

BEHLEN update

Inside This Issue:

ONE

- Greeting from Sean Lepper, Vice-president and general manager at BEHLEN

TWO

- What's New at Behlen

THREE

- Knowing Our People:
An Interview with Dwayne Schaus, Director of Sales & Marketing

FOUR

- REC Committee
& Announcements

BEHLEN
Made Strong

Greeting from Sean Lepper, Vice-president and general manager at BEHLEN

Anyone that has been at BEHLEN for a while knows that a lot has changed in the last ten years. We've undergone a major expansion, including recently establishing an office in Moscow: our first location outside of North America. The new office will better service our rapidly growing business in Russia, where—as many of you know—we are currently constructing the largest frameless steel building in the world.

Our expansion has caused us to look inward at how BEHLEN is run, and we've made some changes to make sure we can continue to offer the high level of service that sparked our growth in the first place. The Realizing our Potential project that we started last year has made us smarter, faster and more cohesive. We've made some updates in our marketing department and our materials look better than ever. When customers see them, they'll get the impression right away that we're a versatile, established and professional company. The engineering department is making huge changes too that will have a radical impact on the speed, quality and safety of our welding work.

Our reach is unlimited. We have manufactured buildings that stand on almost every continent and have created systems that have our competitors running to catch up. Our challenge is to continue to find ways to be better, faster and smarter. As you read through this newsletter, I hope you are encouraged by the innovation that you see taking place in each department. I can't wait to see what the future will bring.

Sean



Redefining our Potential Making an Impact at BEHLEN *A note from Kim Zegers, Controller at BEHLEN*



Whether it's a TV in the lunchroom, a training calendar or a new way of doing things on the floor, you've probably seen the results of the Redefining our Potential (ROP) program at BEHLEN by now. ROP was introduced in November 2012 to help the company become more unified and diverse while improving product quality, service and internal communications.

"My vision for the ROP program was to develop a strategic plan to outline where we wanted to go as a company, and how we were going to get there," said Kim Zegers, Controller at BEHLEN and the driving force behind bringing ROP to the company.

ROP outlines some long-term objectives for BEHLEN, including retaining and attracting customers, increasing product expertise and improving efficiency inside the company. The program also identifies actions that need buy-in from every department in order for the objectives to be met.

Actions include providing job shadowing opportunities, putting TVs in public areas for internal communication, standardizing building designs,

producing an annual training calendar, implementing a standard clean-up process on the floor, preparing a set schedule for equipment maintenance and more.

"The whole idea is to involve everyone," Kim said. "This is not a top down process, but a bottom up approach to changing and growing the company."

The program is already seeing great success in helping employees understand neighboring departments and making the company more efficient as it grows. One initiative that was particularly successful was informational sessions where each department explained what they did in their day-to-day jobs.

"People had no idea," said Kim. "Afterwards I heard many comments from employees remarking that they hadn't realized what was going on in another department. These sort of initiatives help us work together as a team and create a better work environment and a better experience for our customers."

Knowing Our People:

Dwayne Schaus, Director of Sales & Marketing

When did you join BEHLEN and what sort of background do you come from?

I started with BEHLEN as the Regional Sales Manager for Ontario in July of 2004, and stayed in that position until November 2010, when I took my current position as Director of Sales & Marketing. I graduated from Mohawk College in Hamilton, Ontario with a diploma in Architectural Technology in 1993. My work experience prior to Behlen was with a general contractor, where I held the positions of Purchasing Manager, Sales and Vice President of Production.

Is there a notable project your department is working on right now that the rest of the company should hear about?

Everyone is already aware that the largest frameless structure (CORR-SPAN) we have ever produced was shipped in the summer of 2013 to Russia but one interesting note is that we are currently working on a project in Western Canada that will be the largest Rigid Frame structure we have ever produced. It currently is estimated at a total clear span of 328 feet, with the depth of the rafter currently estimated at 106 inches.

As BEHLEN evolves, so does the way we do things around the company. What changes is your department making to become more efficient and prepare for an increased work load?

We have added employees to both our estimating and customer service departments in preparation for a heavier workload. We began training the new employees in the fall of 2013 so they would be fully trained by the spring of 2014. As well, as part of our Redefining Our Potential incentive we have begun restructuring the Rigid Frame order process. This initiative will reduced the processing time by 60 per cent, which will allow the CSR staff to take on more orders with a lot less repetitiveness.

Looking forward, how do you think BEHLEN will change in the next 5 - 10 years?

There will be significant changes in BEHLEN as we modernize our facility and introduce robotics to our plant. This will open up new markets for our sales staff to pursue such as custom fabrication and conventional steel structures, all of which will increase our plant capacity and solidify BEHLEN as the largest manufacturer of steel structures in Canada.



“...we are currently working on a project in Western Canada that will be the largest Rigid Frame structure we have ever produced.”

BEHLEN Baby News

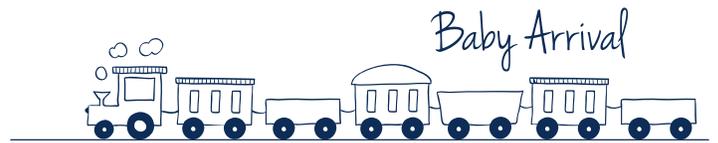


Clint and Jenn Swain welcomed a baby boy on Wednesday, February 5, 2014. Grayson John Lawrence Swain weighed 6lbs 14oz and was 21 1/2" long.

Andy and Lisa Van De Kerckhove welcomed a baby boy on Thursday, January 23, 2014. Dominic Rome Van De Kerckhove weighed 6lbs 11 oz and was 20 1/2" long.



Warren and Nicole Clark welcomed a baby boy on Thursday, February 6, 2014. Noah Joseph Clark weighed 7lbs 12 oz and was 22" long.



REC Committee Upcoming Events:

Spring BBQ – May 15 2014 (tentative)

Golf Tournament – June 21 2014, Wheat City Golf Course

