

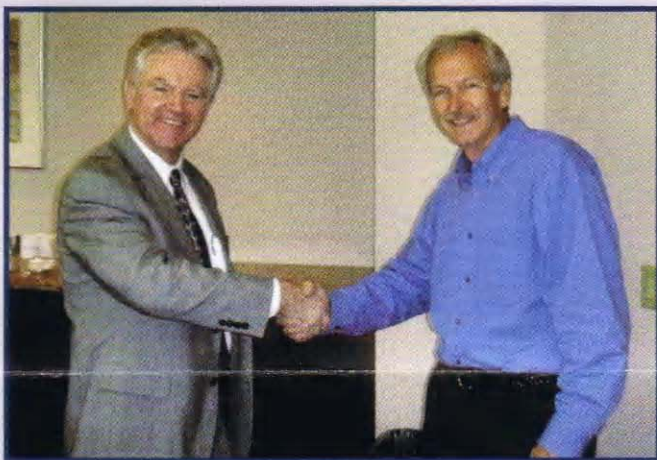


# Exterior Focus

A Publication for the Friends and Employees of Scottie's Building Services

Winter 2006

## SBS Expands the Atlanta, GA Branch with the Acquisition of International Building Services



John McGrath and Jerome Simpson perform the ceremonial handshake to seal SBS' acquisition of IBS.

Scottie's Building Services (SBS) is expanding its market share in Atlanta with the successful acquisition of International Building Services (IBS), a major supplier of window cleaning in Atlanta. The negotiations were ongoing for over eighteen months, and produced a win/win deal for both companies as well as for the most important component of the entire agreement, the existing clientele.

Jerome Simpson, the founder and operator of IBS, had a very successful 30 year career in the Atlanta market as well as other Southeastern markets. There is no doubt that he will be missed. The Principals of SBS believe that the newly acquired clientele will see some major changes in

management style as well as safety initiatives, which can only enhance the services that they are accustomed to receiving.

SBS will immediately start to train and retrain the existing IBS personnel that choose to become part of the Atlanta branch of SBS. The transition should be very smooth, ensuring our new customers that the impeccable customer service SBS is known for will indeed prevail.

Our existing clientele will attest that providing "Service above the expected" is not just the SBS motto, but rather the cornerstone of our existence. We treat every customer as though they were our only one. This is a prerequisite of SBS team members, from upper management to the newest crew member within the organization.



Inside: EDS Lands Another Major Deal



John McGrath  
President

## President's Corner

### A New Year of Gratitude

Now that the holidays are behind us and the New Year is here, I would like to take a moment and wish everyone all the best for the upcoming year. I would also like to thank those who helped make the SBS family of businesses the success story that it is today. The fact that SBS continues to thrive year after year with dedicated partners and team members never ceases to amaze me. Don't get me wrong, I see first hand what it takes to fuel an operation of this magnitude. However, "the people" are the ones that truly make it happen, and for that I am very grateful.

A word of recognition to our loyal clientele is also appropriate. As you all know, there are way too many customers to mention by name. However, on behalf of the entire SBS family, I would like to extend a huge THANK YOU to our loyal customers for your continued support year after year. We at SBS are very proud of our association with each and every one of you. You can be assured we will continue to strive daily to deliver the service that you expect and deserve from your exterior building maintenance contractor.

## Emergency Snow Shoveling and De-icing by SBS

Many of our regular customers have used the emergency service of SBS when ice or snow storms hit our areas. Fortunately, this weather is not as routine as it is to our northern neighbors, but we do get our share.

Most property management firms have a back up plan in place for snow removal with their landscaping or janitorial provider. However, with the crippling effect that an ice or snow storm has on our region, even the best thought-out plans can go wrong. This is where SBS can help. We do not have heavy equipment to clean large areas; however, we do have labor personnel and shovels that can lend a hand. We have come to the rescue on more than one occasion and stayed on call for our regular customers when needed. This service will be on a first call/first serve basis at the regular billable rate of our window cleaning personnel.

Please ask your SBS representative for details on booking the emergency service.



Exterior Building Maintenance Specialists

- Commercial Window Cleaning
- Pressure Washing
- Exterior Metal Restoration and Protection
- Exterior Glass Restoration and Protection

## "Service Above the Expected"

### Triangle

David Sartin  
919-303-8900 Ext. 250  
800-524-4643 Ext. 250

### Triad

David Sartin  
336-275-5059 Ext. 250  
800-524-4643 Ext. 250

### Charlotte

Melissa Gullickson  
704-529-5293 Ext. 220  
800-524-4643 Ext. 220

### Richmond, VA

James Hicks  
804-652-4900 Ext. 203  
800-524-4643 Ext. 203

### Atlanta, GA

Juan Enriquez  
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Founding member of the  
International Window Cleaners Association



BOMA International  
Allied Member

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# EDS Lands Another Major Deal

Congratulations to Rick Croom, the Corporate President of EDS, our subsidiary waterproofing company. Rick negotiated and was awarded a major project for the exterior renovation of a hospital building for Duke University Medical Health Systems in Durham, NC.

The project consists of cleaning and sealing the entire exterior facade, re-caulking all expansion joints and the perimeter windows. The EIFS areas of the building will also be repaired, cleaned, re-caulked and coated by the EDS crews.



*Rick Croom  
President of EDS*

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## Tom McGrath's Quest into Window Cleaning Robotics Finds Him in Great Britain

Thomas (Tom) McGrath, the Corporate Vice President of all the SBS companies, recently traveled to Scotland and England. Tom has been very instrumental in forging international relationships with scientists and manufacturers that are interested in window cleaning robotics. This concept is a bit ahead of its time and still needs research and development, but Tom believes in it. Those who know Tom will agree that he is very passionate when it comes to safety within our industry and in particular for the safety of his employees. Tom stated that, "The robot will never completely replace window cleaning personnel. But if we can reduce the number of times personnel must climb over the sides of buildings to clean windows, we will reduce the odds of potential hazards and liability."

The trip was successful in that our proprietary agreement with our foreign partner was formed. Tom was also able to get in a little rest and relaxation with wife, Elda, and youngest daughter, Chelsea, who accompanied him on his trip. Tom was born in Scotland, but was raised in the U.S. He has been back a few times; however, it was a first for his wife and daughter. Tom will inevitably be making a few more trips as our robotic initiatives materialize. His wife, Elda, who fell in love with Scotland, is sure to accompany him.

SBS will keep you all abreast of our continuing research and development into the world of window cleaning robotics.



*Tom McGrath right with daughter Chelsea and Dr. McPheson, of S-Robotics, pause for a picture at The Shoppes of Glasgow, Scotland*



## Winter Tips to Keep You Safe

**If you have to drive in the winter, then you will want to get your car prepared early.**

### **Winterize your car by:**

- Making sure you have adequate antifreeze.
- Making sure your tires have good traction and are inflated to the right pressure.
- Making sure your heater and defroster are working.
- Making sure you have a battery no more than three years old that can carry a full charge.
- Making sure you have a good ice scraper.

### **In case of an emergency, you should have:**

- Blankets.
- Flashlight and extra batteries.
- Extra clothes so you can keep dry.
- Nonperishable foods like candy bars and power bars.
- A can and matches to melt snow for drinking water.
- A compass.
- A shovel and sand.
- A tow rope.
- Jumper cables.