

The Lehigh Way

*A Showpiece
Aviation
Partnership*
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Lehigh PRO Has a Lot in
Store for Retail Clients

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Welcome to *The Lehigh Way*.

This issue of *The Lehigh Way* highlights: a long-term relationship with a large national construction company that has leveraged Lehigh's business across New York State; a new client generated from an online search; Lehigh PRO in the retail sector; and new drone technology that makes project details available to our clients.

The STO Building Group is among the largest construction companies in the country and their client relationships extend around the globe. Lehigh has been NYC-based Structure Tone's strategic partner in Upstate New York for nearly twenty years and has collaborated with them on 40 successful projects.

Our cover story illustrates a renovation job for the operator of private general aviation services at the Buffalo Airport. TAC Air undertook an extensive refurbishment of the hangars and executive terminal building. The property has been subsequently acquired by Signature Flight Support who expanded and completed the project, making the Buffalo facility a warm and inviting showplace destination for business and private travelers.

The diversity of self-perform skills and quick response of Lehigh PRO makes this division invaluable to facility managers in many sectors. This issue features work for retail clients in big box warehouses, supermarkets and stores. The capabilities and availability to work second and third shifts, weekends and holidays to accommodate client schedules keep Lehigh PRO busy with building repairs, maintenance and emergency response projects. The long-term relationships created from successful execution keep retail customers coming back.

Lehigh is always exploring new ways to add value for customers. One of the latest technologies involves the benefits that drone photography provides owners, stakeholders, employees and subcontractors. Our "Ask the Expert" segment features a Q&A with our Marketing & Communications Director, Doug Eberhardt, who shares details of the Lehigh aerial program and offers insights into the evolving requirements for all drone pilots. He also suggests some helpful resources and tips to aid potential pilots with getting a license.

We hope you enjoy this issue. Please let me know if you have ideas for future stories or more impactful content as I always enjoy the feedback.

Sincerely,

David E. Knauss

President

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A SHOWPIECE AVIATION PARTNERSHIP

by Doug Eberhardt

Signature Flight Support made a beautiful landing at the newly upgraded private aviation campus at the Buffalo Airport, after acquiring the facilities from TAC Air, who had started the renovations on the hangars and buildings.

Signature Aviation is the world's largest network of private aviation terminals, and they brought their award-winning ground services to Buffalo after acquiring fixed based operations (FBO) from TAC and immediately continuing the facilities improvements.

Offering corporate and business customers top-quality resources, aviation services and quick turn support, TAC Air initially looked to renovate the Buffalo FBO and structures to provide clients with a more attractive environment featuring new amenities and conveniences. They relied on consultant Barry Sherman, principal of the Business Aviation Group (BA Group) to find a capable construction partner to renovate the executive terminal, hangars and much of the campus.

Barry's initial evaluation for a reputable general contractor included an online search that pointed him to Lehigh, and a subsequent conversation and visit with Dave. That quickly cemented a relationship that would enable TAC Air to get the construction services needed to support their vision for growth at their Buffalo operation. Dave and Project Manager Mike Quigley toured the premises with Barry to evaluate the extent of the renovations and assemble the project scope.

Lehigh provided a qualification package and a preconstruction services process overview including general conditions and Lehigh team with project roles that led to a mutually agreed upon scope of work that included: metal panel hangar additions, repairs and painting of several exteriors, interior hangar cleaning, painting and epoxy floor rework, lighting and ventilation of buildings, construction of a new drive-under entrance canopy and associated exterior improvements to the FBO executive terminal, asphalt pavement repairs and new topping at several parking areas, curbing and landscaping along the frontage and airport sides of several of the buildings, and replacing the fencing to create screening along portions of the facility.

“The BA Group team is proud to have partnered with Lehigh Construction and Signature Flight Support to help refresh the Signature campus at KBUF and to transform the FBO into a modern, sleek and welcoming space.”

— Barry Sherman, Principal of the Business Aviation Group

Lehigh worked closely with a team of design-build MEPS subcontractors with the intent of providing the customer with a Target Value Design (TVD) approach to maximize value for the client. All subcontracts met with the approval of the TAC Air team prior to award.

Due to heightened security measures at the Buffalo airport, Lehigh employees were required to have background checks completed and attend on-site training before gaining access to the site. Strict badging requirements were enforced throughout the project duration, and there were several instances where Lehigh employees were required to produce credentials for site access.

Because different stakeholders at TAC and the BA Group were in different geographies, a value-added service implemented by Lehigh was the use of aerial videography. The Lehigh

unmanned aerial vehicle (UAV) enabled project manager Mike Quigley to offer real-time progress updates to clients in Texas and Colorado during status meetings, and to offer common perspectives as situations arose throughout the renovations.

The drone video and high-resolution photographs allowed for detailed images and “bird’s eye” perspectives of the work as it happened, which was helpful to both subcontractors and industry partners as well. The unique high-level points of view from the UAV clips enabled multiple perspectives not available from traditional ground level video.

The UAV footage also preserved a record of project progress. As the work took place on an active airfield, stringent coordination and approvals were required from the FAA in Dallas, the Niagara Frontier Transportation Authority and the





Buffalo Airport Tower. Close coordination and approvals were required 24 hours in advance of each flight, and also phone contact a half hour before each flight with verbal confirmation to the tower when finished. A representative from the airport authority observed many of the flights in person on the jobsite.

The relationship that evolved between the Lehigh project manager and the client ensured the success of the project from the start. Facility General Manager Brian Evaldi worked closely with Mike and Lehigh superintendents Jack Bouquin and Nick Lewandowski who oversaw the work. Mike Quigley noted that “because of the wealth of experienced superintendents Lehigh

“Lehigh kept us in the know without fail every step of the way so that we could safely and efficiently still operate our business without interruption.”

— Brian Evaldi, General Manager, Signature Flight Support

has, when Super Jack Bouquin retired, Nick Lewandowski was seamlessly able to step in and assume the duties. Nick also has a great rapport with the client.”

This showpiece facility has been appreciated and acknowledged by employees, airport personnel and customers. The new look FBO Executive Terminal building and renovated hangars provide the improved aviation customer experience initially requested by the TAC Air team at the outset of the project.

Industry leader Signature Flight Support acquired the Buffalo FBO and facilities from TAC Air in late summer of 2022. Signature has more than doubled its worldwide footprint in recent years and has recently added 14 more locations with the acquisition of TAC Air including the Buffalo location.

Signature Flight Support now boasts the world’s largest network of private terminals offering private general aviation customers at the Buffalo FBO and executive terminal with exceptional travel experiences and essential aviation support services.

“Having an out of town corporate client and an out of town consultant, they both benefitted enormously from the drone footage that helped eliminate constant travel to review the project. Problems were taken care of right away.”

— Mike Quigley, Lehigh Project Manager

Signature Flight Support has also been a great partner with Lehigh, and we look forward to supporting their construction needs in the Buffalo area for years to come with our Project and Lehigh PRO Facilities Maintenance divisions.

The future of executive travel and general aviation ground handling at the Buffalo airport looks brighter than ever with Signature Flight Support providing private travelers with the latest improved services, support and technologies.



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Lehigh Joins the STO Building Group
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THE POWER OF A SHARED COMMITMENT TO CLIENT-FIRST PRACTICES

by Rae Howe



STO BUILDING GROUP

“Trust is the biggest factor,” said Ransome. “We cannot be everywhere all at once.” STO Building Group Global Services (STOBG-GS, formerly Structure Tone) relies on its Alliance Partners to work together across geographies to make clients’ visions a reality.

To understand the deep trust Lehigh and STOBG-GS share, you have to go back almost two decades.

“cultural alignment.” In 2006, when Bank of America purchased Fleet Bank and engaged Structure Tone for an ATM rollout project in the Catskill region of New York state, they needed a partner. Structure Tone reached out to a large national property management company who recommended Lehigh based on the success of the ATM project. A long-term relationship developed that has resulted in the two companies successfully completing over 40 projects for a wide variety of clients in 28 municipalities across upstate New York.

“We can get to the end of a project, and the client is satisfied because they came in on time and on budget. Most of the time, if you get that right the client is going to be on your side and want to do more work with you” said Ransome. He emphasized that there is much more beyond meeting timeline and budget

The core principle of Lehigh's ethos is to "work hard and treat people right." Ransome emphasizes the similarity in their people-centered approach as the heart of what makes their alliance work. That commitment to ensuring that the work is exceptional and the relationships involved are flourishing, along with a mutual sense of trust, creates a partnership that can do incredible things.

[illegible]

From these strong beginnings, the two remain eager to work together.

In a *Lehigh 30* video marking Lehigh's 30th anniversary, Dave Knauss remarked that when STOBG calls about our interest in a project, the answer is always "yes." They are always blue-chip projects for important clients and we take our obligation very seriously to be a partner they can count on."



John Rupp, Lehigh PROJECT Manager

It's no surprise to Ransome. "We align with our partners and our clients, so when we're bringing in a client, it isn't just someone we're 'doing business with.' These relationships are solid," said Ransome. These are trusted and long-term partners with strong, years-long track records of success. "We offer predictable, successful outcomes," said Ransome.

"We partner to imagine, execute and realize our client's ask and our client's vision." That's the strength of these trusted partnerships. They create layers and networks of mutual trust, skill and proven success. No matter the size, scale or challenge of realizing a client's vision, when you know there are trusted partners on all sides, it's an easy "yes."

One such blue-chip project was originally described as a private bridge repair in the Thousand Islands. In keeping with the "just say yes" philosophy, Lehigh agreed to look at the project. "The Structure Tone person handling the project was from Dallas and was dealing with a contact at an oil company in Oklahoma and didn't have many details, but they gave us some rudimentary plans, and we

worked up a budget without knowing exactly where the bridge was located," said Rupp. After Structure Tone let the team know that the proposal was accepted, it came with the realization that the bridge was at a corporate retreat on a private island – seven miles out into Lake Ontario and only accessible by boat! "Someone in our office said, 'We should probably get some eyes on this thing,'" said Rupp.

Suddenly, the project execution plan needed to accommodate for barges to transport material and heavy equipment to the island as well as accommodations for the Lehigh crew. Despite the challenges and need for revision, Lehigh made it work. "Luckily, things worked out from a budgeting standpoint, and it was a very, very successful project," said Rupp. Lehigh worked an entire summer rebuilding the bridge and returned the next summer for another phase of work on the island. "The Island in the Lake" was certainly the most unique of the Structure Tone/Lehigh collaboration.

Lehigh has a history of doing what it takes to get the job done and ensuring that relationships are at the forefront. STOBG and Lehigh work well together in part because of their commitment to get it right and their trust in each other's process and skill.

Rupp shared the stories behind some of their other standout project collaborations. One was a series of eight roof replacements for Verizon's network housings across upstate New York. The crews had to work around the existing infrastructure, which included network switches that connected customers to emergency responders. The buildings

had to remain operational and the vital interior infrastructure carefully protected from any water infiltration while roofs were torn off and replaced.

Another project was the Yahoo! (now Oath) data center in Lockport, New York, near Niagara Falls. Structure Tone called on Lehigh to construct 180,000 square feet of pre-engineered metal buildings which featured an innovative design. Data server farms are structured around one crucial element — heat management. Rather than relying on mechanical cooling, the building was designed to rely on natural cooling, with a profile that Rupp described as being like "a chicken coop." Cool air came in through vents along the sidewalls, where it then passed through the servers, leaving the now-hot air to exhaust out of the cupola at the top. The structure was a resounding success, due to its unique design and immense energy savings.

When asked for his perspective on the standout projects of their partnership, Ransome said, "It's difficult for me to answer. We've partnered on over 40 projects since 2006. These are successful, predictable outcomes on 40 projects — that's not a small number. It's unfair to single out one project as a success because they've all been successful. They're all happy clients." To him, it doesn't matter the budget, the size or scale; what's important are happy clients who are committed and excited to continue working with you. "You know what the best standout project is? The next project your client asks you to do."

Here's to a future full of more standout work.



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


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Lehigh PRO Has a Lot in Store for Retail Clients

by Doug Eberhardt

Lehigh PRO provides flexible self-perform capabilities for retail facility maintenance and repairs.

The lifeblood of any retail business is the customers who come through the door every day. The image that these facilities present is often what keeps repeat customers returning, and Lehigh PRO is available to help maintenance teams refresh that image when daily operations necessitate updates. Our unique and consistent approach to diverse projects is what creates trust with our customers, said Jon Wilcox, PRO Group Leader.

For most retail customers, operating schedules are critical as their revenue is generated during normal business hours. One of the strongest benefits Lehigh PRO offers clients is the flexibility of working on third shift, weekends and holidays to help accommodate and optimize their schedules.

While each Lehigh PRO job is based on customer-specific expectations and requirements, some common services include: flooring repairs; door repairs



and replacement; interior finishes; carpentry; exterior façades and repairs.

As with all Lehigh clients, the relationships created from delivering successful projects within demanding timelines are what make Lehigh PRO Service Managers (PSMs) and Mechanics an extension of existing maintenance teams for many customers. While their on-site staff handles normal day-to-day operations, Lehigh PRO will augment efforts on special projects or emergency jobs that require immediate attention.

Our 24/7/365 service commitment to clients mean that we are there to support projects on holidays, weekends or third shifts as needed and often when the unexpected occurs. This is also where trust is built after performing when clients need us most — enabling Lehigh PRO PSMs to end up on the speed dial of many facility managers.

Lehigh PRO Service Managers and Mechanics are well-qualified and can self-perform many different trades, making them valuable on all jobs. All PRO team members are OSHA 30 certified, and their skills have been honed over years in the full-service vans they operate out of on as many as five jobs each day. All mechanics are cross-trained in multiple trades and are background checked and trusted with overnight and weekend work at stores, banks and retail locations.

Typical examples of our retail customer portfolio include big box and warehouse stores, smaller local retail establishments, supermarkets and financial institutions.



For several warehouse and large retail stores, we provide a strong regional response presence, and while the majority of our PRO work is within 90 miles of Buffalo, we routinely support clients in Rochester, New York, and Erie, Pennsylvania. Jon Karwick, PRO Service Manager said that quick quote turnaround and counseling clients who may not be familiar with construction is one of the strongest benefits he offers customers. “There is always a carpentry, siding, racking, concrete or replacement door project that we can complete quickly and affordably” said Karwick. Store managers rely on Lehigh PRO PSMs for jobs from floor replacement to cart corral damage repair. Nightly re-stocking wear and tear and evening forklift activity take a toll on flooring. Many of these wear spots can be cut out and replaced. Racking for heavy merchandise is often bolted into the floor, and holes need to be repaired when rearranged or moved for seasonal merchandise displays. Vehicle strikes on cart corrals are also a persistent problem and need to be repaired to minimize disruptions and ensure the safety of employees and the public. Another common repair involves fixing loading dock damage from trailers dropping off loads.

Supermarkets also see a lot of daily foot and cart traffic, and the nightly



re-stocking of shelves after closing time needs to be coordinated with the demanding punishment of hand carts, fork trucks and cleaner equipment. Many of the nightly replenishment activities cause even high-quality vinyl composite tile (VCT) floors to become worn, brittle and bowed. VCT flooring sections can be patched, or entire rows can be replaced, leveled and returned to new condition before the store opens for business the next day.

Supermarket departments need to be renovated, and Lehigh PRO Service Managers and Mechanics complete full pharmacy renovations, self-service checkout station installations and

relocations, door replacements including hardware, sliding entrance door repairs, and prep areas and signage.

Typical jobs at retail banking facilities involve emergency drive-through and overhead canopy vehicle strike repairs, ATM damage renovations, exterior Dryvit replacement and repairs, interior finishes and finishing, carpeting and painting, all performed after hours or on weekends to minimize the impact to customers and allow branches to operate without interruption.

When it comes to assisting retail customers with their quick response projects, Lehigh PRO has a lot in store.





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Ask the Expert: Doug Eberhardt

Director of Marketing and Communications, Lehigh Construction Group, Inc.



There has been a sharp increase in the number of unmanned aerial vehicles (UAV/ UAS/drones) taking to the skies recently as a valuable tool for many industries, including construction. Drones are also increasingly popular with recreational flyers as manufacturers have lowered pricing for entry-level models. Lehigh has embraced drone capabilities to share project progress with clients, evaluate and inspect jobs, chronicle project milestones and post updates to social media.

We spoke with Doug Eberhardt about experiences with the Lehigh drone.

Q: How has drone photography benefitted clients?

A: The biggest value has been allowing our project managers to share real-time updates with their customers, subcontractors and our employees. Aerial video has aided in inspections of large facilities that would have previously required boom lifts and weeks of time for complete reviews at several industrial and not-for-profit facilities and helped pinpoint problem spots much more safely and quickly, with better results and lower costs. Drone photography helped capture timelapse progress of a new 270,000-square-foot warehouse project throughout construction and enabled the client to share progress updates with their employees during their company events.

Q: Are special licenses required to fly on construction sites?

A: Yes, the rules for flying are set by the Federal Aviation Administration (FAA) to reduce the dangers associated with operating UAVs. It is important to know which licenses apply to avoid violating the regulations or causing a potential incident.

There are two types of small UAV pilot certifications required for anyone looking to fly a drone. You must be either a recreational or a commercial Part 107 licensed pilot. To qualify as a recreational flyer, all operators must pass a basic aeronautical knowledge test before they can fly legally. For commercial applications, acquiring a Part 107 license involves a much more stringent evaluation, but enables pilots to fly in places restricted to recreational flyers. Commercial users will almost always need to be licensed with a Part 107

certification to fly in any controlled airspace — even if you don't charge for your services.

Q: What are the guidelines all flyers must follow when operating a drone as either a recreational or Part 107 pilot?

A: FAA and local law enforcement officials have the right to request the credentials of anyone operating a drone and can impose fines for violating regulations. All drones must be registered on the FAA website (FAADroneZone). Pilots can only fly at 400 feet above ground level or lower and need to maintain a visual line of sight to their aircraft, must yield to manned aircraft and cannot fly from moving vehicles.

Q: Lehigh has done work for clients near the Buffalo airport. Are special approvals needed to fly in this restricted space?

A: Absolutely. While recreational flyers are only able to fly in areas designated as uncontrolled airspace, flights within the 10-mile radius around the Class C airport airspace require prior approval from the FAA. For locations within very close proximity to the airport, individual waivers must be granted on a case-by-case basis and approved by the FAA in Dallas, Texas. All flights near the airport also need to be coordinated with the BUF Air Traffic Control tower 24 hours in advance.

Q: What is geofencing?

A: All UAV manufacturers build technology into their equipment that keeps UAVs grounded in “no fly zones.” Geofencing is a combination of proprietary software, radio frequency identification, global positioning satellite tracking and WiFi. Drones are not able to operate unless approval has

Resources

FAA Drone Zone – Register drones and take the TRUST certification for recreational use.

B4UFLY – Download free app to review airspace restrictions before flight. www.aloft.ai

Aloft LAANC Approval System – Automated waiver approval system. www.aloft.ai

been granted by the manufacturer after receiving documentation from the FAA for each flight. Geofencing physically prevents flights in restricted areas.

Q: Are there places where Part 107 operators can't fly?

A: Yes, and with good reason. There are restricted “no fly zones” off limits to all recreational Part 107 pilots including: areas around military bases; schools; government properties; prisons; arenas and sporting events.

Q: How many flights has the Lehigh drone made?

A: We have currently logged over 435 flights for a total of 1,859,324 feet. This is the equivalent of more than 350 miles, or the driving distance from Buffalo to Mackinac Island, Michigan.

Unmanned aerial vehicles will continue to provide value to clients and project managers by offering visual perspectives not available from traditional ground-level photography or videography. They also offer time and financial savings on projects with better results that will keep the Lehigh drone in Western New York skies for years to come.

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