



Progress Supply Inc.

The

Progress Report

Helpful Information for HVAC/R & Controls Contractors from Progress Supply Inc.

THANKS. . . FOR FIFTY YEARS!

As **Progress Supply Inc.** marks its 50th anniversary, our core values of family, solution-based personal service and business relationships built on trust are strong as ever. We have experienced steady growth through the years by always putting the needs of our customers first.

Since our inception in 1960, **Progress Supply Inc.** has taken pride in delivering the highest quality and best value to our customers. This philosophy has helped us grow into an industry leader, distributing a wide range of HVAC and Refrigeration parts and controls throughout Ohio, Northern Kentucky and Southeastern Indiana.

As our many satisfied customers have come to know, **Progress Supply Inc.** offers not only products and services which you can depend on, but also a convenient, cost-effective partnership that will help your business succeed.

We hope you will come to think of us as trusted friends on a first-name basis. When you turn to **Progress Supply Inc.** for your business needs, know that someone who cares will be there to help. Relationship-building is a big part of what **Progress Supply Inc.** is all about!



"We'll do whatever is necessary to respond and conform to the wants, needs and expectations of each customer with whom we do business."

Mark Faessler

When you call any of the Progress Supply branches, you will speak to a live person. We do not use an aggravating automated phone system. It's likely a counter sales person will answer the phone when you call, giving you the opportunity to receive immediate answers and get just what you need right away.

As we step into our 50th year in business we want to thank you, our customers, for the first fifty. As you read this issue of **The Progress Report** you will get a peek at our past as well as the future.

➔ Remember. . . .you can always count on the friendly and helpful Progress Supply team to go the extra mile for you!

'THE LONGER YOU LOOK BACK, THE THE EARLY YEARS



Above: Nice truck! Bob Oker (left) and Clyde Kessen, two of the original partners.

Left: Our 1st ad in 1960. . .Something New Has Been Added.



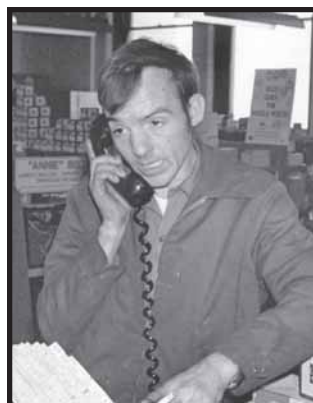
The Dayton Store, 1969. . .another nice truck.



L to R: Bob Oker, Dick Weddendorf (an original partner), Ed Bachus (current purchasing agent), Jim Molleran and Jim Weddendorf.



*Ray Harrigan, June, 1973
Now owns Harrigan Refrig.*



*Richard (Stoney) Stone
June, 1973.*



*Phil Faessler, 3rd generation, Cincy Branch Manager
Clyde Kessen, 1st generation, Founder
Mark Faessler, 2nd generation, President & CEO*

FURTHER YOU CAN LOOK FORWARD.'

Winston Churchill

PROVIDING FRIENDLY, KNOWLEDGEABLE SERVICE TO CONTRACTORS

Progress Supply Inc. is a third-generation family-owned and operated wholesale supplier of HVAC and Refrigeration parts and controls serving most of Ohio, Northern Kentucky and Southeastern Indiana.

Our company is based in Cincinnati, which is the site of our original branch, as well as our new 8,500-square-foot company headquarters. Additional branches are located in Dayton and Columbus.

Progress Supply Inc. was founded in Cincinnati in 1960 by **Clyde Kessen, Bob Oker** and **Dick Weddendorf**, who welcomed the opportunity to provide friendly, knowledgeable service to contractors in the Greater Cincinnati area. In 1979, Clyde Kessen became the sole owner of **Progress Supply Inc.** after buying out his final partner. Then, in 1991, Chris Kessen and Clyde Kessen's son-in-law, Mark Faessler, purchased **Progress Supply Inc.**

from Clyde Kessen. Today, **Progress Supply Inc.** is owned by **Mark Faessler**, who has been with our company for more than 30 years.

The **Progress Supply Inc.** team believes that customer service is about so much more than simply providing a part. We will help you find solutions. As a Progress Supply customer, you benefit directly from our employees' experience and extensive knowledge of the HVAC/R industry. Many of our counter employees and outside salespeople have been in the industry for decades, so they can provide you with solutions to help you get your job done without delay.

Check out the article below that appeared in the newspaper in 1962 and see just how far we'll go to get what you need, when you need it!

A Look Back in Time. . . circa 1962

The Town's Talking In-Valved Operation

By Si Cornell

It was 5:15 p.m. when Clyde Kessen, president of Progress Supply Co. on York Street, received a phone call from the Nike missile base at King's Mills. Did he have a certain valve for an air-conditioning system? Clyde said he did.

"We must have that valve -- will you stay open until we get there?" asked the missile expert. "How long?" asked Clyde. "Thirty minutes," said the missile man. "You can't make it in rush traffic unless you have a helicopter," said Clyde.

"I have two standing by," said the Nike man. "Land on the new expressway (I-75, not yet in use) just east of Crosley Field's scoreboard," directed Clyde.

Soon, Clyde was standing on the expressway waving, four police cruisers were on hand to make certain the landing area was clear, and the helicopter settled down. A civilian and three Army men took the valve (weighing two and one-half pounds and costing \$16.35) and flew away.

The missile men never explained why they needed the valve in such a hurry. Apparently, something in a Nike base has to stay cool.

'WE NEEDED A PLAN FOR THE FUTURE'

PROGRESS SUPPLY MOVES CORPORATE OFFICES

We have moved our Corporate offices to 1201 Harrison Avenue at the corner of Spring Grove Avenue in the Brighton-West End area of the city of Cincinnati. We purchased a two-story, 8,500-square-foot building formerly owned by Fifth Third Bank. The building was constructed in 1920 and originally housed Union Bank and Trust. We moved into the building this past October from our former location at 2864 Spring Grove Avenue, which will continue to house our store and warehouse.

Mark Faessler, President and CEO, said, "Our former location was inadequate for our needs. Despite stagnant sales due to the recession, we knew we needed to plan for the future once the downturn ends. Moving our corporate office people made sense from a productivity standpoint, as well. We also knew we wanted to be close to our current Cincinnati warehouse location and, after five months' negotiation, we closed the deal on the property before it was scheduled for demolition. We wanted a first-class office facility for our customers and our



Corporate management in front of Progress Supply's new headquarters at 1201 Harrison Avenue at the corner of Spring Grove Avenue in Cincinnati, Ohio. From left: Jay Kathman, General Manager; Mark Faessler, President and CEO; Ed Bachus, Purchasing Manager; Greg Schnelle, Sales Manager; and Pete Wienkamp, IT Manager and Administrator.



Progress Supply Inc. moved their corporate headquarters into this building in early October, 2009. The building was constructed in 1920, but completely renovated inside to provide a first-class facility for Progress customers and staff.

staff so we made a significant investment for the future and brought in the Cincinnati firm RSL Architects and the Dayton-based Miller-Valentine Corporation to completely redesign and upgrade the entire building."

In addition to housing our staff personnel, the new office also has a large training room on the second floor. Plus, we have installed a new digital telephone system throughout all our locations that features desk-to-desk dialing and opens up phone lines for easier customer access.

KEEPING UP WITH THE LATEST INDUSTRY INNOVATIONS



Corporate office staff.

*L to R: Donna Battle, Pete Wienkamp, Kathy Dunn,
Jay Kathman, Greg Schnelle, Mark Faessler,
Ed Bachus, Mary Krummen.*



The Progress Supply sales staff ready to serve you.

*L to R: Steve Wilson (Cin), George Kaebel (Col),
J.D. Schultz (Col), Sue Griffin (Cin),
Jim Allenspach (Dayton), Greg Schnelle (Sales Mgr).*

Progress Supply Inc. is proud to be a full-line wholesaler of **Emerson Climate Technologies** products. In addition, we are longtime suppliers of top manufacturers in the business, including Johnson Controls, Invensys Controls, Honeywell, Browning, Belimo and Heatcraft/Larkin products, and DuPont Refrigerants.


We consistently maintain a full stock of parts and controls at our three branch locations. We have what you need immediately available so you can get the part and finish the job on the same day — not the next day. Having full stock instead of partial stock sets **Progress Supply Inc.** apart from the rest.

We believe it is important to keep up with the latest industry innovations. At our website, www.progresssupply.com, we provide updates

with information on what's new. We invite you to visit our website for other valuable information!

Our Cincinnati headquarters features a large training room where we periodically host product-related seminars and process-specific training. We have also sponsored seminars for business owners on topics such as the dynamics of customer focus, increasing profits, and helping to build your business!

We believe this value-added service demonstrates our dedication to the success of our customers.

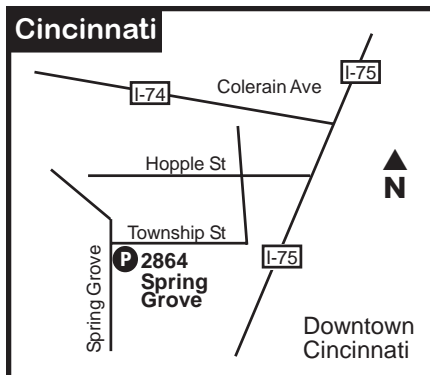
*If you have any questions or
would like to learn more about us,
please feel free to call us at
513-681-4089 
or any of our branch locations.*

Progress Supply Inc.

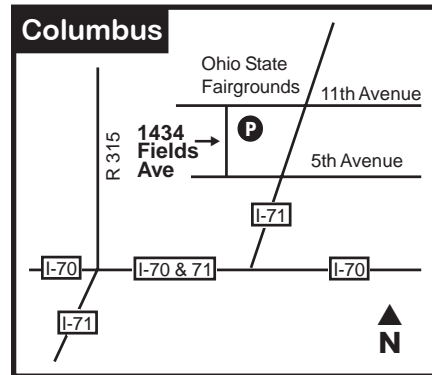
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THE PROGRESS REPORT

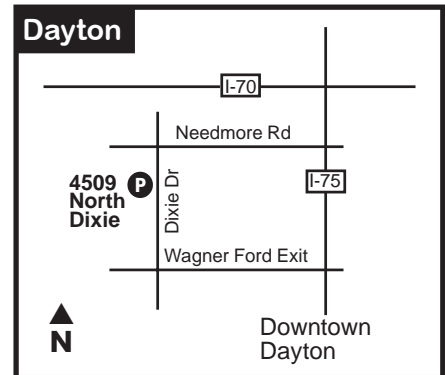
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