

In his spare time, Graves enjoys “the usual stuff: golf, balls, hockey.”

However, with a five-month-old baby girl Colbie, he and fiancée Tanya may be a little short on spare time for a while.

It’s clear a positive attitude has played an important role in his success.

“It’s always pleasant to approach him as quite a number of our customers have found out,” says Johnson.

In fact, the always-game Graves had trouble narrowing down his favourite part of the job.

“I’d say, actually just fixing everything. You name it.”

### THE FAST LEARNER

**Dustin Hubert, operations manager, L.M. Temperature Control Inc, Mississauga, Ont.**



As Dustin Hubert puts it, his co-workers ganged up on him.

The four-year veteran of the rental business was nominated by co-workers Diane Gouge, Luis Salazar, Mario Muscat, Dan Williams, Wendy Ferreira, Jocelyne Salazar and Sandra Coelho of L.M. Temperature Control Inc.

Twenty-nine-year-old Hubert rose from inside sales rep with virtually no experience in rental to national equipment co-ordinator, and recently, operations manager, managing technicians and day-to-day operations at the Mississauga, Ont., rental house.

“We are thrilled to nominate Dustin Hubert for the Top 40 Under 40 as he exemplifies our definition of great customer service,” say his colleagues in their nomination letter. “He is always available for customers and takes calls at all hours of the day or night to make sure projects run smoothly and all our

customers are happy.”

They also credit Hubert for taking courses and for teaching himself the business in a relatively short time.

Hubert has managed key accounts, including large construction projects with companies such as PCL, EllisDon and Carillion. He was instrumental in LMTC’s successful project co-ordination for the G8 and G20 summits held in Ontario in June 2010.

“[Our customer] handed us this kind of stack of requirements,” says Hubert. “All these different tents, locations, generator requirements: a laundry list of stuff that they were going to hopefully be bidding on to supply in addition to some of the work that they had already been awarded so Luis and I put together this plan and equipment list and locations and manpower, and presented that to our customer and they ended up winning the job so that in turn won us the job.”

He has continued to manage important, complicated projects requiring significant planning and co-ordination, among them the newly built Niagara Health System Complex.

“It was a LEED building,” says Hubert, “so they had some very specific requirements as far as what type of indoor environment that they needed so we had to provide a season-long plan, whether it be cooling, heating, humidifier, dehumidifier, to maintain these conditions throughout the lifetime of that project [three years].”

Hubert, who is described by colleagues as resourceful and “on the leading edge of technology,” implemented a bar code system at LMTC using hand-held devices for better inventory control and cost management.

Hubert explains: “We may have things go in and out several times over the course of a project, so, being able to stay on top of that efficiently and accurately was our main goal, so we invested in some hardware, we had some custom-made software made and we basically have an entire bar code system in place now on all of our assets where we can easily track, locate and account for on any given kind of job or time frame.”

A “‘green’ thinker,” he is also an active member of the Toronto Chapter of the Canadian Green Building Council.

Hubert, who enjoys tinkering with vehicles and boating, shares a home in Stoney Creek with his fiancée, Erika. The two plan to marry in fall 2014.

### THE ALL-AROUNDER

**Trevor Lisoy, owner, Larry’s Rentall Inc., St. Catharines, Ont.**



Trevor Lisoy is proving there is no need to worry about the next generation in his family business.

Larry Lisoy, owner of Larry’s Rentall, nominated his son Trevor, 39, for the Top 10 Under 40.

Larry says Trevor, who has been with the company 19 years, has shown “dedicated interest in developing better operating procedures and disciplines to elevate our company to the next level.”

“Basically,” explains Trevor, it’s been expanding into different horizons. We’ve gone from high rental concentration to an all-around sales and service event . . . . We do a lot of warranty work for BE and Ariens and Gravely, Echo and MTD, so people can bring their equipment, get it fixed here. If they buy it here, then they can get it serviced here. We service and take care of the warranty on every brand that we sell, which is something that you can’t get from a box store.”

In addition to negotiating new lines, Trevor’s has incorporated, and used his considerable computer skills to help set up, a new point-of-sale system.

“We used to have Solutions by Computer before we went to Point of Rental and with Point of Rental the changeover was actually almost seamless. Even with the data and