

TESCO

TERMINAL NEWS

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TESCO™ - Reinventing Itself

Ten Solid Years

In the ten years since *TESCO* was founded most clients agree that it has lived up to its motto, “*Total Commitment with Guaranteed Service*”.

“When you call the after hours line, EVERY employee gets the call,” says Tim Hammond, *TESCO*’s president and owner. It is common for a client to call in on the weekend, desperately needing help, and for him or her to get six or eight return calls as each *TESCO* employee shows the caller what total commitment really means! “We try to emulate the Avis Rent-a-car motto by trying harder,” says Hammond.

Growing and Changing

TESCO was founded as a tank maintenance and terminal service company. Today we are more focused on modernization projects, electronics upgrades, custom software development, and automation. And our capital equipment division, SYMEX Americas, designs and installs vapor recovery retrofits and complete systems. “*TESCO* has made every effort to keep pace with the changing times,” says Kim Dietrich, Office Manager.

Bright New Faces

It takes talented people to meet the changing needs of every single client. So *TESCO* makes every effort to keep its talented people well trained, and to hire only the “A-players” when new people are added. This means you see some bright new faces at *TESCO* today ... and that’s a good thing! You’ll see more too, as *TESCO* grows in the decade ahead. “Smart, talented people, are the key,” says *TESCO*’s president, Tim Hammond. “People who present themselves well. People who are technically competent. Creative people who lead rather than follow. These are the people of the *TESCO* you will notice today and tomorrow, as *TESCO* strives to be a better and better company.”

Customer is King!!

No matter how much we may change, we remain focused on the fact that you are the boss ... actually, more than the boss! In our world, you are “KING”! You are the most important person in our business life. We go out of our way to communicate this to you, as often as we can (as in this newsletter). We bend over backwards to be prompt. We work hard to service your every need.

The Right Stuff

TESCO has the right stuff! It makes all the difference. Sure, we have competitors. What firm doesn't? We serve a small industry, and all of our competitors are good, honest people. That just means we have to try harder, work smarter, have "the right stuff" in order to be selected by you to do what we do. So, we are driven to do what's right for you. After all, we know, you are the ultimate judge of whether we have the right stuff, or not!

More TESCO More Often

It is our plan that you will see more of us more often in 2005. We believe that a big

part of customer satisfaction comes from face-to-face interaction. So, look for us to be "in your face" ... more TESCO, more often!

Our Products and Services

Here's the short list of our key products and services:

- Lubrizol Blenders/Injectors
- Protego Flame/Detonation Arrestors
- SYMEX Americas Vapor Control Systems
- Custom Automation/Software
- Turnkey Loading Rack Upgrades
- DRYVac™ VRU Retrofits

We're your full-service, single source for many of the products and services you use.

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TESCO

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Sales and Service: Tim Hammond

Stamp
Goes
Here

Customer Address Label Goes Here

Do It Dry!

DRYVac™
SYMEX
AMERICAS

Let Us "Dry" Retrofit Your VRU in 2005