



ZAMPELL REFRACTORIES

CONTRACTORS & ENGINEERS OF REFRACTORIES AND INSULATIONS

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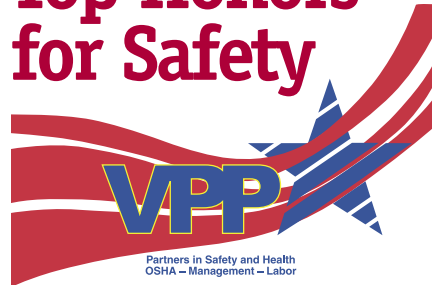
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OSHA'S VPP Program... Top Honors for Safety



If you aspire toward earning both national and industry-wide recognition for your company's commitment to safety and health, then OSHA's Voluntary Protection Programs (VPP) can help you achieve that goal. Designed by OSHA to encourage a voluntary company-wide commitment to an exceptional safety and health management process, participation in the VPP can earn your company the prestige of serving as a leader in operational safety.

One of Zampell Companies' customers, General Electric Aircraft Engine (GEAE), was recently approved to participate in VPP. Located in Hooksett, NH, GEAE decided to showcase its comprehensive health and safety management system through a partnership with OSHA.

This is an admirable goal, and one that can only be achieved through voluntary cooperative participation between management, employees, and any involved contractors. In the case of GEAE, Zampell Refractories' sister company, J.C. Zampell, was instrumental in providing the services needed to improve engineering controls on GEAE machines for increased employee and contractor protection.

Qualifying for VPP

Qualification in the VPP requires management's commitment to implementing an effective safety and

health management system that encompasses the following four components:

- Management leadership and employee involvement
- Work site analysis
- Hazard prevention control
- Safety and health training

Companies interested in becoming involved in the VPP must first apply for eligibility. Applicants must achieve the following initiatives:

- Establish an effective health and safety management system that is held accountable to rigorous performance-based criteria.
- Meet all relevant OSHA standards applicable to the work site.

As part of GEAE's VPP participation, improvements were made in the areas of guarding, shielding, electrical reliability, interlocks, e-stops and labeling. This resulted in these areas either meeting or exceeding OSHA, ANSI, NEC and NFPA requirements.

As Steven Serian of GEAE noted, "J.C. Zampell helped us coordinate the efforts of many skilled trades to retrofit manufacturing machines. This made GEAE's Hooksett facility a safer place for our employees and contractors to work."

VPP Status Levels

Qualified work sites seeking to achieve OSHA approval in the VPP can attain this status at one of the following three levels:

- **Star** - For a site to achieve entry at the Star VPP level, they must first demonstrate an exemplary work site that has successfully and fully implemented a comprehensive safety and health management system, as well as achieved injury/illness rates that are below their industry's national average. The prestigious Star VPP status represents the

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Zampell Company Spotlight: Zampell Insulation

Why Zampell Insulation?

Why do many of New England's top companies choose Zampell Insulation? Zampell



Insulation is the company you can trust to complete your project safely, effectively, on schedule, and within budget.

Zampell Insulation was founded on one basic premise: "We want to be recognized as the best in our industry by our customers, employees, suppliers, and all who are associated with us." Today, we are successful through our continuing commitment to safety, unparalleled quality, integrity, and professionalism.

Our team at Zampell Insulation consists of highly skilled craftsmen supported by engineers, estimators, and support staff dedicated to providing our customers with the highest quality work, safely, and on schedule.

Zampell Insulation's commitment to our customers' bottom line is reinforced with our in-house ability to provide our clients with an Insulation Energy Appraisal.

Services

Zampell Insulation is a full service industrial insulation company, offering customers a range of services including insulation investigation, site assessment, testing, design, removal and encapsulation.

From a fabrication and capabilities perspective, Zampell Insulation has experience with insulation pads, pipe coverings, valves, tanks and all types of boilers.

Energy Appraisal Program

Zampell Insulation's commitment to our customers' bottom line is reinforced with our in-house ability to provide our clients with an Insulation Energy Appraisal.

The Insulation Energy Appraisal Program in Detroit has certified Zampell Insulation team members. The Energy Appraisal Program is a major initiative designed to give facility managers a better understanding of the performance of an insulated system. Developed by the National Insulation Association (NIA), the program is a tool that quantifies the amount of energy and actual dollars a facility is losing with its current system. In addition, the program demonstrates how a more efficient system can save money and improve process control.

In summary, whether the job is working in a paper plant, a power boiler, a waste to energy plant, tank farm, or a small pipe covering installation, Zampell Insulation is focused on safety, quality and professionalism...ready on an as needed basis, including 24-hour emergency response.

PAPER INDUSTRY

Paper Mill Expertise... A Zampell Tradition

So far this year, the Zampell Companies have worked on over a dozen paper mill projects involving many disciplines over a distance from Maine to Florida.

For example, a Maine paper mill project required removal of asbestos mastic and insulation by Zampell Environmental. The 2,000 square foot job was completed safely and on time. Next, Zampell Insulation performed the re-insulation project, involving many units including the concentration vessel, the recovery boilers and several piping projects. When completed, ZI had installed over 6,000 square feet of lagging and insulation and approximately 400 feet of pipe work.

Of course, refractories are a major component of every paper kiln shutdown, and Zampell Refractories has had a busy year! The Maine job involved over 175,000 lbs. of castable and 94,000 lbs. of gunite...all installed safely and on time.

Brickwork is always critical to a successful kiln job, and ZR has laid hundreds of feet of brick in 2003. At a South Carolina plant, the existing lining was profiled by a line-o-meter to determine brick thickness without the need for core drilling. After the lime coating was safely removed, 35 feet of a two-compo-

nent lining (Ufala/Skamol) was safely installed.

A Florida kiln needed a similar two-component lining, but temperature and chemical conditions required the use of a basic hot face brick. The Magnel brick was installed over 2" of super duty to maximize stability and provide an appropriate thermal gradient through the basic brick.

Many times recovery boiler repair is a critical part of the shutdown. In 2003, ZR and ZI have performed five boiler maintenance projects.

Whether ZR, ZI or ZE are involved in the paper project, safety is the top priority. Before the project begins, Zampell safety supervisors (independent from operations) meet with the customer and perform a "customer safety profile" to ensure that proper safety procedures are followed. The safety supervisors work on site and behind the scenes, ensuring that all the Zampell supervisors and workers complete safety training courses that are appropriate for the conditions.

In short, the Zampell Companies take pride in serving the paper industry along the East Coast, and the Zampell people will continue to emphasize craftsmanship, innovation and safety.

Kiln Rig Purchase Shows ZR's Commitment to Pulp & Paper Industry



Zampell Refractories recently invested in a new kiln rig for better and safer installations of brick in lime sludge and cement kilns. The kiln rig is a pneumatic air-actuated system, as opposed to the traditional spring-loaded pogo stick.

For ZR, the kiln rig will get the job done more efficiently - both quicker and easier. For the customer, it will result in a high-quality installation, resulting in a safer work environment with reduced downtime.

The purchase of this expensive equipment is just another example of Zampell's commitment to its customers and long-term investment into the paper industry.



“T” Clip Tiles Reduce Slag and Clinker Build-up in WTE Units

More and more, Zampell Refractories is installing hidden-anchor nitride bonded “T” clip tiles into Waste to Energy (WTE) units. The “T” clip is taking the place of the traditional bolt-on SiC tiles. The “T” clips are ideal for high abrasion, high velocity and high temperature (up to 2,550°F) areas in the burning zone. Additional beneficial properties include high thermal conductivity, good thermal shock resistance, resistance to molten metal attack and penetration and corrosion

resistance to acids, salts and gasses. The unique shape of the “T” clip tile allows it to be installed and anchored into place, eliminating the need for an exposed bolt to fasten the tile to the wall. Because there is no bolt-on-bolt hole, the “T” clip’s design cuts down on tile erosion and clinker build-up. In addition, the installation takes less time and can be more efficiently installed compared to the traditional bolt-on tile. For the customer, both cleaning time and overall downtime are drastically reduced.

Zampell Refractories recently installed the “T” clip tiles in a large WTE unit in Niagara Falls where the traditional tiles had not held up. This is just one of five recent projects where ZR has successfully replaced the traditional tile with the “T” clip.

No Holiday for Zampell

Zampell Refractories recently installed a permanent refractory feed chute at the Wheelabrator Gloucester, NJ facility. This may seem like just another routine job for ZR. However, it is this feed chute on the Wheelabrator WTE boiler that ZR replaced with a “temporary” fix over three years ago!

Longtime customer of ZR, Wheelabrator, located in Gloucester, NJ called ZR after burning up their feed chute water jacket in their WTE boiler on Easter Sunday, 1999. At the time, they were looking for a temporary fix to help get them through until the next planned outage...six months later. As one of the largest trash incinerators in the market, it was critical Wheelabrator experience limited downtime and determine a reliable solution.

ZR’s solution-oriented team went right

to work to come up with a quick, but high quality fix. They suggested pouring the chute with a low-cement, high-tech castable. Within hours, ZR mobilized and was on-site at Wheelabrator plant. ZR cut out the inner water jacket steel and then anchored the outside shell. The areas were formed and poured approximately 4” thick. The repairs were completed in about two days and with limited downtime to the customer.

So regardless of whether it is a holiday or just another day at ZR, the focus remains on the customer. It is part of the ZR culture to do what is necessary to help their customers stabilize and get up and running as quickly as possible.

The permanent refractory recently installed at the Wheelabrator facility is expected to last another five years.

OSHA’S VPP Program... Top Honors for Safety

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highest level of achievement in work site safety and health management.

- **Merit** - The Merit VPP Program is designed for work sites that demonstrate the potential to earn Star quality within three years.
- **Star Demonstration** - This VPP Program is designed for work sites of Star quality that wish to test alternative options to the current Star eligibility requirements for safety and health protection.

By consistently investing in health and safety improvements, GEAE Hooksett facility has maintained its VPP status with OSHA. In order to continue this effort, GEAE has contracted J.C. Zampell to perform weekly contractor safety inspections, provide skilled trades for machine improvements and perform other services to ensure all safety requirements are continually being met throughout the facility.

Benefits of VPP

Work sites achieving Star VPP status gain recognition within the community and the industry. Additionally, VPP statistics gathered over its 20-year history demonstrate that the average VPP work site has a lost workday incidence rate that is at least 50% below their industry’s average.* This benefits employees, as fewer injuries and illnesses promote greater profits while easing the strain of workmen’s compensation claims. Other benefits derived from participation in VPP include:

- Improved cooperation between labor and management promoted by the cooperative environment created to accomplish the safety and health initiatives.
- Industries with VPP status gain recognition and ultimately have the potential to influence best practices on an industry-wide level.
- If the review team discovers hazards, a citation is not immediately issued. Instead, VPP work sites are given 90 days to implement corrective action. As an additional benefit, every attempt to accomplish a cooperative resolution is pursued by the review team before enforcement action is sought from the OSHA Assistant Secretary.

*US Department of Labor
OSHA Volunteer Protection Programs



About Zampell Companies



True Craftsmanship Endures

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The Zampell Family of Companies: The Leading East Coast Provider of Industrial Services & Products

Zampell Refractories is one of five Zampell companies. For over 35 years, Zampell Company has built its reputation from one common philosophy: "A legacy of quality and craftsmanship is embodied in everything that bears the name Zampell."

Today, Zampell has a truly strong East Coast reach, with services and products available in, Auburn, ME, Newburyport, MA, Putnam, CT, Warrington, PA, and Tampa, FL, reaching over three thousand total customers. Few commercial companies have the distribution, reputation and cross platform capability that Zampell has throughout the east. To learn more about our capabilities, products and services, visit all of us at www.zampell.com.



ZARTECH

Zartech is perhaps the largest distributor of refractory and insulation materials in the region.



Zampell Environmental specializes in the inspection, removal, and encapsulation of asbestos containing materials, lead based painted surfaces, and microbe cleaning technologies.



Zampell Insulation is involved in all industrial applications, installing numerous insulation materials on boilers, tanks, ducts, precipitators, turbines, piping and other miscellaneous equipment.



J.C. Zampell

J.C. Zampell is one of the East Coast's leading providers of integrated facility services. The company has many years of experience providing outsourcing services such as janitorial, procurement, maintenance, project management, engineering and bundled services.

Spanning over 7 decades, Zampell is a name that signifies a heritage of excellence and craftsmanship.

Management's Message

By visiting job sites and meeting with customers and management in other industries over the past year, I have found the same continuing themes are overriding. Safety, communication, and information are critical in providing the highest level of customer satisfaction. The Zampell Companies on whole have made major strides over the past year to address all of these issues in order to improve our own operations, as well as the service delivered to our customers.

Safety: We believe that safety is paramount to a successful company. We have in place a well-trained, well-respected team of safety supervisors who visit job sites daily to ensure that our people are working in the safest environments possible. By working safely, we are able to reduce or keep constant our insurance costs. This is valuable capital that can be re-invested into the company and allow us to improve our services to new and existing customers.

Communication: Over the past year, the management of The Zampell Companies has participated in Strategic Planning and Leadership Development sessions that addressed many issues, but focused on improved communica-

tion. At all levels of the company, the communication channels have been widened allowing us to grow as a company and lay the foundation for future growth in all of the Zampell Companies. The introduction of this newsletter is another example of how we continue to improve communication with our customers.

Information: The decision has been made to introduce a new Management Software Package across all Zampell companies in 2004, allowing us to run all companies in unison and to communicate information to all departments of the companies. In the future it will allow access by our customers, enabling them to view job information. We are hoping to break down the barriers between customers and vendors and solidify our relationships through technology.

The coming year looks to be exciting. With the foundation we are establishing throughout all the Zampell companies, we are poised to move to new heights and raise the bar of customer satisfaction across all of the industries we serve.

Mike Cullen, Vice President

What's New at Zampell Refractories

- Representatives from Zampell Refractories attended the ARIPPA Technical Symposium recently held in Gettysburg, Pennsylvania. Zampell Refractories holds an associate membership to ARIPPA, a not-for-profit trade association of Independent Power Producers in the Anthracite and Bituminous Regions of Pennsylvania. Please visit the ARIPPA Web site at <http://www.arippa.org> to learn more.
- The Refractories Institute (TRI) Board of Directors has recently accepted the application of Zampell Refractories for Contractor/Installer membership in the institute. Additional information on the institute can be found on the Web at <http://www.refractoriesinstitute.org>.
- Zampell Refractories representatives were among those to recently complete Harbison Walker's Refractory Fundamentals Training conducted at the Technology Center in West Mifflin, Pennsylvania. Additional information can be obtained by visiting the Technology Center's Web site at <http://www.hwr.com>.
- Representatives from Zampell Refractories will be attending the POWER-GEN International on December 9-11, 2003, in Las Vegas, Nevada. Additional information about this important event can be found on the Web at <http://pgi03.events.pennnet.com>.



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