

## **‘Our Culture of Service Goes Deep’**

*Whether the goal is keeping elevators running smoothly or preventing bugs and other pests from entering its properties, the Irvine Company partners with a wide range of vendors admired as the best in their respective fields of service. In a first-of-its-kind event, the company honored several vendors for providing exceptional service ...*

By Corporate Communications on 2/14/2014

The evening event, held earlier this month at Island Hotel Newport Beach®, was sponsored by the Cross-Divisional Procurement Program team. Established in 2008, the program negotiates and manages the company’s major vendor contracts across all divisions, capitalizing on the Irvine Company’s purchasing power to substantially reduce costs.

Cross-Divisional Procurement team members now evaluate a range of services totaling expenses of \$150 million per year. The team comprises more than 50 employees from all four divisions, and 14 committees and taskforces. The program is headed by George Meyer, Vice President of Operations, Irvine Company Office Properties.

“At the Irvine Company, our culture of service goes deep, and we appreciate the outstanding service you provide us,” said Ray Wirta, President, Investment Properties Group, the event’s featured speaker. Ray congratulated the vendors chosen to receive awards, noting that they all demonstrate a strong “service mentality” that focuses on hiring “people who enjoy being of service.

“We do want to be a good client,” Ray told the vendors, adding with a smile: “We’re a growing client. Stick with us, and you will grow too!”

In brief remarks preceding each of the awards, Irvine Company employees who work directly with the honored vendors summarized the vendors’ outstanding service that led to their recognition.

Procurement team members presented awards to six vendors in the following categories:

**Category: Best Savings Impact**

**Vendor: HydroPoint Data Systems, Inc.**



HydroPoint Data Systems, Inc. has helped save the Irvine Company hundreds of thousands of dollars - and just as important - water, through extensive use of its WeatherTrak Pro landscape water controllers at company properties. From left: Chris Manchuck, HydroPoint; Clint Collins, Senior Director, Landscape Operations, Irvine Company; Charles Zaher, HydroPoint; Chris Spain, HydroPoint; Ashley Leong, Landscape Administrator, Irvine Company, and Ben Slick, HydroPoint.

**Category: Responsiveness**

**Vendor: Pestgon**



Pestgon provides pest-abatement and control services to much of the Irvine Company's investment properties portfolio. Pestgon was lauded for its outstanding responsiveness and ability to take on new projects. From left: Asia Ly, Assistant Manager, Operations, Irvine Company Office Properties; Matthew Vernon Johnson, General Manager, Irvine Company Retail Properties, and Dave Baro and Jason Loukakis from Pestgon.

**Category: Best Consultant Service**

**Vendor: HKA Elevator Consulting, Inc.**



HKA oversees operations, maintenance and planning for elevators throughout all four Irvine Company divisions - more than 1,100 units in total. In addition, HKA is playing a critical role in helping the Irvine Company with plans for elevator systems that will serve future properties. From left: Michael Rosen, Senior Manager of Operations, Irvine Company Office Properties, and HKA executives John Reynolds, Daryl Anderson and Alan Taylor.

**Category: Supplier of the Year**

**Vendor: W. W. Grainger, Inc.**



W. W. Grainger, Inc. received the Supplier of the Year award for the comprehensive janitorial and engineering supplies services it provides throughout the Irvine Company's portfolio of properties. In 2012, at the company's request Grainger consolidated more than 55 separate service accounts into one - just one of many reasons cited for presenting Grainger with the award. Grainger's Irvine Company representative, Sharon Gambino, received the award on Grainger's behalf and was lauded for her extraordinary customer service. She is pictured with Gregg LaCagnina, Vice President of Facility Management, Irvine Company Retail Properties.

**Category: Superior Partnering**

**Vendor: ABM**



ABM received the Superior Partnering award in recognition of its excellent janitorial services and willingness and ability to adapt to changing needs throughout the Irvine Company. ABM executives accepted the award from Maureen Quintanar (at far right), Senior Director, Portfolio Operations, Irvine Company Office Properties. ABM execs, from left: David Casarez, Aaron Cohen, Jim Altieri, Rene Jacobsen, Bob Clarke, Carlos Murrietta, and Charlotte Jensen-Murphy.

**Category: Overall Customer Service**

**Vendor: Universal Protection Service**



Universal Protection Service has been an Irvine Company service provider partner for the past 30 years, and recently expanded its services to the company's portfolio of properties across all four divisions. Universal executives accepted the award from Stacy Nishioka (left), Senior Director, Portfolio Operations, Irvine Company Office Properties. Universal execs, from left: Chris Bailey, Steve Jones, Steve Claton, David Burger and Joel Martinez.