

THE SPEC SHEET

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Workplace Security

Is your contractor taking steps to keep your business safe?

The last issue of *The Spec Sheet*, touched briefly on the subject of security by addressing a question submitted by an ISP customer. In light of today's uncertainty in national security, it is an important issue that most of us have on our minds every day. The safety of our family, our friends, our neighbors and our soldiers overseas, weigh on our minds and on our hearts. It is important to feel safe. Not only at home, but in the workplace as well. When a business hires a contractor, often there is a disassociated feel towards the crew and the time they spend at a business. Traditionally, the focus is narrowed to the projects' end result and the speed in which the work is performed. But when given a second to think about it, these crews of painters, electricians, HVAC specialists and cleaning personnel have complete and often unsupervised access to the inside of a business. How much do you really know about them? It would be safe to say that the average person would not allow unfamiliar strangers into their home without the peace of knowing who they were. A business should be treated the same way.

So what steps do contracting companies take to ensure the integrity of the crews they hire? What protocols do they employ to impose security at a job site? More often than not, the steps they take are minimal, if any. Before hiring a contracting company, take a look at the procedures they have in place to

screen employees. Are there any? Remember, these workers will be exposed to your place of business for an extended period of time. At a minimum, the company that employs them, should perform a background check, a request for a social security number and a drivers license.



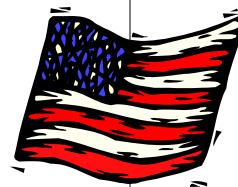
For ISP Painting, Inc., those procedures were put in place well before the events that have us all watching CNN. Most ISP security procedures were implemented in the nineties, as the company was expanding to encompass national clientele. After 9/11, however, the line of security measures was extended. ISP takes security and safety very seriously. Beyond the basic check for social security, drivers license and verifiable references, ISP takes several additional, but important, steps. Crew supervisors are run through a criminal history database and additionally are required to take a supervised drug test prior to hiring. This standard practice is common in most

businesses, but *rarely* performed in the contracting industry.

A crew is assembled, approved and cleared for work. Now you must go the next step and ask how the team maintains security at the job site. Any project has people and equipment moving in and out of a job site frequently during the day and night. How does a supervisor keep a constant check on the crew?

Taking the cue from the medical profession, ISP gave a few simple directives to crews when working at any job site. All ISP crews wear color coded employee badges, uniforms that include white pants and shirts and signed authorization documents from the corporate office, on their letterhead instructing what work is to be done and by whom. It is always clear who is on the ISP team and each employee is easily verified by a supervisor or site manager. These extra steps that ISP takes to create an organized and professional environment, add to the quality of each job being completed and the well being of their clients. ISP believes strongly in the partnership relationship of contractor and client and takes the professionalism of their work as seriously as their customers do.

Especially now, it is crucial that everyone play their part to add to the safety and security of the world we inhabit. As a rule of thumb, always ask about the security measures a contractor you are considering, takes to screen employees and keep your job site secure. After all, a little peace



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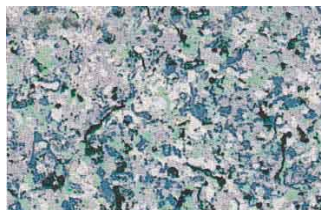
Paint & Product News

1,2,3, FAUX...

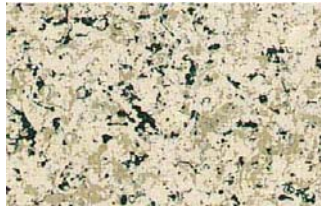
Multi-Spec—The Seamless Wall Cover

Are you looking for something a little different. Do you like the look of faux finishes, but don't necessarily want to pay the cost of them or take the time. Good news! There is a professional faux finish that won't cost a fortune and can be applied in a fraction of the time. Consider taking a look at Multi-spec painting. Multi-spec is a faux technique that is applied with a HVLP paint sprayer. The technique gives walls the look of having been sponge painted and gives an artistic appeal to applied surfaces. Because the technique uses a power paint sprayer, it is applied more consistently across a surface than the traditional hand technique. Additionally, because it is sprayed, not sponged, it is a significantly faster application than

hand applied faux finish techniques. Multi-spec comes in hundreds of color combination choices. The finished look is smooth, washable, professional as well as artistic and will outlast the traditional sponge method. Another advantage is the easy touch up and it's ability to hide scuffs and marks. The cost is slightly more than a single color paint application but much less than other faux finish techniques. A great choice with durability benefits. People will wonder if you had the work done by hand or not.



Blue lagoon Multi-Spec sample



Boulder Multi-Spec sample

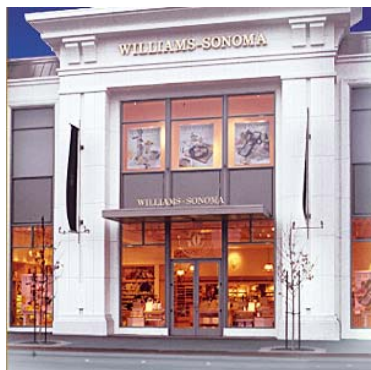
CUSTOMER NEWS-

We couldn't do it without you!

ISP finished a project with new client **Car Toys, Inc.** based in Washington state. Car Toys is the largest independent retailer of car stereo equipment and wireless phones in the U.S. They have over 56 total locations, recently having expanded into TX.

A special *Thank You* goes out to our newest ISP client. **American Eagle Outfitters.** American Eagle Outfitters, a U.S. and Canadian clothing retailer, operates over 700 U.S. stores in 48 states.

ISP is continuing to work with culinary retailer, **Williams-Sonoma, Inc.**, completing another store for them in Skokie, IL.



Williams-Sonoma

We also completed an additional location for **Max & Erma's** restaurants in Illinois and a JB Robinson Jewelers/

On with the Show

ISP Painting, Inc. will be exhibiting at two trade shows this Spring. We are preparing for both the PRSM 2003 Expo and the Retail Construction Expo 2003.



April 13-15, in Las Vegas, NV at the luxurious Mandalay Bay Resort, PRSM is kicking off the 2003 Complete Retail Facility Management Conference. The exhibitor trade show is sold out so expect a complete show full of all the aspects of facility management. ISP will be at booth 630, happy to discuss your painting needs. We are raffling off \$50.00 gift certificates to Best Buy for visitors that stop by to see us. Go to www.prsm.com for more info.



April 23-25 in Atlanta, GA at the Atlanta Merchandise Mart or Americas Mart, the Retail Construction Expo debuts with finesse. The first annual show is dedicated to architecture, construction and facilities maintenance and is produced by *Retail Construction Magazine*. ISP will also be debuting as an exhibitor there and hope that we can call it an annual event. We will be raffling \$50 Gift certificates to Best Buy here as well.

If you would like more info on this show call 1-877-598-9156 or log on the internet at www.retailconstructionexpo.com.

Experiencing a difficult challenge? Need advice? Have an opinion or question? Please let us know.

Send us an email: mdec@isppainting.com
Or FAX ISP at (847) 202-8375

Sterling Jewelers in Bourbonnais, IL



Max & Erma's

