



First Quarter 2006

Volume 1

News

Company News

CEO Corner

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Property Spotlight

6500 Wilshire Boulevard has been a landmark in Los Angeles since it opened in 1986. The 435,000 square foot, I.M. Pei designed 24 story office building has been recognized for its beauty, efficiency, and world class operations for the past several years.

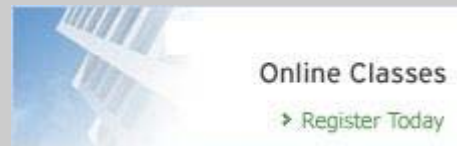
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1st Quarter Product And Service Spotlight

With roofing being one of the largest capital expenditures an owner makes for their facility, [Centimark](#) has advantages other companies may not be able to match.

Get a free dispenser from [Office Depot](#) with the purchase of 12 3M Post-it Pop-up Notes.

Depend on [Sanitors](#) building services to maintain your image.



Account Management Corner

As you know, one of our primary initiatives last year was to significantly expand our client-facing team. Our Customer Care team is still the frontline support for questions concerning issues like order status and password resets.

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Who's Who at SiteStuff?

SiteStuff maintains that building solid relationships with our clients is a key ingredient of our success and we want you to know that you have a designated contact at SiteStuff that you can reach out to for assistance. Every quarter we will profile three team members for you to get to know.

Meet Kelly Hruby, Account Executive, Houston & Dallas Markets.

Meet Dennis Martin, Account Executive, Atlanta & Birmingham Markets.

Meet Dena Perry, Customer Care Representative.

[Read more >](#)

Operation's Corner - SiteStuff Going Green in Spring 2006!

We are pleased to announce that SiteStuff will be launching a catalog of environmentally-friendly products called the SiteStuff Green Catalog. We know that environmental issues are becoming more and more important in the commercial real estate community, and we want to help you achieve your Green goals.

[Read more >](#)

Product Management Corner - Platform Upgrade and Future Enhancements

We are listening! 2006 brought many changes to the SiteStuff Procurement Platform - new solution names, new look and feel, new platform and changes to the product purchasing workflow. Since the launch of the client-facing solutions on January 30th, we have received numerous comments about the product purchasing solution and we have taken action to improve your experience.

[Read more >](#)

CEO Corner



On behalf of all of us at SiteStuff, I would like sincerely thank all of our loyal clients and partners for helping to make 2005 an incredible year. It was a very exciting year with several major accomplishments including:

- For the fourth year, the Austin Business Journal named SiteStuff as one of the fastest growing private companies in Austin.
- Deloitte & Touche ranked SiteStuff as the #5 Fastest Growing Technology Company in the Texas Crescent Technology Fast 50 Program and #43 in the National Fast 500 Program.
- We added over 117 million square feet to our portfolio of registered properties, bringing our total portfolio to nearly one billion square feet.
- We welcomed several new clients such as Wells Fargo & Company, Hammes Company, ABM and Webster Bank.
- We increased our field presence in locations where our clients have the greatest

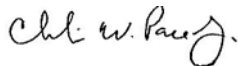
concentration of property.

- We completed our back office system upgrade in Q4 2005 with the final transition to our new client-facing platform in Q1 2006.

We understand past results do not earn future loyalty and that our transition to the new procurement platform initially caused some issues across our client and partner base. You have my assurance that we are working diligently to improve your experience with the site. This upgrade, at times challenging, was essential to meet our goal of future enhancements and added value for our clients. Our Customer Care team is always available to assist you with immediate needs and our Product Management team will soon roll out an initiative designed to capture your feedback.

We continually strive to deliver the highest possible service to you and we are dedicated to providing improved technology, new product offerings, excellent service levels and support. Our progress will be regularly communicated throughout the year, and again, a sincere thank you to all of our clients for helping us to continue to grow. We are excited about and have great expectations for 2006 and we look forward to developing new and better ways to serve you!

With regards,



Charles W. Pace, Jr.
Chief Executive Officer

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Property Spotlight



6500 Wilshire Boulevard has been a landmark in Los Angeles since it opened in 1986. The 435,000 square foot, I.M. Pei designed 24 story office building has been recognized for its beauty, efficiency, and world class operations for the past several years. The building has won three TOBY awards (2002, 2003 and 2004) for the Greater Los Angeles Area region. It has also been recognized by the EPA with four consecutive Energy Star Awards.

In their first year of using the solution, SiteStuff helped them achieve a 12% savings on their product purchasing. Now, they continuously recognize an average savings of 9-10% on their MRO purchases year after year. They also achieved 100% compliance with the Contract Management Solution. Teresa Chauvin, the assistant real estate manager, said that SiteStuff has allowed her to be more efficient and responsive via email and allowed her to save 7% and 15% on pest control and waste management

contracts in 2005. In addition, she stated that it is easy to utilize the tool to include vendors who are not originally registered with SiteStuff and achieves more robust coverage in all categories to keep the contract rates competitive and mitigate the average 3% creep when you re-bid service contracts.

“Our SiteStuff partnership has enabled us to save time, save money and gain much better control of our operations,” according to General Manager, Dan Shveda. He went on to say, “To be competitive in this market, you have to offer your tenants world class service and amenities and with SiteStuff as our partner, we can do just that.”

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Account Management Corner

As you know, one of our primary initiatives last year was to significantly expand our client-facing team. Our Customer Care team is still the frontline support for questions concerning issues like order status and password resets. However, we wanted to bring SiteStuff support to major markets so that you have a local resource for other questions, training and assistance. Based upon the concentration of registered properties in our portfolio, we selected ten major markets and deployed Account Executives in each of these. If your building is not in one of these markets, don't worry! You still have a dedicated resource. We have Austin-based Account Representatives with responsibility for all other properties.

You can view a map of these markets along with SiteStuff representative names and contact information on our website. Before logging in at www.sitestuff.com, click on [Company Profile](#) and then [Locations](#). You can either click on one of the cities or scroll down below the map to view a list of SiteStuff representative information.

Each of these individuals is well equipped to answer any questions you may have and provide training or assistance to any member of your team. However, if you're in a hurry, you can access our online training documents through the link in the left navigation bar or through the [Help](#) link in the top, left-hand corner. We also have scheduled training classes and you can sign up for one of these from the same locations.

Our Account Management team is excited about 2006 and anxious to bring a more personal approach to customer service. Although our customers are nationwide, we know it comes down to serving each individual client, so we're working to expand our presence in the field. In closing, we'd like to invite you to get to know a couple of our Account Executives by reading their business profiles in this issue of OnSite.

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[Register for Online Classes Today](#)

Access online training classes to improve your experience with the SiteStuff Solutions. We have a variety to choose from. Whether you need some tips navigating the new Platform or help creating a Request for Proposal, SiteStuff has help right at your fingertips. To register for any class please go to:

<http://training.sitestuff.com/trainingsignup/>

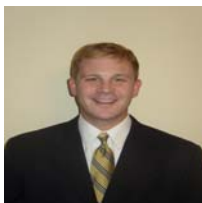
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Who's Who at SiteStuff?



Meet Kelly Hruby, SiteStuff Account Executive. Kelly is the SiteStuff Account Executive for both the Houston and Dallas markets acting as the primary point of contact for those markets' entire customer portfolio. Kelly is focused on bringing SiteStuff's value to her customers by increasing operating efficiencies and reducing expenses through the engagement of SiteStuff's full offering. As the SiteStuff point of contact for Houston and Dallas, Kelly is passionate about bringing creative solutions to her customers as well as building strong relationships with her clients, distributors and manufacturing representatives in order to bring maximum value to her customers and their portfolios.

Kelly is a Houston resident, a native Texan and is a graduate of Southwest Texas State University with a degree in graphics communications. Kelly has been with SiteStuff since July of 2005 and brings to us over ten years of sales experience with a focus on customer relationship management, solution selling, and vendor management. When Kelly is not busy working she is actively involved with the Houston Livestock Show and Rodeo, is a big fan of the Houston Astros and Texans, and enjoys spending time with her two Labradors.



Meet Dennis Martin, SiteStuff Account Executive for the Atlanta and Birmingham markets acting as the primary point of contact for those markets' entire customer portfolio. He is also responsible for creating a strategic plan for each property within the portfolio designed to increase operating efficiencies and reduce expenses through full engagement of SiteStuff's procurement solutions. As the Account Executive, Dennis is committed to providing world class customer service by monitoring new customer service through frequent contact, building strong customer relationships, and maintaining detailed service call records for all customer interactions. Dennis subscribes to the belief that having a satisfied customer is just not good enough, but rather, is determined to create raving fans of SiteStuff.

Dennis has more than five years of commercial real estate experience in Atlanta working as an Operations manager for the world's largest executive office suite company prior to joining SiteStuff. His experience includes sales, budgeting, planning and customer services, as well as a broad range of other related expertise.

Upon graduating from Elon University in North Carolina with a degree in Business Administration he just couldn't stay away from his native Atlanta, moving back home in 2000. He and his wife, Krista, now live in Smyrna, GA with their dog, Echo.



Say hello to Dena Perry, SiteStuff Customer Care Representative. Dena is based in Austin, Texas, as part of the customer care team responsible for processing requests from SiteStuff's national customer base. Dena brings SiteStuff's value to her customers by efficiently maintaining account information and providing solutions to product needs. With an approachable demeanor that gains the trust of customers and distributors, it is a love of problem solving and an investigative spirit that drives Dena to locate ideal solutions for clients.

Dena is a native of Southern California with over nine years of customer service experience; the majority through high volume inbound call centers. She moved to Pflugerville, TX in January 2005 where she and her husband, Todd, bought their first home. Dena signed on as a contractor with SiteStuff in February of last year and became a full-time employee in June. When she is not working, Dena enjoys home improvement projects with her husband and spending quality time with her nine-year old son, Michael and two dogs, Brandi and Fletch.

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Operation's Corner - SiteStuff Going Green in Spring 2006!

We are pleased to announce that SiteStuff will be launching a catalog of environmentally-friendly products called the SiteStuff Green Catalog. We know that environmental issues are becoming more and more important in the commercial real estate community, and we want to help you achieve your Green goals. At SiteStuff, our perspective on environmental issues is simple: We believe that it makes sense to be Green because it can save you money while enhancing the prestige of your property. Because we also recognize that getting started can be daunting, we have planned a very simple approach based upon the idea that any step, big or small, towards greater environmental friendliness is a positive one.

The SiteStuff Green Catalog will contain products from our major product categories. Because different products offer different types of environmental benefits, the items will be categorized and labeled according to the need that each one addresses. For example, we will offer lighting products that are more energy efficient, types that contain low levels of mercury, and others that have extra long lives.

The online Green Catalog will be supported by Product Guides, also found on our website, to help you navigate each of the offerings. These product guides will provide detailed information on the various green product types and how each one improves environmental performance. Additionally, our network of Account Executives and manufacturer/supplier representatives will be available to evaluate your needs and

help you get started!

Keep an eye out for the SiteStuff Green Catalog....just one more way that SiteStuff is creating value for you!

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Product Management Corner - Platform Upgrade and Product Roadmap

We are listening!! 2006 brought many changes to the SiteStuff Procurement Platform – new solution names, new look and feel, new platform, and changes to the product purchasing workflow. Since the launch of the new client-facing platform on January 30th, we have received numerous comments about the Product Purchasing solution and we've taken action to improve your experience. Growth is not without pain, and we certainly experienced our share of ups and downs during this transition. However, we want to assure you that upgrading to the new platform is absolutely crucial if we intend to grow and meet our clients' operational needs. We have ambitious goals to better serve our clients, and our previous platform could not support this growth and still maintain acceptable service levels. In contrast, the new platform provides the fundamental building blocks for future enhancements such as group bidding, catalog expansion, collaborative bidding, Service Provider rating and approval, credit card payment method and reporting expansion, to identify a few.

We continue to incorporate your feedback as we enhance functionality to improve the SiteStuff experience. Most recently, we consulted with a performance scientist to improve website speed, and implemented an express checkout feature to expedite your purchasing process. Currently, we are evaluating search and navigation engine products to improve search and browse functionality. The bottom line is we will continue to seek your input and expand our solutions to improve your experience.

As a formal mechanism to incorporate your feedback, we are introducing the use of Customer Advisory Boards (CAB). These CABs are key to successful product management operations, since they provide insight and opinions from the end users' perspective. Initially, there will be two CABs -- one supporting the Product Purchasing solution and the other supporting the Contract Management solution. These groups will meet quarterly to provide insight into prospective new features, review feature designs and conduct early usability testing. We are currently working with our clients to identify potential members for each CAB.

You have our assurance that we are listening to your feedback and will continue to deploy solutions and enhancements to improve your experience. Despite a few bumps in the road during this transition, we believe this change is absolutely crucial to our long-term vision for SiteStuff and our clients. Stay tuned for next quarter's issue of OnSite, where we will provide more specific information on 2006 planned enhancements. In closing, we would like to thank each of you for your patience and valuable feedback. Together, we continue to build an incredibly valuable procurement

platform.

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SiteStuff Products and Services

Centimark on Roofing Details



DON'T FORGET THE DETAILS!

When it comes to roofing, you may have many choices. With roofing being one of the largest capital expenditures an owner makes for their facility, it is important that you “Don’t Forget The Details.” When you engage a roofing company for a roof installation, you are agreeing to partner with that company for 10 to 15 years or more if you look to maximize your roof life with its original installer. This is where you want to make sure you “Don’t Forget The Details.” This is where Centimark offers advantages that other companies may not be able to match. These advantages include:

SIZE - Centimark is the Nation’s Largest Commercial Roofing Contractor. This allows you consistency from Coast to Coast for any roofing application.

EXPERIENCE – Established in 1968, Centimark has grown their business over their 38 year history. With a wealth of experience in its management, sales and operations teams, Centimark offers “National Resources, Local Attention.”

COVERAGE – with nearly 70 offices located throughout the United States and Canada, we can meet your needs coast to coast with one call.

FINANCIAL STRENGTH– In an industry that is often plagued with companies lacking financial strength, Centimark is the EXCEPTION to the rule. Centimark is the only 5A1 Dun & Bradstreet rated company in the roofing industry with in excess of \$50 million in reserves. This financial strength allows you to count on Centimark today and in the future.

INSURANCE CAPABILITY– Strong insurance coverage is important to any owner. With a \$50 million Umbrella Policy, Centimark provides the protection an owner can depend on.

SAFETY – Safety at the job site is critical. Centimark leads the industry with a safety program that OSHA has adopted segments of. Our combination of written safety programs, safety training and multiple safety inspections help form our solid safety program.

WARRANTY COVERAGE – Centimark offers the best system warranties in the industry with up to 20 years on Labor AND Material. Having one point of contact can help avoid the dilemma of “Do I call the Manufacturer or the Installer?” With Centimark, you have one point of contact coverage.

As you notice, we have not even discussed the quality installations or comprehensive service capabilities that Centimark provides because before you award the business, it is critical that you “Don’t Forget the Details!” Considering these details, allows you to make the best choice for complete Roof Installation and Roof Asset Management Solutions.

Centimark is North America’s leading commercial roofing contractor. You can contact Centimark at 1-949-597-0051 and ask for Randy Axelson, Managing Director, Real Estate & Healthcare Divisions. He can coordinate attention toward any of your roofing needs.

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Office DEPOT
Taking Care of Business

Post-it Brand

FREE Dispenser!

included with purchase of 12 pads of **Post-it® Pop-up Notes**

PLUS, you'll receive a free bonus sample of Post-it® Flags!

Value PACK Free Dispenser!

ULTRA

DS100VP
List Price: \$22.10

Canary Yellow

PRO100VP
List Price: \$20.16

celebrating 25 years

In order to get your free dispenser simply use the following SiteStuff SKU #'s:

3M DS100VP - SiteStuff #SS1380420 - ULTRA

3M PRO100VP - SiteStuff #SS1384411 - Canary Yellow

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Sanitors – Choosing the Best Janitorial Service

Finding a janitorial service to perform routine work in your facilities can be a very easy task if you first do your “homework”. Although you may have a set list of cleaning needs or goals, this alone will not do. There are many factors for you to consider in your search for a janitorial service.



For starters, the low bidder is not always the right janitorial service for your job.

The bid alone does not indicate if the janitorial service will meet your objectives and exceed your expectations.

When looking for a janitorial service, you must consider many key factors:

Quality Control – Find out what programs the janitorial service has created to ensure that high cleaning standards are met and that your company’s needs are a top priority.

Past Experience - Future performance can be most easily predicted by past experience. Determine how long the janitorial service has been in business, what facilities the janitorial service currently cleans and how long they have cleaned those facilities. You may even choose to visit one of these facilities to see their work firsthand or telephone a listing of client references.

Equipment and Techniques - Find out if the janitorial service you are considering uses industrial grade equipment and proven techniques on their jobs. Determine if they have adequate staff to fulfill your cleaning needs. Of course, always be sure to ask for proof of insurance and adherence to existing state and federal labor regulations.

Finally, once you have addressed these issues, it is a good idea to meet with the owner, and assess their senior management, or both to determine if you feel comfortable working with them on a long-term basis.

First Impressions Last a Long Time - Not only is your janitorial service one of your budget’s biggest line items, it is also your company’s biggest asset when it comes to first impressions and overall ambience of a clean facility.

Sanitors, Inc. is ready to provide you with expert advice on all your cleaning and maintenance questions. For more information, please contact Sanitors, Inc. at info@sanitorsinc.com or log on to www.sanitorsinc.com.

Quality. Value. The Sanitors Commitment. The Sanitors Way of Doing Business.

Sanitors, Inc. is a National Service Provider at SiteStuff in the Janitorial category. Find

them in the Contract Services section of the SiteStuff website at www.SiteStuff.com or you can contact your SiteStuff Customer Care representative at (877) 778-7483 or by email at customercare@sitestuff.com.

Customer Care

Our dedicated professionals are here to help you. Customer Care hours are 8:00AM - 5:30PM, Monday - Friday, Central Time.

Contact us at:

- Phone - (877) 778-SITE (7483)
- E-mail - customercare@sitestuff.com

Feedback

We want to hear from you. E-mail your feedback, comments, etc. to angie.goertz@sitestuff.com

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