



Progress Supply Inc.

The

Progress Report

Helpful Information for HVAC/R & Controls Contractors from Progress Supply Inc.

PROGRESS PEOPLE CAN POWER YOUR BUSINESS

In this issue of **The Progress Report** we would like you to meet the people of Progress Supply. These are the folks responsible for getting you the **right part** . . . at the **right location** . . .at the **right time**.

Hifrom Dayton, Ohio!



*Back row L to R: Terry Martin, Pat Hale, Mike Dunn, Dave Fisher.
Front row L to R: Tim Hoefler, Karen Cole, Tim Cates, Tommie Smith.*

Here's some background information about our staff in Dayton — the Birthplace of Aviation. They're Flying High!

Tim Cates, Counter . . .new to Progress Supply. He has 28 years of HVAC/R field experience.

Karen Cole, Counter . . .Karen (KC to some) has 10 years in the industry, the last three years at Progress.

Mike Dunn, Delivery . . .Mike's only been with us for three years, but most of our Dayton customers think he's been here forever.

Dave 'Fish' Fisher . . .26 years in the industry, many in the field, came to Progress in 2008.
Outside Sales

Pat Hale . . .has worked in Dayton for contractors and supply businesses. Has 12 years in the industry, two years experience at Progress.
Assistant Manager

Tim Hoefler, Counter . . .has been in the HVAC supply business for eight years, the last five with Progress.

Terry Martin . . .spent many years in Liebert Corp. in Columbus, Ohio. He was with our Columbus Branch Manager Progress branch during '06 and '07, before coming to Dayton in the Spring of 2008.

Tommie 'Smitty' Smith . . .Tommie's been doing shipping/receiving for the last 10 years, over three of those years at Progress.
Warehouse

A Buckeye Salute from Columbus!



Back row L to R: John Wiggins, Sheila Vermeer, J.D. Schultz, George Kaebel, Tadd Branum, Jason Willis. Front row L to R: Steve Farley, Ana Bloomfield, Terri Surber, Vic Shrigley, Leslie Bauer, Mike Oberley.

Learn more about our staff in Columbus — Ohio's largest city. They're a Capital Group!

Leslie Bauer, Counter

. . .Leslie has been with Progress for three years.

Ana Bloomfield
Administrative Assistant

. . .the office 'go to' person for six years.

Tadd Branum
Assistant Manager

. . .Tadd's gone from delivery to Assistant Manager in eight years at Progress.

Steve Farley
Delivery

. . .10 Years industry experience, with Progress for the last five. Steve's the best delivery guy in Columbus.

George Kaebel
Outside Sales

. . .26 years industry experience, installer and tech. The last 10 years he's been selling for Progress.

Mike Oberley
Counter

. . .started in our warehouse, promoted to counter -- three years experience, all at Progress.

J.D. Schultz
Outside Sales

. . .30+ years industry experience, marketing, sales and management. JD's been selling for Progress for five years.

Vic Shrigley, Counter

. . .31 years HVAC experience, working for Liebert, as well as local contractors. Vic's been answering questions at Progress for the last 10 years.

Terri Surber
Branch Manager

. . .30+ years HVAC supply-house experience. For the last 18 years Terri has been leading the Columbus branch.

Sheila Vermeer, Counter

. . .Sheila has been with Progress for over a year.

John Wiggins, Counter

. . .17 years HVAC experience with a contractor and a supply house. John's in his second year at Progress.

Jason Willis, Warehouse

. . .Jason is new to the business, here at Progress less than one year.

A Big "Hello" from Cincinnati!



Back row L to R: Dave Boyle, Larry Futscher, Terry Young, Pat Dermody, Steve Wilson. Middle row L to R: Tommy Hill, Daryl Cavanaugh, Sue Griffin, Dan Costello, Joe Dowling. Front row L to R: Rob Fox, Phil Faessler, Don Weis (not pictured: Steve Schlewinsky, Pat Douglas).

Here's the home town team ready to hit one out of the ballpark for YOU!

- Dave Boyle** Heating/Control Specialist . . . Dave's been in the boiler and controls business and HVAC supply business for 30 years, the last 10 years at Progress.
- Daryl Cavanaugh**, Counter . . . Daryl's been in the trade for 31 years, 11 at Progress.
- Dan Costello**, Counter . . . 31 years in the trade, in the field, and 20+ years in supply houses, the last four at Progress.
- Pat Dermody**, Warehouse . . . 10 years running the Progress warehouse.
- Pat Douglas**, Counter . . . Pat's worked at several supply houses, a contractor and the last six years Counter and 'on assignment' at Progress.
- Joe Dowling** Assistant Manager . . . 20 years in parts distribution, 11 years at Progress.
- Phil Faessler** Branch Manager . . . 5 years in the trade, all at Progress.
- Rob Fox**, Counter . . . 15 years, many at contractors, last three years at Progress.
- Larry Futscher**, Counter . . . 25 years in HVAC parts, last 12 at Progress.
- Sue Griffin**, Outside Sales . . . 30 years in trade, 12 at Progress.
- Tommy Hill**, Counter . . . 3 years in the trade, all at Progress.
- Steve Schlewinsky** Refrigeration Specialist . . . 35 years in the trade, 14 in the field and the last 21 years at Progress.
- Don Weis**, Delivery . . . 16 years at Progress. Unique, none can match Don.
- Steve Wilson**, Outside Sales. . . 31 years working for supply houses, contractors and owning a service business. Three years selling at Progress.
- Terry Young**, Warehouse . . . in his second year at Progress.

Best Wishes from the Home Office Staff and Management!



*Back row L to R: Mark Faessler, Ed Bachus, Pete Wienkamp, Greg Schnelle.
Front row L to R: Donna Battle, Mary Krummen (not pictured: Kathy Dunn, Jay Kathman).*

**Here are the people who chart the future direction of Progress Supply,
with the goal of making YOUR business more successful!**

Mark Faessler, Owner . . .30 years at Progress.

Jay Kathman, General Manager . . .16 years at Progress.

Ed Bachus, Purchasing Agent . . .35 years at Progress.

Pete Wienkamp . . .14 years at Progress.
Administrator and Head of IT

Greg Schnelle, Sales Manager . . .second year at Progress. 15 years in the supply business.

Donna Battle, Payables . . .19 years at Progress.

Kathy Dunn, Receivables . . .first year at Progress.

Mary Krummen . . .13 years at Progress.
Administrative Assistant

Progress Supply has a plan in place designed for growth and success for you and us, a plan that is ever-evolving. With the direct involvement of our key people, it allows us to focus more on what we need to do. We can then take our ideas and goals and educate our people so we are all on the same path. Strategic Planning is a way of life at Progress. Instead of reacting to situations, we now plan for the future. We now have more open lines of communication and sharing of ideas than at any time in the past.



A MESSAGE FROM MARK

We have built our business on service and loyal customers. We've staffed our branches with top-notch people who pride themselves on waiting on you quickly and accurately. I personally feel we have the best staff of any wholesaler in our region -- bar none! Our counter people are trained to ask questions when orders are placed, whether it's about a part that may complement an order or a part that may better serve your needs.

We have a Technical Specialist in each of our branches to address HVACR issues you may have. They'll work closely with you, including going to work sites and helping you quote jobs.

We're spending more effort than ever to educate our people and require all staff to complete two training classes or seminars per year. We're also dedicated to the continuing education of our customers by holding training sessions conducted by our specialists or those of our suppliers.

Our goal has always been to get the product or information you have requested into your hands when you request it. We will go out of our way to meet your needs. This is my promise to you.

Mark Faessler, President
Progress Supply, Inc.

*P.S. I'd like to hear from you.
You may contact me at
513-681-3881, x103, or e-mail
me at mark@progresssupply.com.*



*Phil Faessler, 3rd generation, Cincy Branch Manager
Clyde Kessen, 1st generation, Founder
Mark Faessler, 2nd generation, President & CEO*

48 Years. . . . and Growing!

Progress Supply was founded in 1960 with one warehouse in Cincinnati.

The company rapidly carved out a niche

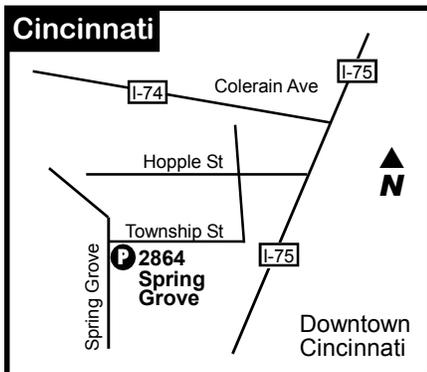
among mechanical and industrial contractors serving the HVACR commercial business. In 1990, the company became a wholesaler for Copeland Corporation, the leading air conditioning and refrigeration compressor manufacturer. This enabled the company to expand operations by opening branches in Dayton and Columbus, Ohio. In 2002, Progress Supply became an authorized, full-line supplier of Emerson Climate Technologies. This allowed us to become a complete source for all HVACR products and components, with such trusted brands as Copeland, Honeywell, DuPont, White-Rogers, Browning, Larkin, Invensys, Fujitsu, Siemens and Johnson Controls, to name a few. Today, Progress Supply serves customers in over 60 counties in Ohio, Indiana, Kentucky and West Virginia.

Progress Supply Inc.

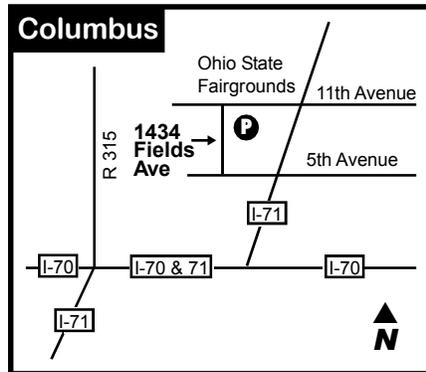
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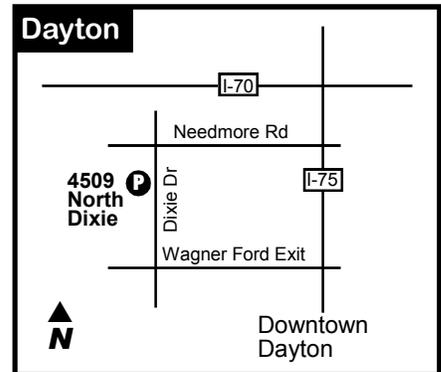
JANUARY, 2009



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