



**Construction
Associates, LLC**

"Managing Success from the Ground UP"

April 3, 2017

Vitale-Robinson Concrete Company

3486 Franklin Street Road
Auburn, NY 13021
(315) 253-6666

Attn: Mr. Michael Vitale

Re: Jobsite Operations and
Mr. Jay Hyland

Dear Michael,

I am writing this letter to express how I feel about the unusual and unique way that your company manages concrete orders, deliveries, and placements.

I have been in the construction business for over 47 years, with bridge construction as a bridge superintendent and project manager for most of that time. I would dare to guess that you have most likely driven over many of the bridges that I managed the construction of and the first concrete supplier that I worked with was Onondaga Concrete of Syracuse. Most of this work was state owned such as New York and Connecticut and as I am sure you are aware working with state entities, inspectors and crucial specifications can be quite difficult.

As a bridge superintendent and project manager there are many facets of bridge construction that involve the placement of concrete. These tasks range anywhere from formwork construction to curing concrete recently poured. Things like difficult access to the pour site, determining the means of placement, concrete specifications, weather conditions and concrete availability are only a few of the obstacles faced every day when concrete placement becomes a part of the job process.

I only mentioned my history to let you know that I have been around concrete my entire career, but what I want to specifically talk about is the innovative and practical way that your company operates and the management that is associated with concrete supplied by the Vitale-Robinson Concrete and specifically Mr. Jay Hyland's affiliation with this process.

I recently changed my career tasks a bit and I am now a construction manager for Construction Associates of Phoenix, NY. My first assignment as Construction Manager is for a project at the new Manlius Fire Department being constructed in Manlius, NY. The General Contractor for this project is Bette & Cring with Mr. Mike Shippee as the Project Superintendent and as I am sure you are aware your company is the concrete supplier for the entire job.

As the job got underway and progressed to the time when concrete footings and foundations were being scheduled for placement, a gentleman named Jay Hyland came to the project. It was the first time that I had ever met Jay. He introduced himself and who he represented and then said he was there to look over the site and review the upcoming pours and procedures with Mike Shippee and that he would help coordinate the concrete pours on this project. "What the heck is this" I said to myself "WOW never seen this before". As you probably guessed by now I have never had the good fortune to have had Vitale-Robinson as the concrete supplier on any of my past projects. That first day Jay spent a lot of time going over the site and reviewing all the types of work that would eventually be taking place there. Concrete is a complex product and Jay appears to have a good handle on what needs to happen here on this job.

When the first concrete pour was scheduled, Jay was there ahead of the concrete pump and when it arrived he assisted the pump operator in setup and establishing the best position. He helped coordinate how often a truck needed to be at the pump and monitored each truck that pulled up for slump testing etc. I've watched him work right at the chute to get that firsthand look at what's going into the pump and scraping the chute empty to get all the concrete at the end of the load. Another neat feature of your operation that I picked up on is that Jay knows your drivers, for example like who is always good with slump, who maybe needs some guidance and of course the possible newer driver that will need help and training. All of this making the pour go smoothly and faster which translates to savings and efficiency for everyone.

The testing agency for our project is Atlantic Testing Laboratories of Syracuse, NY. Jay's experience and cooperation with ATL and most likely other testing companies is unprecedented and a huge relief for all involved because he knows and understands concrete and what it takes to meet the specification for the task at hand. I even watched him specifically locate a safe spot where test cylinders could be staged without disturbance. No one wants to put any concrete in a permanent place if it's either the wrong mix, not going to hold up or will not do what it was designed to do. I'm confident that Jay would never let that happen regardless what the outcome.

As our project progressed the pours went from foundations to floor slabs with some of these floor slabs larger than 200 CY in a single slab section. The slab pours involved laying pump hose long distances across rebar mats to the pour starting points. Jay not only helped coordinate the piping layout but helped with the hookups. In addition to taking care of the items that were mentioned above trucks, slumps etc. throughout these slab pours he helped maintain good coordination between the pump operator and the placing/finishing crew at the other end of the hose. Jay even helps computing the final quantity of concrete when he can by assisting the Superintendent and using his experience with quantities.

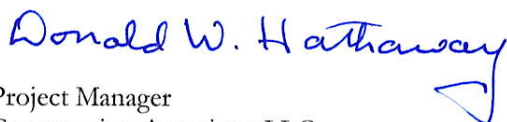
The items and work ethics I described above have taken place for almost every pour to date on our project. Jay is an experienced individual with common sense and a great knowledge and understanding of concrete. In a business where things can go so bad so fast, to have a man like him on the team is like investing in a huge insurance policy.

The main reason that I mentioned the many tasks involved with concrete above is because I pretty much had to always take care of them myself and I have plenty of gray hair to prove it. With your approach, having a man like Jay at the scene to assist is a major plus for anyone that you are furnishing concrete to and ultimately eases the load on everyone. I know for a fact this method of operation has helped Mike Shippee immensely on the Manlius Fire Dept. project because while pours are in progress he can focus more on other items of work etc. including getting ready for the next pour!!

When you team up the great concrete and service supplied by the Vitale-Robinson Concrete Co. and Mr. Jay Hyland, projects are sure to go smoother and more efficiently and who wouldn't want that!!

As mentioned earlier, until now I have never had the pleasure of working with your company, but I certainly wished that I had. I would highly recommend Vitale-Robinson Concrete Co. to anyone because the way that you have opted to "Do Business" is so unique. This says a lot about you and everyone associated with the Vitale-Robinson Concrete Family, all of this can only lead to your continued and greater success for you all in the future.

Sincerely,
Donald W. Hathaway



Project Manager
Construction Associates LLC