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THERMAL TECH, INC.

An Employee-Owned Company

Heat Transfer Products For Industry

Thermal Tech, Inc.'s Core Values

The year was 1984 and two (2) business men, Hugh Wilson and Don Fletchall, with an entrepreneurial spirit got together, and with less than six (6) employees, founded Thermal Tech, Inc. With the backing of world class manufacturer's and a strong customer base, they set off on a long and successful journey. During those early days, Hugh and Don were the visionaries of Thermal Tech, Inc. They would portion the vision on a daily basis ensuring the ship would stay on course. This was accomplished since there were so few employees to communicate it to.

Fast forward 30+ years and see the change. Thermal Tech, Inc. has grown to over 35 dedicated team members, two (2) permanent locations, and expanded product offerings to serve the local heat transfer market. Today, with the sheer number of team members, it can be difficult to keep everyone rowing in the same direction. Therefore, we have taken on the responsibility to record the core values, core focus, and marketing strategy which have been evolving since 1984 and are the foundation of Thermal Tech, Inc. These, along with the talented team members, are what make us unique in the market place.

Through the hard work of the team members, we can say Thermal Tech, Inc.:

is **"Customer Driven"**
has **"Respect for People and Policy"**
and
knows how to **"Do the Right Thing"**

These phrases are at the core of every team member. They ARE our Core Values. They describe what makes us tick, what gets us out of bed every morning and what brings us to work everyday. They are the reason customers want to business with Thermal Tech – with each and everyone of us like Ed, Tony, Mat, Phil, Andrew, Juan, Jose, Wendy or Sharn - to mention a few. Because every team member understands the importance of being

Customer Driven. Without the customer we don't exist, which means listening to, anticipating and responding to our customer's needs is a priority everyone understands. It is when James Hardie calls with a leaky boiler and Leonard and Luke respond to take care of the situation. Or when Leo is working with TLC on a hospital project and provides the right product, solution, and service in a timely manner while finding their latent need for energy conservation. This requires us to have.....

Respect for People and Policy. This is treating others with courtesy, kindness, and respect. While being open and honest, and holding ourselves to high standards. It is the way Wendy answers the phone and makes the person on the other end feel like they are the only other person in the universe. It is when Ed responds to requests with the appropriate urgency. It also means understanding and following the company policies. And respecting people by giving credit where credit is due. This demonstrates we know how to....

Do the Right Thing. Doing the right thing always gets the right results, even when it is uncomfortable. It's receiving the call at the end of the day or on the weekend and having the integrity to do the right thing, even when no one is watching. It is having the tenacity to follow through on a firm commitment and accepting responsibility for our actions. When we make a promise to the customer, whether it's a delivery date, performance or response, we ensure we deliver on it. It is what sets apart from the others.

These ideals have been 30 years in the making and Thermal Tech, Inc. has attracted people with the same values. They cannot be taught, they are what make each and everyone of us who we are. People with these principles are who we want to be part of our team. Thermal Tech, Inc. is dedicated to finding people with these values to grow the business to the next level.

We have recognized what has made us successful. Through this we will be diligent in sticking to our core values. We have the vision, people and tools to provide the course, energy, and process to navigate to achieve bigger and better things. I am as determined and devoted as ever to making the next 5 years at Thermal Tech, Inc. the best ever. I hope you will continue on this voyage – it's going to be one hell of a time. Here's to what lies in the new and exciting waters ahead.

Deron A. Keiter
President