainder of my term. I'm looking forward to several associations' Christmas parties that believe it or not, are just around the corner. Have a great Thanksgiving!

Steve

"Far and away the best prize that life has to offer is the chance to work hard at work worth doing"

Theodore Roosevelt



CALENDAR OF EVENTS

NOVEMBER 12, 2016

Illinois PHCC & Auxiliary Board Meetings
Hilton Garden Inn
O'Fallon, IL

JANUARY 13, 2017

Illinois PHCC CEU Class
Heartland College
Normal, IL

FEBRUARY 24, 2017

Illinois PHCC CEU Class
Heartland College
Normal, IL

MARCH 24, 2017

Illinois PHCC Expo & Educational Day
Drury Lane Conference Center
Oakbrook Terrace, IL

MARCH 25, 2017

Illinois PHCC & Auxiliary Board Meetings
Hilton Suites
Oakbrook Terrace, IL

MAY 8, 2017

PHCC National Leadership Conference
Washington, DC

MAY 9 & 10, 2017

PHCC National Legislative Conference
Washington, DC

OCTOBER 4-6, 2017

PHCC Connect '17
Milwaukee, WI



CONNECT 2016: THE PATH FORWARD

Oct. 19-21, the PHCC community met in San Antonio, Texas, for CONNECT 2016. Nearly 800 attendees brought positive energy and a true desire to collaborate with their peers and industry partners on pressing needs, from keeping up with technology and government regulations to hiring and retaining skilled workers.

“For those who are prepared, chaos brings opportunity.”

CONNECT keynote John Spence shared how emerging trends – computer speed, robotics, virtual reality and more – are impacting the p-h-c industry. For example, augmented reality, the overlay of reality with computer-generated content and images through select devices, has many training implications for the HVAC/plumbing industry, according to Spence.

Those contractors who plan, however, will be ready to forge the new frontier, said Spence.

Spence’s address was just one of more than 25 education sessions offering attendees ideas and proven solutions on topics such as succession planning, consumer financing, data-driven marketing, fresh air treatment and filtration and much more.

Politics and the Industry

During the second keynote address, political analyst Stu Rothenberg explored the interaction between American demographics and politics.

“The nation is divided,” he said, “and it’s not going to change in this election.”

PHCC members displayed their belief that a unified voice carries far greater power than any single individual by contributing more than \$9,500 to the PHCC Political Action Committee during CONNECT 2016.

QSC Business Excellence Day

This year’s CONNECT was one of many firsts. One of the biggest was the inaugural QSC Business Excellence Day, an event made to highlight the unique programming and services PHCC’s Quality Service Contractors (QSC) has to offer. The one-day track was aimed at owners and senior managers and focused on service and repair topics. Covering everything from inspiring performance through great leadership to the power of selling an experience, the event pulled in packed rooms of attendees.

“This was our first QSC Business Excellence Day and I think it has been a great success. This event brought together members of the QSC community and showed potential service and repair contractors what we are all about and what we have to offer,” said Lawrence Leonard, QSC Executive Director.

“Without a doubt, the most important aspect of our success was the educational content we were able to provide participants. Our goal is to help these business leaders move their companies forward while taking advantage of the opportunities currently available. Many thanks go out to our incredibly supportive industry partners who helped make QSC Business Excellence Day a reality.”

Workforce Development: Becoming the “Employer of Choice”

During a Workforce Development Exchange, several panelists shared ideas on how contractors can become an “employer of choice,” citing their own experiences using technology, career fairs, social media, career websites and more.

PHCC—National Association unveiled a number of new recruitment tools for members during the session. One was a new a career video focusing

on the industry and what it offers. Another was Conquering the Workforce Challenge, a resource guide to help members find and recruit qualified employees.

Educating Current and Future Generations

The talents of promising young workers were on full display at CONNECT, with 20 plumbing apprentices and 12 HVAC apprentices vying for top honors during the PHCC Educational Foundation's Apprentice Contests.

The PHCC Educational Foundation announced that it received Invest in Your Future campaign contributions totaling \$39,500 during the Awards Luncheon last Friday.

Proving their commitment to supporting the next generation, PHCC Auxiliary and Educational Foundation announced scholarship awards totaling nearly \$134,000 to 72 students.

“Collaborating for Success”

With an eye on the future, PHCC installed new officers, with PHCC President Chip Greene, Greene & Associates, Macon, Georgia, passing the baton to Patrick Wallner, Wallner Plumbing Company, Inc., Redding, California, during the closing installation ceremony.

The organization also welcomed Ken Nielsen, AccuAire Inc., Reading, Massachusetts, as Vice President. Mr. Nielsen was elected during the Oct. 21 PHCC Annual Business Meeting.

Expanding its communications tools, PHCC released its new magazine – *PHCC Solutions*. CONNECT attendees got a sneak peek at the first issue which focuses on technology integration and how contractors can get ahead on this new innovative trend.

During the conference, PHCC also launched its Water Supply Calculator App, offering members

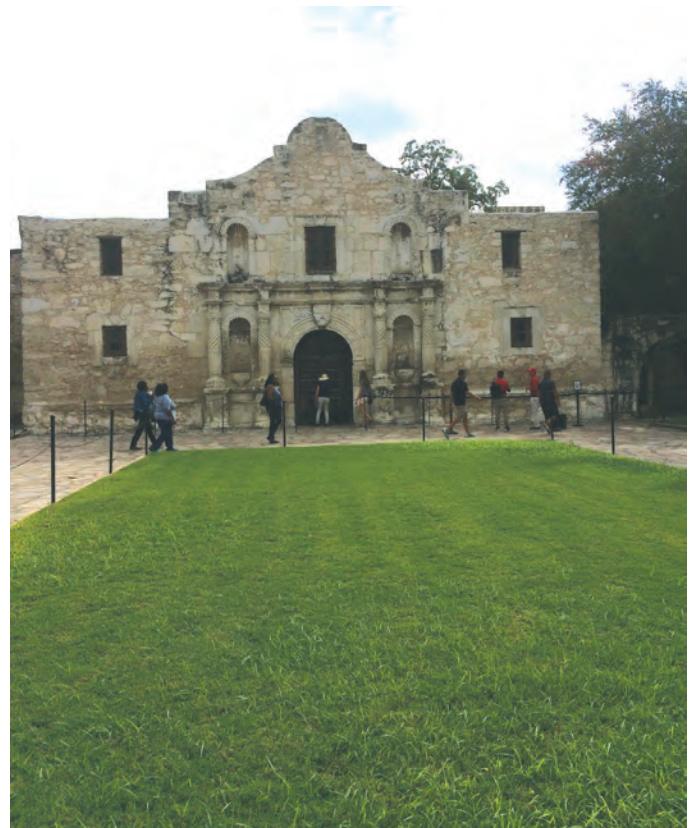
a single resource to determine water support fixture units and minimum fixture branch sizes for common plumbing fixtures, as well as other calculations. The app also serves as an all-in-one membership engagement tool that allows members to directly access PHCC information and resources on their portable devices.

Of course, PHCC couldn't pave its path forward without recognizing several deserving contractors, apprentices, auxiliary members, association executives, and students who have made the progress so far possible.

What's Brewing for CONNECT 2017 ...

PHCC already is planning for CONNECT 2017 in Milwaukee, Wisconsin. Plan to join us Oct. 4-7 on the shores of Lake Michigan, just 90 miles from Chicago, in a city rich in history and culture.

Save the date! 



Many Connect attendees enjoyed the tour of the Alamo.



Illinois PHCC member Tom Gent serves as a judge at the PHCC National Educational Foundation Plumbing Apprentice Contest



Part of the Illinois PHCC delegation with PHCC National EVP Michael Copp after the annual Bradford White breakfast.

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PHCC NATIONAL ASSOCIATION & AUXILIARY ELECT NEW OFFICERS

These new officers were installed at the Oct. 21 closing reception at CONNECT 2016 in San Antonio.

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Patrick Wallner
Wallner Plumbing Company, Inc.
Redding, California

President Elect:

Laurie Crigler
L & D Associates, Inc.
Aroda, Virginia

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Ken Nielsen
AccuAire, Inc.
Reading, Massachusetts

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Bev Potts
PHCC of Illinois

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Vice President:

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Treasurer:

Cheryl Gammon
Mt. Juliet, Tennessee

Marketing Secretary:

Kelly Ruddy
Richfield, Minnesota



BLOOMINGTON/NORMAL APPRENTICE COMPETES IN NATIONAL CONTEST

Reid Starkey, an employee of PHCC member firm, The Lane Company, competed in the PHCC National Educational Foundation's 2016 HVAC Apprentice Contest.

Reid traveled to San Antonio, Texas to compete on October 19th and 20th. He was sponsored in the competition by Daikin North America. As a participant, Reid received an assortment of tools and clothing items donated by industry suppliers. 🚚



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Questions? Contact the Illinois PHCC at bev@ilphcc.com or shelly@ilphcc.com

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WHAT'S WRONG WITH THIS PICTURE?

What's wrong with this picture is a good question. The trench drain in the picture passes under the wall to another restroom. Even though the installation seems like a good idea, the code tells a different story. Section 890.730 tell us the trap size, and the use of intermittent trench drains being treated as an individual floor drain, but section 890.1370 requires one floor drain in each restroom. The single trench drain does not meet the intent of the plumbing code. The only other issue besides the trash receptacle being in the clear accessible floor space would be whether the location of the trench drain would hinder the accessibility of a wheel chair.

Section 890.730 Floor Drains/Trench Drains

a) Trap and Strainer. Floor drains shall be trapped and have a minimum water seal of 2 inches and shall be provided with a removable strainer. The open area of the strainer shall be at least $\frac{2}{3}$ of the area of the drain line to which it connects. (See Appendix F, Illustration F.)



b) Trench drains for gas or oil discharges shall be constructed of cast iron, steel, polymer concrete, fiberglass, high-density polyethylene (HDPE), or Schedule 40 PVC material. Continuous trench drains for gas or oil discharges shall have a trapped and vented opening no less than every 40 lineal feet. Intermittent trench drains shall be treated as individual floor drains and shall meet the trap and venting requirements for floor drains.

Section 890.1370 Floor Drains

a) 4) At least one floor drain shall be located in every restroom having a masonry or concrete floor except those for private use.

c) Accessibility. Floor drains shall connect into traps, shall be accessible and readily cleaned, and shall be located so that they are easily visible. 🚽

ILLINOIS PHCC RECEIVES NATIONAL AWARD

The Illinois PHCC was presented with the **Chapter Excellence Award** for state chapters during the PHCC National Convention in San Antonio, Texas. The inscription on the award states “In Recognition of Outstanding Achievement in Both Management and Service to PHCC Members”. The award was presented during the annual Leadership Luncheon and was accepted on behalf of the association by Illinois PHCC President Steve Stimson and Executive Director Bev Potts.



BLOOMINGTON/ NORMAL PHCC PRESENTED AWARD

The Bloomington/Normal PHCC was presented with the PHCC National’s **Chapter Excellence Award** for local chapters at the recent PHCC National Convention. The inscription on the award states “In Recognition of Outstanding Achievement in Both Management and Service to PHCC Members”. The award was presented by PHCC National President Chip Greene during the annual Chapter Leadership Lunch, and was accepted by Vice President Tammy Rich Stimson and Executive Director Bev Potts.



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East Moline Connor Company.....309-796-2120	Quincy Connor Company.....217-228-7898 Crescent Parts & Equipment.....217-223-9750 T.F. Ehrhart.....217-222-9103
East Peoria Capitol Group.....309-699-3986	Rockford Connor Company.....815-874-1515 G.W. Berkheimer.....815-387-0230 Johnstone Supply.....815-874-8256
Elk Grove Village Illco.....847-228-1200	Springfield Capitol Group.....217-793-4300 Connor Company.....217-544-9612 Illinois Plumbing & Heating.....217-793-9800 Rogers Supply.....800-252-0405
Evanston Able Dist.....847-869-6500	Sterling Plainwell Brass.....815-625-0937
Freeport Connor Company.....815-235-7789	Streator United Pipe & Supply.....815-672-4569
Galesburg Connor Company.....309-342-7000 Holt Supply.....309-342-5161	Sugar Grove Connor Company.....630-466-3284
Glen Ellyn Controlled Eng.....708-469-7300	Summit Argo-Summit Supply.....708-458-5850
Hillside Munch's Supply.....630-547-1121	Tinley Park G.W. Berkheimer.....708-532-8100
Jacksonville Connor Company.....217-243-3411	Urbana Comfort Supply.....217-328-2300 Connor Company.....217-367-7601
Joliet Illco.....815-725-9100	Waukegan Illco.....847-473-9000

THANK YOU FROM THE AUXILIARY

The 2016 annual service project of the Illinois PHCC Auxiliary benefitted the Center for Prevention of Abuse in Peoria, Illinois. The mission statement of the Center is *“To help all people – women, men and children – live free from violence and abuse”*. They provide assistance for physical, mental, emotional, sexual, and/or financial abuse and neglect for adults, children, seniors, and adults with disabilities. Emergency and transitional housing, prevention education, support groups, and counseling are just some of the services provided by the Center.

The Illinois PHCC Auxiliary would like to thank those that made donations of items and/or monetary donations to their 2016 service project:

Test Gauge & Backflow Supply, Inc.

REPCO Associates, Inc.

Paula & Paul Buddy

Dea & Chuck Hicks

Jeanette Kelly

And all the generous Illinois Auxiliary members.

This project was part of the Auxiliary's entry which won a Robert M. Cox Award at the recent PHCC National Convention in San Antonio.


Thank you everyone for your continued support of the Auxiliary and its projects.



BEV POTTS RECIPIENT OF NATIONAL AUXILIARY AWARDS

During the recent PHCC National Convention in San Antonio, Illinois PHCC Executive Director Bev Potts was presented with two National Auxiliary Awards.

The distinguished **Larry Dore Member of the Year Award** recognizes an Auxiliary member who is active in many areas of life in addition to his or her work with the various levels of the Auxiliary. This award recognizes a member who has made a substantial contribution to the p-h-c industry and/or their community, and who willingly gives time and talent to better the Auxiliary and the industry. This award is sponsored by InSinkErator and was presented by Rob Grim and Chad Severson.


Sponsored by the Copper Development Association, the **3D AWARD—DESIRE, DEDICATION AND DETERMINATION** recognizes an auxiliary member who willingly gives time and talent to better the Auxiliary. A beautiful, handcrafted copper tray was presented to Bev by Dale Powell of the Copper Development Association. 



Pictured is the Illinois PHCC delegation at the Awards Luncheon on October 21st.

ILLINOIS AUXILIARY RECEIVES TWO ROBERT M. COX HUMANITARIAN AWARDS

The prestigious Robert M. Cox Humanitarian Awards recognize outstanding efforts by a state or local Auxiliary in two categories: image and recruitment. Judging is based on the impact an auxiliary has made on the p-h-c industry or local community, joint cooperation between Auxiliary and contractor association, and the description of the implementation of the activity and results achieved. First and second prizes and honorable mentions each receive a monetary award.

- Image 1st Place – **PHCC Auxiliary of Illinois** and PHCC Auxiliary of Washington State
- Image 2nd Place – PHCC Auxiliaries of Nebraska and Lincoln, Nebraska
- Image Honorable Mention – **PHCC Auxiliary Illinois**
- Recruitment 1st Place – PHCC Auxiliary of Delaware 



Pictured accepting the awards on October 20th in San Antonio, Texas are Treasurer Becky Davis (on left), and member Gail McWilliams.

Congratulations to the Illinois Auxiliary on these very deserving awards.



2016-2017 Continuing Education for Illinois Licensed Plumbers

<u>Date/Time</u>	<u>Location</u>	<u>Fee</u>
<input type="checkbox"/> **September 23, 2016 – 1:00 pm-5:00 pm	John A. Logan College, Carterville, IL	\$50.00
<input type="checkbox"/> **September 24, 2016 – 8:00 am-12:00 pm	Holiday Inn Express & Suites, Vandalia, IL	\$50.00
<input type="checkbox"/> **October 14, 2016 – 1:00 pm-5:00 pm	Ramada Springfield North, Springfield, IL	\$50.00
<input type="checkbox"/> **November 4, 2016 – 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00
<input type="checkbox"/> **January 13, 2017 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **February 24, 2017 – 1:00 pm-5:00pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **March 24, 2017 - 9:00 am -1:00pm	Drury Lane, Oakbrook Terrace, IL	\$35.00

No Walkins – No Exceptions. All Registrations for the March 24 class must be received before March 1, 2017

<input type="checkbox"/> **April 7, 2017 – 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00
<input type="checkbox"/> **April 21, 2017 - 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$75.00

****State hours for Certified Plumbing Inspectors**
Please check the session you will be attending.

TOTAL AMOUNT ENCLOSED \$ _____

Fee must accompany application.

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IDPH Sponsor # 750-002
IDPH Sponsor # 750-035

Course # 750-002-C1 & 750-006-C1
Course # 750-035-C1

4 Credit Hours

To register, complete this form by checking the location you will attend,
provide your complete address, make checks payable to Illinois PHCC and mail to
Illinois PHCC ♦ 821 South Grand Avenue, West ♦ Springfield, Illinois 62704
Phone (217) 522-7219

Name: _____ License # **058-** _____

Address: _____

City/State: _____ Zip _____

Phone: _____ Fax: _____

Email address: _____

IMPORTANT:

You MUST bring your Plumbers License with you to the program. Please arrive no later than 30 minutes prior to complete the registration process. Directions are available on our website at www.ilphcc.com

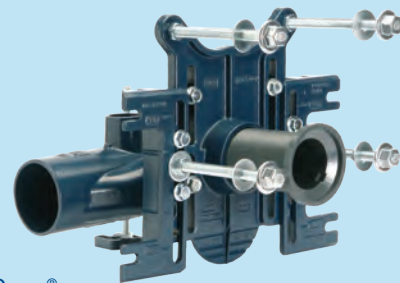
Cancellation Policy: IL PHCC reserves the right to cancel a course due to insufficient enrollment. If we cancel a course, you will be notified and your pre-registration will be refunded to you or you may transfer to another location.

There is no refund for any registration not cancelled (10) working days prior to the class. Cancellations made prior to (10) working days will be charged a \$15.00 cancellation fee. There will be a \$50.00 service charge for any checks returned due to insufficient funds.

In compliance with the Americans with Disabilities Act of 1990, the Illinois PHCC Association will make all reasonable efforts to accommodate persons with disabilities at its meetings. Please call 217-522-7219 with any special requests.



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A SAFE WORKPLACE IS SOUND Business

OSHA has recently updated the Guidelines for Safety and Health Programs it first released 30 years ago, to reflect changes in the economy, workplaces, and evolving safety and health issues. The new Recommended Practices have been well received by a wide variety of stakeholders and are designed to be used in a wide variety of small and medium-sized business settings. The Recommended Practices present a step-by-step approach to implementing a safety and health program, built around seven core elements that make up a successful program.

The main goal of safety and health programs is to prevent workplace injuries, illnesses, and deaths, as well as the suffering and financial hardship these events can cause for workers, their families, and employers. The recommended practices use a proactive approach to managing workplace safety and health. Traditional approaches are often reactive –that is, problems are addressed only after a worker is injured or becomes sick, a new standard or regulation is published, or an outside inspection finds a problem that must be fixed. These recommended practices recognize that finding and fixing hazards before they cause injury or illness is a far more effective approach.

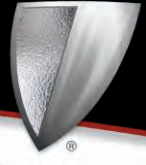
The idea is to begin with a basic program and simple goals and grow from there. If you focus on achieving goals, monitoring performance, and evaluating outcomes, your workplace can progress along the path to higher levels of safety and health achievement.

Employers will find that implementing these recommended practices also brings other benefits. Safety and health programs help businesses:

- **PREVENT workplace injuries and illnesses**
- **IMPROVE compliance with laws and regulations**
- **REDUCE costs, including significant reductions in workers' compensation premiums**
- **ENGAGE workers**
- **ENHANCE their social responsibility goals**
- **INCREASE productivity and enhance overall business operations**

**For more
information
visit
osha.gov.**





Fires Don't Always Start with a Lit Match

Fires that hit businesses come in all sizes. They can occur anytime, anywhere, and from a variety of causes. They don't discriminate. Spontaneous combustion, heating systems, electrical systems, smoking, poor housekeeping, the storage of flammables, and mechanical equipment failure continue to be the most frequent fire causes across all industries, and are often the result of missed opportunities to recognize and remove the hazard. But sometimes, hazards can be easy to miss:

- A company employee was doing some cleaning with a mop and cleaning chemicals. Those two things in combination spontaneously combusted.

The point is, business owners need to be ready for almost anything. There's no doubt that fires are devastating and have implications far beyond property damage.

Fires create chaos

Businesses are vital to a community's well-being and survival. A fire at a business leaves community members and officials wondering if the company will survive.

Fires create uncertainty

Employees are a business's most valuable asset, and a fire can leave them with a lot of questions: Do I still have a job or do I need to move on? Will I get a paycheck—even for the short-term? What can I do to help? If the company shuts down, then what?

Fires create doubt

Customers rely on businesses to be operational to fulfill their needs. When customers see a business go up in flames, they can't help but wonder how it will affect them. How will their needs be met? Today's just-in-time business transactions may require customers to go elsewhere to get the products and services previously provided them by the damaged supplier. Will that be short- or long-term?

Fire prevention is an important enough topic to take the proper time and effort to put into action. It's not just a "one and done" risk management activity; it needs to be done daily. Investigations reveal that most fires can be prevented if businesses consistently pay attention to a few, very specific hazards. Federated now provides industry- and business-specific fire risk evaluation checklists to use during facility inspections.

Checklists are intended to help employees, supervisors, or managers recognize and fix fire hazards. However, checklists can do only so much. Employee training and outfitting your premises with proper fire prevention safeguards, procedures, and equipment will add to your ability to prevent a fire from taking over control of your company.

This article is intended to provide general information and recommendations regarding risk prevention only. There is no guarantee that following these guidelines will result in reduced losses or eliminate any risks. This information may be subject to regulations and restrictions in your state and should not be considered legal advice. Qualified counsel should be sought regarding questions specific to your circumstances and applicable state laws. © 2016 Federated Mutual Insurance Company. All rights reserved.

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TRAVEL SAFETY TIPS FACTSHEET

Another important ToolBox Talk brought to you by the Quality Service Contractors (QSC) – An Enhanced Service Group of PHCC, P.O. Box 6808, Falls Church, VA 22040.

Ph. 800-533-7694. Visit our website at: <http://www.qsc-phcc.org>.

Travel Safety Tips FactSheet

Business travel can be stressful. Why make it more so by setting yourself up as a target for crooks? Here's what you can do – at the airport, on the road and at your hotel to improve the chances you'll return home safely.

At the Airport

- Don't let anyone but uniformed airline personnel handle your bags.
- Stay especially alert and watch your bags and laptop computer carefully at all times.
- Watch out for staged mishaps, like someone bumping into you or spilling a drink. Often it's a ploy to divert your attention.
- Carry your purse close to your body, or your wallet in an inside front pocket. Better yet, wear a money pouch under your clothes.
- Keep a separate record of the contents of checked luggage. And keep anything of value in a carry-on that stays with you.
- Avoid displaying expensive cameras, jewelry, and luggage that might draw attention. Your aim should be to blend in with the crowd.


On the Road

- Become familiar with your travel route before you start. Get a map and study it.
- Make sure your rental car is in good operating condition. Learn how to operate all windows, door locks, and other equipment before you leave the lot.
- Keep your maps and rental agreement concealed, not lying on the seat or the dashboard.
- Have keys ready when approaching your car.
- Keep car doors locked while you are driving. Park in well-lit areas only, close to building entrances and walkways.
- Check the back seat and floors before you get in.

- If you are bumped by another car, think before you get out. If you are in doubt or uncomfortable, signal the other driver to follow you to a nearby police station or a busy, well-lighted area where it's safe to get out.

At the Hotel

- Insist that hotel personnel write down your assigned room number so others can't see or hear it.
- Never leave luggage unattended.
- Keep all hotel doors and windows locked, and use all door locks.
- Learn the location of fire exits, elevators, and public phones in case of emergency.
- Make sure your room has an indoor viewer and a dead bolt lock.
- Keep valuables-jewelry, cash, etc. in the hotel safe.
- Better still; leave jewelry in a safe at home.
- Ask hotel staff about the safety of the neighborhood and what areas to avoid.
- Before taking a cab, ask the staff about directions and estimated costs.
- Always verify who's at your door. Don't open the door to someone you don't know. If an unexpected visitor claims to be a hotel employee, call the front desk to make sure.
- Don't display room keys in public or leave them on the restaurant tables, at the swimming pool, or in other places where they can easily be stolen.
- If you lose the plastic key card to your room, insist on a new-keyed card.

Crime can be random, but there's a lot you can do to limit your chances of becoming a victim. Often simply being aware of the threat of crime – and alert to what you can do to prevent it – will go a long way to making your business trip both safe and successful. 



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