

## 2008 Strong Growth Year For CIRSCO

CIRSCO is fortunate to have very good, strong relationships with our employees, customers, suppliers and business partners that have helped us to have a very dynamic year during 2008. This issue of our Newsletter is dedicated to share all of the good things that have happened for CIRSCO and how we continue to build our foundation for a strong future.

### Customer Base Grew by 58%

This is a very important indicator to all of us here at CIRSCO as it helps to affirm the business model that we present to the marketplace.

We continue to strive for the highest level of professionalism and quality at fair prices and our growth with new customers as well as the increased opportunities from our existing customers tells us we are on the right path.

### Total Revenue Increased by 23%

This is another key measurement of our success as revenue across the board in the construction industry has decreased considerably.

However, at CIRSCO, we have an increase in all categories of roof replacements, roof repairs, inspections, warranty repairs and leak repairs from both our existing customers as well as from new customers.

### Growth Achieved Safely

Through all of our growth and increased activity by an increased number of personnel we were able to achieve our goal of *zero incidents, zero accidents, zero injuries, zero lost time and zero worker's compensation claims*. In fact, our record in 2008 is the same as it was in 2007 and the same as it has been throughout our 6-year history. We will continue our emphasis that Safety Is No Accident.

### Customer Satisfaction

During an application process to do business with the Federal Government they have a third-party firm conduct a mandatory Customer Satisfaction Survey with our existing customers. This is a very detailed and specific survey to determine what the Federal Government might expect as we begin to perform services for them.

CIRSCO was very pleased to be informed that we received an overall rating of 95 out of a possible 100 which is considered to be very high within the construction industry and outstanding within the roofing industry.

# CIRSCO

## New Location

In May CIRSCO expanded its operations and relocated to 8402 Sabal Industrial Blvd. in Sabal Park on the East side of Tampa. With its large warehouse space and modernized office we have been able to streamline our operations and processes. We also gained outside storage space that is completely lighted and fenced.



## New Equipment

With the larger space CIRSCO has been able to add a flat bed truck with dump trailer, new pickups and vans, new trailers and numerous pieces of field equipment used to install a greater variety of roof systems with more efficiency.



## Additional Roof System Manufacturers

CIRSCO was selected during 2008 by two additional national roofing system manufacturers for licensure as installers of their roof systems. One is a single-ply membrane system and the second is a built-up and modified system. Both of these manufacturers provide us a much broader set of long-term solutions to our building owner's needs.



## Increased Caliber of our Field Force

CIRSCO has received a great volume of applications for employment from experienced field personnel who have become available due to the present downturn in economic activity. As a result we have been able to add key employees with numerous years of experience in all areas of commercial roofing and our supervisory staff has also gained considerably in overall experience.

Our existing field force has been a tremendous sense of pride as they have grown in their experience as well as their understanding of customer satisfaction according to CIRSCO. It is with great pleasure that they leave our facility everyday while we are comfortable that they are protecting both our customer's interests as well as our own. With Omar Alcala as their leader and example we are excited that we will continue to improve.



## Increased Office Staff

We are very excited to have been able to attract Sandra Fernandez-Lopez to our staff and she has fit so well into the CIRSCO culture from her first day on the job.

Sandra previously was a co-owner of a commercial roofing company with a long history in the Tampa area and she is a Tampa native who grew up in Ybor. Her knowledge of the contracting business and contract administration procedures is a tremendous asset to us.



Front Row: Niki Bartley, Hig, Sandra Fernandez-Lopez  
Back Row: Steve Dillinger, Scott Dillinger, Jason Pugh

## Expanded Website

Our website, [www.cirSCO.com](http://www.cirSCO.com), has been re-designed and expanded to enable us to share a much broader introduction to our potential customers, suppliers, employees and business partners.

We are also able to immediately add news and features as they occur helping to keep all viewers as current as possible.

We have purposely not made it online interactive as we prefer to have direct contact with our customers when they need to communicate with us.

## CIRSCO Featured Locally & Nationally

Good news is always good to hear and CIRSCO was featured locally in the Tampa Bay Business Journal, Latin Times and the Tampa Tribune.

At the national level, CIRSCO and its business model were the subjects of a dedicated feature article in the quarterly publication Hispanic Enterprise Quarterly which will be distributed in the first quarter of 2009.

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# CIRSCO

## Strategic Alliance Partnerships



Since CIRSCO performs as a prime contractor with its customers it is very necessary for us to develop strategic partnerships with other disciplines of contracting and engineering so as to be able to more broadly respond to our building owner's needs. Fortunately, we have been able to identify other contracting firms who have the same sense of customer relationships that we have and are willing to sub or partner with us to provide additional outside services to a facility or campus.

Additionally, CIRSCO has been the subject of interest by a total of five national roofing contractors who all have come to Tampa to visit with us in our office. We have selected one of those contractors who has offices in 35 states to be our strategic partner in order to respond to our customers who have a regional or national presence.

## Industry Associations

CIRSCO has found great benefit within a number of the associations who serve the construction industry and building owner interests.

We have increased our commitment to support the efforts of RACCA, the Westshore Alliance and the Ybor Chamber of Commerce.

## GSA Pending

CIRSCO has made an offer to a GSA Solicitation and our offer is currently being reviewed.

We will do whatever necessary to procure this vehicle as it allows us to do business directly with the Federal Government.

## Awards

During the course of 2008 CIRSCO has been reviewed by a number of different organizations and received recognition for its accomplishments.

They include:

The Tampa Bay Business Journal's Top 25 Minority Businesses

Brandon Chamber of Commerce's Small Business of the Year Finalist

Diversity Business's national list of Top 100 Service Disabled Veteran Owned Businesses

Diversity Business's national list of Top 500 Emerging Businesses of the year

## Summary

We are very pleased to have enjoyed our success from the very first day that we began as a roofing contractor. We did not set out to win awards or be recognized but rather with the intent of being the kind of service provider that we would want if we owned, or managed, a lot of roofs. However, we will set 2008 behind us and now concentrate on helping our building owners in what is being forecasted as a very difficult 2009.

There is some more economic turmoil that we must endure and we know that our building owners and property managers are going to be hard pressed to do what is necessary to maintain and/or replace their roofs. We commit to provide the same help that we have in the past and hopefully we will all prevail until better times are here again.

*Hig Rodriguez Dillinger*