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3	5	7	1	6	2	9	8	4
4	3	5	6	9	8	1	7	2
2	9	1	7	3	5	8	4	6
7	8	6	2	1	4	3	9	5
9	1	3	4	2	7	5	6	8
5	4	2	9	8	6	7	1	3
6	7	8	3	5	1	4	2	9

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2 Preparing for Tenants to Return? Don't Make These 3 Big IAQ Mistakes

3 Make Your Work-Life Balance Easy

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THE SMARTPHONE DILEMMA

DO YOU NEED A NEW PHONE WHEN THE UPDATES STOP?

Most smartphones are only supported by the manufacturer for a set period of time, and once that time is up, support will be unavailable for that phone. Support includes everything from operating system updates to security flaw patches. Although it varies greatly between manufacturers and even service providers, updates usually roll out every few months.

Apple is one of the most generous supporters of its older devices. It typically offers updates on devices that are 4–5 years old. While older devices can sometimes struggle to run newer updates, this commitment means you can keep your device for a longer period of time. On the Android side, Samsung also tends to support its devices for several years, often up to four years for its flagship devices. Despite that, for most brands the magic number is three years.

So, once you notice that your device is no longer updating, what are you supposed to do? Are you expected to drop upward of several hundred dollars (or more) on a new phone? Or do you just "deal with it" and accept that your device is no longer receiving critical security updates?

If your device still runs well — it does everything you expect it to, it has decent battery life, and the screen is in good shape — there might not be a reason to immediately buy a new phone. Many security experts say if you stick to a handful of apps and your usage is consistent from day to day, your risk is low.

If your device is showing its age and/or you rely heavily on your phone for work and communication, the risk may be higher. Regardless, it's a good idea to update your smartphone in



regular intervals. We can all complain about planned obsolescence, but access to current updates and security patches is definitely beneficial. With so many cybersecurity risks out there, it's better to *not* fall behind in these technological times.



Smelling Like a Sheep What I Learned From My Very First Job

I got my first "real" job at the age of 17. I'd already worked on my family's farm, so I had experience taking care of calves, milking cows, and baling hay, but I hardly counted that as a job — it was just life. At 17, I was between high school and college, and I wasn't sure what I wanted to do next. So I called my aunt Lily in Napa, California, and asked, "Can I stay with you for the summer?" She said yes!

Given the beautiful location, you might assume my first job was working at vineyard, stomping grapes, rolling wine barrels, or waiting tables, but in truth it was a far more ... unique experience. My aunt Lily ran a beauty parlor, and one of the ladies she styled recommended I apply at The Sawyer Tanning Company.

The Sawyer Tanning Company was founded in 1869. It had the distinction of making beautiful sheep and alpaca leather coats for some of the most expensive shops in the country, including Saks Fifth Avenue in New York. The work was far less glamorous than the finished product.

My first job at the tannery was unloading hides by the truckload, trimming off the manure-spotted tail sections, and throwing the hides into giant vats to be chemically washed. The treatment left them clean and malleable. For the first two and a half weeks on the job, I couldn't get the smell of sheep manure out of my skin!

The foreman, George, made the work bearable. He was funny but stern and spoke about seven different languages, including his native Romanian. He approved of my work, and before long, he promoted me to the team that took care of the hides after they were washed.

I felt pretty good about that promotion until I found out I'd have to climb into the bottom of the 8-foot-deep vats. It was my job to pick up each saturated, 60-pound hide and hoist it over my head so that another guy on the team could grab it and pull it out of the vat. I did that for several weeks before George took pity on me and moved me on to the drying team. I spent a month



hauling hides upstairs, hanging them on drying racks, and tossing them into giant tumblers. Tumbling the skins with sawdust made them loose and flexible, and got them ready for the team that buffed them to a supple, suede-like texture.

By the fall, I was assigned to the task of "rough sorting" the hides into four categories depending on their appearance. After my sort, George and another experienced tanner sorted them further, and then they went to the tailors to be sewn into the most beautiful leather coats I've ever seen. When I finally left Sawyer Tanning, George gave me a sheepskin and told me that I'd have a job waiting at the tannery any time I wanted it. Every time Kaye and I photographed our babies playing on the fur, it brought back interesting and somewhat fond memories.

Those eight months at Sawyer Tanning Company were the hardest work I've ever done in my life. Still, I'm glad I got the experience, because it taught me exactly what my body is capable of. Today, I'm not afraid of hard work. But my body doesn't always keep up with my spirit. I still feel that I can walk down 34 flights of stairs twice in one day ... and I do it in one building, every year. But I hurt (seriously) for 2 or 3 days afterwards.

Was your first job as unusual as mine? I'd love to hear about it and the lessons you learned. Fill me in next time you call to schedule a proactive indoor air quality survey for your building.

Travis West

PREPARING FOR TENANTS TO RETURN? DON'T MAKE THESE 3 BIG IAQ MISTAKES



This is a difficult time for building engineers and managers. You probably feel like you're walking a tightrope, caught between the stresses of low occupancy and the pressure to ensure your buildings will be COVID-19-proof when tenants return. It's tough to negotiate this transition, which is why we offer proactive indoor air quality surveys. We will inspect your building and look for potential problems before tenants come back. The truth is that, sometimes, even building managers who think they've gone above and beyond to prepare for reoccupancy can fall victim to big IAQ mistakes — and you could be one of them.

A few weeks ago, I walked through a building that was a textbook example. At first glance, the building seemed well-equipped. The engineer who conducted the walk-through proudly told me they had recently installed two brand-new air handler units on each floor and equipped each of them with a needlepoint bipolar ionizer, which he said would "eliminate COVID-19 from the building." I also noticed indoor air quality monitors mounted to the walls, apparently one per floor.

That sounds great, right? Unfortunately, appearances can be deceiving. The building engineer thought his team had gone above and beyond, but they had actually fallen victim to three big IAQ mistakes.

MISTAKE NO. 1: TRUSTING POST-COVID 'SNAKE OIL SALESMAN'

In the February edition of this newsletter, I warned you about the "snake oil salesman" taking advantage of building managers by selling COVID-19 solutions that aren't backed up by real science. The needlepoint bipolar ionizer is one such scam. The managers of the building I walked through wasted thousands of dollars to purchase 60 or more of these ionizers. If you didn't

read my friend Bud Offermann's article on this topic in February, go to this link to learn how to protect yourself: [IEE-sf.com/pdf/TheCOVID19SnakeOilSalesmenAreHere.pdf](https://www.iee-sf.com/pdf/TheCOVID19SnakeOilSalesmenAreHere.pdf).

MISTAKE NO. 2: ASSUMING YOUR PRECAUTIONS ARE EFFECTIVE

The engineer told me the building's brand-new air handler units undergo preventive maintenance every six months, but when I inspected them I found a buildup of dirt on their surfaces. The evaporator coils were dirty, and the fan housing and blades had a light layer of dust on them. These overlooked issues could cause major indoor air quality problems. Apparently, the preventative maintenance plan wasn't as comprehensive as they believed. Similarly, the indoor air quality monitors I'd noticed, while great equipment, were limited to one unit per floor, which won't provide a realistic "snapshot" of the actual indoor levels.

MISTAKE NO. 3: NOT RELYING ON THE CUSTODIAL STAFF

When the custodians miss a spot, you hear about it. But the fact is that in addition to your building engineers, the custodial staff are part of your first line of defense in preventing IAQ problems. When they vacuum and clean thoroughly, the settled dust and debris is removed. Plus, limiting or reducing the variety of chemicals used for cleaning means there will be less potential for complaints. Addressing these simple issues reduces the chance that a tenant will complain.

Don't fall into the trap of making these big mistakes this summer. Instead, call me and book a proactive indoor air quality survey before your tenants return.

Travis West

3 BUSINESS TRICKS THAT WILL IMPROVE YOUR PERSONAL LIFE

When you're constantly in the "zone" at work, you're not always thinking about what's best for your personal life. While many business owners prioritize balance, what will truly benefit both your home and work life? Check out these three tricks.

1: START YOUR DAY WITH A PLAN.

We know what you're thinking: Writing out your plan is more work than just doing it. The key is to plan whenever you can. If you jot down things you want to accomplish the following day as they come up, all you'll need to do is spend a few minutes organizing your list the next morning.

Pro Tip: Remember to include time to unwind and relax!

2: DEVELOP NEW AND IMPROVED PROCESSES.

While certain activities can't be replaced with shortcuts (like spending time with family), consider ways to make your current processes more efficient and beneficial. For example, you can't lose weight if you don't change your diet and exercise.

Adjusting your habits might seem difficult, but there's actually a straightforward method. According to "Atomic Habits" by James Clear, every new habit has a simple formula behind it: motivation, ability, and prompt.

Whether your reminder is an alarm at the same time every day or even another habit ("I'll exercise before I take my morning shower"), make sure it's part of any new process you implement.



3: REMEMBER, WORK IS FLEXIBLE — YOUR PERSONAL LIFE ISN'T.

Bryan G. Dyson, CEO of The Coca-Cola Company, once told his staff, "Imagine life as a game in which you are juggling some five balls in the air. You name them — work, family, health, friends, and spirit — and you are keeping all of these in the air."

In his metaphor, work is a rubber ball. "If you drop it, it will bounce back. But the other four balls are made of glass. If you drop one of these, they will be irrevocably scuffed, marked, nicked, damaged, or even shattered. They will never be the same."

We hope these tips help you protect the "glass balls" in your life!

SUDOKU

HAVE A LAUGH WITH TRAVIS



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Solution on Page 4