

SOLUTIONS



A NEWSLETTER FROM LESCO RESTORATIONS, INC.

MARCH 2003

‘Don’t it make my GREEN BANK BLUE!’

Big mergers bring big challenges, as was true with the mega-merger of two of Lesco’s valued customers – **First Union** and **Wachovia**.

As you might imagine, the merger of the two banks to become the nation’s fourth largest brought with it a number of logistical monsters.

The most obvious came with the adoption of the “Wachovia” name for the combined company, and with it, a giant branding and identity challenge.

Lesco Expands Relationship With First Citizens Bank

Recent negotiations have brought an expansion of Lesco’s support role with First Citizens Bank of SC.

Lesco has for several months been providing services to First Citizens locations in Upstate South Carolina.

Having achieved the bank’s requirements on that limited basis, Lesco will now expand its services to handle all of the First Citizens office

Asked the folks at the top:

“How do we change 2,000 branches and ATMs in 13 states from the distinctive First Union green into the blue theme so strongly identified with Wachovia?”

Answer: LESCO!

Wachovia asked Lesco to re-identify the locations by removing thematic accents inside and outside and changing or replacing them with new and appropriately themed architectural

identifiers.

All this has to be timed to parallel the installation of signage and the approved merger consolidation dates from Georgia to Connecticut. With Georgia completed and the Carolinas under way, Lesco has received rave reviews.

Whenever a problem over a wide geography is making you **blue**, and dealing with vendors who don’t respond is making you see **red**... call LESCO and you can “color” your problem solved.

Growing Lesco CSAs Remain Dedicated to Superb Service

Whether you call them customer service associates or simply the support center, the Lesco folks at the other end of your phone line know they represent all of us at Lesco each and every time they take your call.

“The job begins with hiring the right people,” said Connie Trainum, supervisor. “Training is the next step. Then add the technology which we provide our people and you get the level of service we

offer each client. locations in South Carolina – more than 100 total.

According to executives from First Citizens, Lesco earned the additional business by providing quick response and creative solutions to needs over the entire area of service.

Lesco’s team will be led by Jeff Miro, regional manager for South Carolina.

offer each client.

“With each call the CSA must ask themselves: ‘How would I want to be treated if I were calling?’ “ she said.



CSA supervisor Connie Trainum reviews work orders with Jason Abernathy, CSA.

IN MEMORY

Joe Cruz Dies in Auto Accident

The Lesco family suffered a tremendous loss on December 13, 2002, when Lesco technician Joseph Cruz was killed in a single-vehicle accident.

Joe Cruz joined Lesco in September of 1999. He brought with him over 25 years of maintenance experience which served him well in helping Lesco establish a strong facilities maintenance program for its customers in the Northeast.

John Ambrosi, Jerry Flynn, and several Lesco field technicians attended Joe’s funeral services.

Joe is survived by his daughter, Jenna, his parents, sisters, brother, and many friends, including those he worked with here at Lesco.

Joe will be missed.



Joseph Cruz

- Busy?**
- **Support Center**
 - **Monthly Average**
 - **28,035 calls**
 - **6,800 work orders**
 - **from 5400 customer locations**

LESCO PEOPLE MAKING A DIFFERENCE

Adoptive Parents Don and Karen Voshell Changing Lives for the Better

Powerless to make a difference in this world? Not so for Lesco Philadelphia technician Don Voshell and his wife, Karen, who are the proud parents of five "hard-to-place" adopted children.

Don and Karen began in 1974 by adopting four-year-old David. David had been in several foster homes and quickly asked Karen, "How long will I stay here?" Now 32, David is married and has two children. He was an honor student throughout high school and college, and now works in a special needs school. He was the first older child in Berks County to be placed from a foster home to an adoptive home.

Also in 1974 came seven-month-old Timothy, considered hard-to-place because he is bi-racial. No problem to the Voshells. An entrepreneur by nature, Timothy, now 29, lives in Florida.



The Voshell Family: front row, daughters Talia and Robin; second row, son David and granddaughter Rachael, daughter-in-law Megan and grandson Connor; top row, Karen; son Timothy; daughter Rebekah; and Don.

Two wonderful children brought a third in 1977 in five-month-old Rebekah, now 26. Her adoption agency predicted Rebekah would struggle in public schools. But she worked hard and not only graduated with her high school class, but completed one year of college. Rebekah lives at home and works in a day care facility.

Talia was adopted in 1985 at age four. Now 21, she lives at home with Don and Karen and attends college where she is studying respiratory therapy.

Robin was adopted in 1988 at nine months. Now 15, she attends high school, is boy crazy, and enjoys playing basketball and the marching band.

"We call our family our 'United Nations' because of all the different backgrounds," said Don. "Karen and I have always seen children, not color. This family has taught us to be tolerant of other people."

Historic Charleston Firehouse Ready for Future

If ever a city was dedicated to historic preservation, that city would be Charleston, South Carolina. Lesco recently completed the latest in its long list of preservation projects in Charleston.

The third fire station in Charleston was built in the early 1900s at 370 Huger Street. It was equipped with a horse-drawn 1870

Amoskeag Steamer which had been purchased by the city from Germany in 1882. This engine and its firehouse became known as Engine No. 8.

At the beginning of the 20th century, much of the fire service in South Carolina was still being drawn by horses. It was not until 1905 that Charleston Fire Chief O.G. Marjinhoff introduced the first gasoline powered

vehicle. This vehicle was Chief Marjinhoff's personal property and replaced his horse and buggy. Several years later, the city purchased their first pumping apparatus – a Webb motor combination fire engine/hose wagon capable of pumping 750 gallons per minute.

Like any building its age, the 93-year old Engine No. 8 firehouse was due for a little TLC. Lesco was chosen to perform an extensive tuck pointing project. As a result of the work, this historic structure has been restored to a level of quality that should allow it to continue to serve the city of Charleston for many years to come.

Email: Don Ford / dford@lesco.net



'eCabinet' Making Lesco Paperless Office

Never a company to shy away from technology that improves efficiency, Lesco is going paperless.

Lesco has installed an eCabinet 2100 that allows us to replace our file cabinets, and eventually, our file room. The eCabinet enables us to store and retrieve all necessary documents for a particular work order or property through our internet system. It can store some 50 million documents, invoices, faxes, and e-mails. The information will be online and easily accessible.

In conjunction with eCabinet, we also have a new FaxPress 7000 to replace our fax machines and allow faxes to and from our email system. This eight-line fax system means no more paper faxes and no more standing by the fax machine waiting for that important document!

Historic Hydro Station Gets Lesco's Attention On 100th Birthday

One hundred years after its construction, Duke Energy's 99 Islands Hydro Steam Station in Blacksburg, South Carolina has gotten the benefit of Lesco's handiwork.

For 100 years, this historic building has stood with its original masonry structure, wood-clad windows, and slate roof system. Duke hired Lesco to make sure the old place will be around a lot longer.

Primary attention was given to the leaking slate roof, and to the deteriorating wood plank decking and window system. After considerable negotiation with the historic society, Duke was given approval to remove the slate roof and install a new metal roof system.

A window wall is being enclosed with the exception of 18 windows. These window locations are being removed and vent louvers are being installed to improve interior venting. The remainder of the window locations are being clad with plywood and covered with metal siding. The project is being overseen by a consultant and by Duke Energy's corporate facilities division.



Duke Energy's 99 Islands Hydro Steam Station in Blacksburg, South Carolina was due some Lesco attention in its 100th year.

Safety is always a primary concern, but especially when the project has a sloped roof section overlooking a 60 foot drop into the river below. Fall protection devices were fitted into the ridge of the upper roof so that every crew member could be properly secured and safe. A scaffolding system was erected at the perimeter

of the roof system to assist in the removal of the slate tiles. This walkway allowed for the flow of materials to and from the work areas. As work progressed along the roof area, sections of the scaffolding were removed and the new metal roof was revealed.

Email: David Stultz / dstultz@lesco.net

Lesco Joins Investment Firm as Tactical Service Provider

Lesco has for years been the "go-to" company for banking-related maintenance issues on the East Coast. Beginning with bank branches, Lesco has expanded services for many clients to serve their investment divisions as well.

Lesco recently entered into an agreement to provide tactical services for Fidelity Investments of Boston, a stand-alone investment company.

Fidelity has several dozen locations within the Lesco footprint of the Southeastern and Atlantic states. Fidelity locations are

characterized as upscale and servicing a discriminating clientele. The locations also vary widely in their character, from storefront operations to offices within high-rise towers.

Lesco sold itself to the client as the vendor who could address the wide scope of services required to remediate maintenance problems, from flooring to ceiling and everything in between.

Heading Lesco's service team will be John Ambrosi, northern regional manager.

Email: John Ambrosi / jambrosi@lesco.net

#3 Chisolm Street In Charleston Earns Award

About a year ago, Lesco completed stone repairs on the front and side elevations and the exterior cleaning of # 3 Chisolm Street in Charleston.

The old Murray Vocational school building has since been turned into luxury apartments. The project recently received a Carolopolis Award from the Charleston Preservation Society to recognize its exterior rehabilitation.

Lesco was privileged to work on the project under the guidance of Genoa Construction, general contractor.

Heavy Duty Floor Topping Installed by Lesco

Solutions is the name of this newsletter for a reason. Solutions are precisely what Lesco strives to provide.

Joyce & Associates Construction, Inc. recently came to Lesco to solve a problem with a waste transfer station in the coastal region of North Carolina. The wearing surface of the facility had begun to deteriorate and needed to be replaced.



Abrasion resistance, impact tolerance, and quick turnaround were priorities for this new floor surface in coastal North Carolina.

A team was assembled that included Lesco, the owner, engineer, general contractor, and the material manufacturer. The

task was to develop a repair prescription that provided excellent abrasion resistance and high impact tolerance.

Along with these physical characteristics, the repair needed quick turnaround time to minimize the downtime for the facility.

A heavy-duty, epoxy and metallic aggregate floor topping met the criteria for the project. Lesco quickly assembled a repair team and installed the floor topping to meet the client's needs.

Solutions!

LESCO RESTORATIONS PROFESSIONAL AFFILIATIONS

- Sealant, Waterproofing, and Restoration Institute
- Building Owners and Managers Association
- Carolinas Roofing and Sheet Metal Contractors Association
- National Roofing Contractors Association
- Waterproofing Contractors Association
- International Concrete Repair Institute
- American Concrete Institute
- National Trust for Historic Preservation
- Indoor Air Quality Association, Inc.

LESCO RESTORATIONS, INC.
1341 Nazareth Church Road
Spartanburg, SC 29301-5928

SOLUTIONS

is published by
Lesco Restorations, Inc.
1-800-669-5950
www.lesco.net



CONTACTS:

Restoration and Waterproofing

Pat Lauro / plauro@lesco.net

Construction Services

Richie Lancaster / rlancaster@lesco.net

Maintenance

Scott Smith / ssmith@lesco.net

Charlotte / Greenville

David Stultz / dstultz@lesco.net

Raleigh/Richmond

Mike Morse / mmorse@lesco.net

Nashville

Pat Lauro / plauro@lesco.net

Charleston / Columbia

Don Ford / dford@lesco.net

Philadelphia

John Ambrosi / jambrosi@lesco.net

PRSRT STD
US POSTAGE
PAID
GREENVILLE, SC
PERMIT # 222

SPREAD THE WORD!

Route to:
