

SOLUTIONS



A NEWSLETTER FROM LESKO RESTORATIONS, INC.

JUNE 2002

Wachovia Answers 'WOOF'

When Lesco Asks 'How Can We Serve You Better?'

When Lesco asked Wachovia how we could serve them better, they answered: "WOOF!" Please make up your own punch line here.

The truth is that WOOF is an acronym for "Wachovia Out-of-Footprint," and represents a group of some 605 properties, primarily First Union Securities branches, found all over the United States. WOOF is a large set of Wachovia properties that needed Lesco's facilities maintenance

attention.

With the flexibility and eagerness to serve that have always been the earmarks of Lesco's reputation, we gladly took on the new responsibility.

Lesco's Help Desk now administers the facility maintenance requests for WOOF locations, giving these facilities the same great service Lesco provides the thousands of other First Union/Wachovia locations we serve.

Lesco "point persons" Maria Santos

and Chris Wood will handle all issues relating to the new WOOF help desk project. Maria and Chris will be closely interacting with the Wachovia team in Charlotte to ensure a smooth transition, and promise to work doggedly (sorry) to provide that famous Lesco service to these new locations.

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Unusual Challenge at Duke Energy Brings Collaboration, Creative Solution

As is too often true, there existed no easy-to-follow directions to accomplish this task. No owner's manual, no troubleshooting guide, no on-line technical support. Just a client with a problem.

Recently a collaboration between Duke Energy and Lesco's David Stultz and Lee Davis resulted in another job well done.

At the River Bend fossil fuel station near Denver, North Carolina, Duke Energy was experiencing loose metal panels on the underside of one of their precipitator towers. These panels are suspended some 120 feet in the air, attached at each end to structural supports. This area was not easily accessible by crane, lift, or other mechanical means.

Lesco's task? Reattach 20 metal panels to the bottom of this structure. Ordinary methods simply would not work in this situation.

Then the collaboration began.

Duke and our Lesco people designed a special piece of equipment that would push the metal panels up and back and into position. A Lesco individual could then rappel over the



edge and reattach the panels.

Duke shipped in from Texas a rolling "I-beam trolley" that attaches to the underside of large I-beams. A trolley of this size - weighing some 250 pounds and rated for two tons - is not

a stock room item. This part had to be lifted into position on the underside of the large I-beam. A fulcrum arm, specially designed and fabricated by Lesco, was then attached to the trolley and rolled into place. This arm was attached to a rope that was operated from the ground 120 feet below.

Once in position the fulcrum arm was pulled down and the metal was pushed up into position and reattached. Not a simple matter to say the least. Lesco's Theodore Morrow and Bobby Joe Elkins worked to reattach the metal panels and Paul Grimwood worked the fulcrum arm.

Duke Energy stated that they were amazed that Lesco was able to complete

this work in such a short time and without disruption to their facility.

Email Contact:

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Holiday Inn Job Takes Lesco Crew to Arkansas

Moisture penetration. Two words that spell trouble for buildings.

The Holiday Inn in Springdale, Arkansas is an eight-story upscale hotel, including 206 guest rooms. The building was constructed in 1989 and has since experienced a variety of moisture penetration problems. The exterior walls are clad with EIFS (exterior insulation and finish system)



Holiday Inn, Springfield, Arkansas

with first-floor masonry veneer.

R.J. Kenney Associates of Plainville, Massachusetts was employed to perform a forensic investigation.

With the owners' commitment to get the job done right, Lesco was hired to tackle an extensive scope, including repair of existing windows, repair at all EIFS terminations and penetrations, removal and replacement of failed sealant, and crack repair.

Thanks to Lesco project tracking, a consultant in Massachusetts and Lesco management in South Carolina can easily keep up with daily progress on a project in Arkansas.

The work is proceeding under the watchful eye of Nick Gikas of R.J. Kenney Associates and Lesco superintendent Douglas Dizney.

Virginia Beach Means Work, Not Play for Lesco Specialists

Summertime and Virginia Beach mean vacation time, unless you're the crew from Lesco that will be hard at work amongst the sun worshipers on another project well-suited to our experience and capabilities.

Work is well underway on Phase III of Cape Henry Towers, a beautiful high-rise of oceanfront condominiums located in Virginia Beach.

Lesco's scope of work includes EIFS repairs, resealing, and recoating at this condominium complex. The work schedule calls for completion around mid-summer.



Cape Henry Towers, Virginia Beach

Easley's Baptist Medical Center Has New Look

First impressions are lasting ones, and The Baptist Medical Center in Easley, South Carolina just discovered what a difference a facelift can make.

Baptist Medical decided they needed a new look at their main entrance. Lesco was given the call.

Foreman Billy Lemmons and his crew of Pelo Anaya and Bernie Anaya set out to perform the building surgery.

Repairs were made to the existing entrance canopy and the surrounding EIFS walls. Once again, Lesco proved it has the prescription for whatever might be ailing your building.

The Baptist Medical Center, Easley, South Carolina

TECHNICALLY SPEAKING

Parking Deck Inspections Tell Secrets

Whether 20 years old or brand new, your parking deck may be keeping secrets from you.

An inspection of a recently constructed parking deck revealed a concrete thickness over the reinforcing steel of 0.5 inches instead of the specified two inches.

Where does this leave you, other than upset with your contractor?

What about structural integrity? How will this affect the service life of the deck?

Both questions are legitimate concerns for the engineer and the owner. A situation such as this occurs as a result of poor construction and quality control.

Step one is to confirm the deficiencies by additional testing. Step two is to prescribe remedial action.

If the problem is serious, then the integrity of the deck has been compromised. Premature deterioration should be expected.

Remedial options include:

- penetrating sealers
- waterproofing membranes
- bonded overlays

Fortunately, Lesco has the experience and technical expertise to correctly diagnose a problem and correct it.

If you suspect your parking deck is keeping secrets from you, give us a call. 1-800-669-5950.

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Six Complete Leadership Program

Lesco people just keep on getting better! Congratulations to Jeff Miro, Kevin Mayfield, Chris Wood, Maria Santos, Charles Garner, and Richie Lancaster for excelling in their recently completed Dale Carnegie Program.

The intensive 12-week program covered topics such as improving communication and presentation skills, leadership development, attitude management, and self confidence.



Kevin Mayfield
Accounting
Manager



Chris Wood
Network
Administrator



Maria Santos
CSA Supervisor



Charles Garner
Information
Systems Director



Richie Lancaster
Construction
Services Director

'Workplace Diversity' Topic Of Exchange

In an effort to promote supplier participation that reflects the diverse business community, The Diversity Business Opportunity Exchange was held this spring in Glen Allen, Virginia, and was sponsored by First Union / Wachovia.

Lesco was co-sponsor of the Exchange for the Virginia/Maryland/ Washington, DC area.

Lesco vice president of operations Scott Smith was one of the guest speakers for the event. Scott spoke on Lesco's 20-year business history with First Union, and emphasized that Lesco, as a first-tier supplier, supports First Union/Wachovia's Minority and Women-Owned business (MWBE's) certification program.

Other Lesco folks who attended were HR manager Donna Moss, director of construction services Richie Lancaster, field managers Fred Fourqurean and Andy Guilliams, and project manager Chris Forrest.

The meeting included a networking session which allowed MWBEs to speak directly with Lesco and learn how to become a certified First Union/Wachovia vendor.

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Donna Moss / dross@lesco.net



Clemson University's Strode Hall

Work Continues at Clemson U.

Another successful project has been completed by Lesco at Clemson University.

Strode Hall, a seven-story high rise situated on the campus, was in need of a facelift. The existing coating, said project manager Richie Lancaster, was bubbling and peeling. Lesco's crew - foreman Steve Sierra, Sam Cleland, John Moore, and Tassew Kassahun - handled the job with attention to quality. They removed the existing coating, reconditioned and recoated the pre-cast walls, and reapplied an elastomeric coating to the building.

Email Contact: Richie Lancaster / rlancaster@lesco.net

Summer Brings Two Mountain University Projects

Colleges and universities continue to call on Lesco to keep facilities in great shape.

Lesco is working on a new parking deck located on the beautiful campus of a prominent university located in the high country of North Carolina.

Our scope of work includes the coating of two new stair towers with an elastomeric coating along with several walls of the parking deck.

Secondly, we are underway with masonry repairs on Muse Hall, a large college dormitory at Radford University, located in the beautiful mountains of southwestern Virginia.

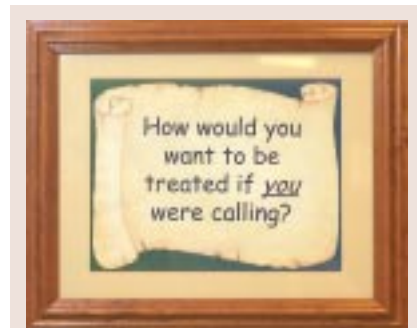
The scope of work at Radford includes installing temporary clip angles to support the masonry, installing new shelf angles, and various other masonry repairs.

We expect to complete this project in time for the beginning of the fall semester.

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Muse Hall, Radford University



What's important to the operation of a Help Desk? At Lesco, attitude is all-important, as demonstrated by this simple sign visible to all who answer phones and help clients.

Disaster Preparation Training Held At BOMA Southern Conference

The 2002 Building Owners and Managers Association (BOMA) Southern Region Conference was held April 23 - 25 in Charleston, West Virginia, and Lesco was well represented by president Toby Chapman and wife Carolyn, and David Stultz, project manager.

"Earn your masters in disasters"

Mold & Mildew

Mold and mildew are becoming major issues for office buildings, as attested to by the number of lawsuits underway.

As a certified mold remediation contractor, Lesco can help you with a remediation plan. Give us a call, or go to www.epa.gov/iaq/molds/index.html

IMPORTANT: Be careful about putting your own maintenance workers at risk by attempting to handle remediation in-house.

was the theme for this year's meeting. Speakers addressed a variety of topics, from safety to terrorism.

As has become tradition, Lesco sponsored the "First Timers Reception," this year on the lower floor of the Capitol building rotunda.

The program for Conference was produced, entirely in-house, by Lesco computer analyst Mike Brewer.

Lesco Moves Raleigh Office

In order to better serve our customers in that region, Lesco has relocated our Raleigh regional office to larger facilities just off Capital Boulevard. Our new address is:

Lesco Restorations, Inc.
5840 D McHines Place
Raleigh, NC 27616
919-637-5701 Fax 888-807-9903

The phone and fax numbers are the same as the previous location.

24 Hour Phone Coverage

Warm body or voice mail? Lesco has taken additional steps to ensure that 24 hours-a-day, your call for help will go directly to a Lesco customer service associate!

A new program now arms CSAs with cell phones, so you'll have direct, after-hours access. Instead of voice mail, your call will go directly to a primary CSA who can provide the caller the same immediate service as during normal business hours. In cases where the primary CSA is on a service call, incoming calls will be automatically forwarded to a second-tier CSA.

The on-duty CSA can access Lesco's database on all of our customers.

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