



Giroux Glass Inc. Case Study

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Giroux Glass Inc. is an award-winning, employee-owned glass, glazing, and architectural metals contracting company. Founded in 1946, the company now operates branches in Los Angeles, San Bernardino, Las Vegas, Fresno, and Phoenix. They are consistently recognized in the industry for integrity and high-quality performance, exceeding client expectations and defying engineering challenges to complete the industry's most demanding glazing projects. Now one of the nation's top glazing contractors, Giroux Glass began as a small, family-owned glass repair business founded by Louis Giroux in 1946. In 1991, it was purchased by Anne-Merelie Murrell, who expanded the scope of services and repair projects to offer glass design and installation, high-end residential and retail design, commercial contract work and fabrication, as well as CAD design.

Giroux Glass currently ranks among ENR Magazine's Top 20 Firms in Glazing and Curtain Wall, and Glass Magazine's Top 50 Glaziers in the US. They have completed impressive projects in several states, including the Skywalk at the Grand Canyon, the Getty Center in Los Angeles, and the Guinness World Record Winning World's Largest Chocolate Fountain located in the Bellagio Las Vegas.

As the company has evolved, so has its operational philosophy. In 2017, Giroux Glass became a 100% employee-owned (ESOP) company. Employees can purchase shares and therefore are personally vested in the success and growth of the company. Giroux Glass believes that providing top-quality services requires top-quality people and a culture that inspires innovative ideas and excellent customer service. They are a certified Great Place to Work company, with 98% of employees saying it is a great place to work compared to 59% of employees at typical US-based companies. No matter their role, every employee understands that they are part of something larger and that they're growing the business for the benefit of all.

Learning from the challenge of filling the CEO role in 2015, Giroux Glass has come to understand the importance of succession planning and preparing current employees for future leadership roles. Giroux Glass has partnered with Crestcom International to provide leadership development programs to promising individuals within the company. Current CEO & President Nataline Lomedico explains, "Continually offering our employees educational growth opportunities is of the utmost importance to Giroux, and Crestcom's BPM program offers a well-rounded approach to all important facets of management."

This approach to leadership training has also fostered team bonding, providing employees from different locations and departments the opportunity to learn and practice new skills together. By spending time learning alongside their fellow employees, participants in the program benefit from the increased trust in each other and improved communication at all levels of the operation.

Giroux Glass has achieved an incredible level of growth through its investment in the development of its team members. They have enrolled key personnel in the 12-month Crestcom BPM program, with some leaders going on to participate in Crestcom's post-graduation continuing education program (CCE). To date, 13 Giroux Glass employees have completed the BPM program, while seven more employees are expected to graduate in 2021. Using the skills developed in these monthly sessions, Giroux Glass managers have led their teams to become more confident and effective leaders, driving real business results.

In February, Giroux Glass was announced as the winner of the prestigious Crestcom 2021 Global Leadership Growth Award. Crestcom partner and leadership expert Kelley Connell nominated the company because "Giroux Glass continually seeks innovation in its processes, methods, and materials, both in the field and in the office. The organization provides training to keep employees up to speed with the latest techniques and skills with "lunch-and-learns," access to webinars, and membership in top industry associations."

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She also noted, "Giroux Glass strives for excellence in everything it does and understands the importance of preparing employees for future leadership roles." Ms. Connell also praised Giroux Glass for their passion and integrity, noting that the company emphasizes individual responsibility for the collective good and the notion that one's word means everything. These philosophies aren't just written in a corporate statement somewhere but are put into practice among all who work at Giroux Glass every day.