

2005 BEST Places to Work in WNY

A Supplement of

BUFFALO
Business First
Western New York's Business Newspaper

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SMALL BUSINESS



Safety company aims to please

BY JANE SCHMITT

Officials at DiVal Safety in Buffalo say their motto for pleasing customers is: "Do whatever it takes." It's the same thing when it comes to their work force.

Just as customers and vendors are treated with respect, dignity, trust and fairness, so are the 98 employees of the maker of safety and industrial supplies.

"DiVal fosters a family-like camaraderie where employees are part of a special team that really cares about each other and the customers they serve," says Peter Schiffmacher, marketing director.

It has been that way since the beginning in the late 1970s, when President C.J. Vallone's father co-founded the business. He and a partner sold work gloves and ranglear from the trunk of a car and later opening a downtown storefront frequented by construction workers.

These days, the company offers safety and industrial supplies and services to a worldwide market.

Headquartered locally, DiVal Safety maintains an office building, retail store and 50,000-square-foot warehouse on Niagara Street. The DiVal Safety Compliance Training Center, meanwhile, is at 2995 Grand Island Blvd.

"It's the people who make DiVal such a great place to work," Schiffmacher says. "From (the president) to our newest hire, there is an unwavering commitment to provide a safe environment for our customers and their employees—for life. (Our) philosophy drives everyone to supply customers with quality products and services that exceed their expectations. The company is committed to continuous improvement and innovation to keep our customers for life."

Along with an attractive benefits package, management shows its appreciation in a variety of ways. Employees enjoy "President's Breakfasts" with Vallone, family parties and



BOTH PHOTOS: JIM COURTHEY/BUSINESS FIRST

2005
BEST Places **TO** Work **IN** WNY

51-100
EMPLOYEES

DiVal Safety
1721 Niagara St.
Buffalo, NY 14207
Phone: 874-9060
Fax: 874-4886
Web site: divalsafety.com
E-mail:
customerscare@divalsafety.com
President: C.J. Vallone
Year founded: 1977
Number of employees: 98

'It's the people who make DiVal such a great place to work.'

Peter Schiffmacher
marketing director, DiVal Safety

special holiday events. Last December, for example, they were treated to a celebratory, themed lunch every workday.

The staff also participates in the annual DiVal Gift Gathering Charity Event, which benefits Women's & Children's Hospital of Buffalo and has raised more than \$400,000, according to Schiffmacher.

The key to the company's success?

"Our people and our ability to listen and quickly respond to our customers' wants and needs," he says. "We hire only those who have a do-whatever-it-takes attitude that prove to be an exceptional fit within our corporate culture. With the right people in place, we can continue to grow and keep our customers satisfied for life."

Marty Schneider, left, C.J. Vallone and Peter Schiffmacher take time out for some friendly competition. And then it's Vallone's turn at the tables, left photo.



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www.mcguiregroup.com

T.G.I.M.
(Thank Goodness It's Monday)

How many people can say that about going to work?

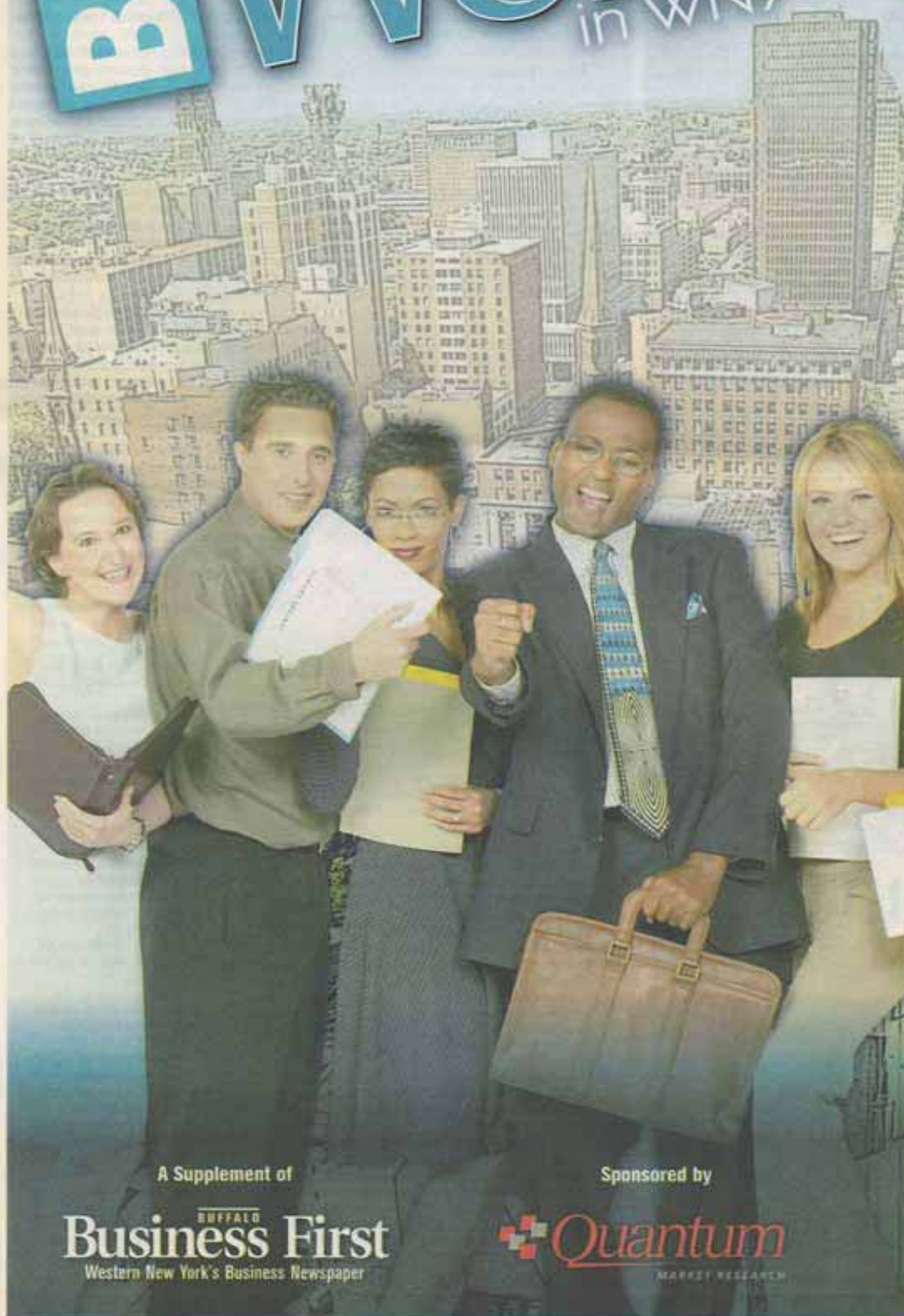
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2006 BEST Places to Work in WNY



Thursday, March 30, 2006
Noon-1:30 p.m.
The Golden Ballroom
@ The Statler Towers

Roll call of finalists

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MARKET RESEARCH

Enthusiasm required in DiVal Safety office

BY JANE SCHMITT

Some might say that working at DiVal Safety Equipment Inc. in Buffalo is like being a twentysomething who has it so good at home that he never wants to move out.

When people join the work force here, they don't want to leave and it's not just because of the great benefits, fun parties and special events planned by management to show its appreciation for their hard work.

Indeed, the main attraction here is an infectious enthusiasm for work and life in general that you just don't see at many other businesses. When DiVal employees throw themselves into a project, they pull out all the stops to make sure the job is done well and on time.

"It's like a family," says Peter Schiffmacher, company marketing director. "In fact, we refer to each other as being part of the DiVal family because everybody really works to help each other. We back each other up and get the job done. It's a very close-knit unit."

He says that philosophy starts at the top with C.J. Vallone, president of the maker of safety and industrial supplies.

"His leadership, enthusiasm and passion for keeping people and businesses safe in the community flows down through the managers, sales staff and customer care representatives," Schiffmacher says.

"Everyone here takes it very seriously because we realize how important it is for people to go to work and come home safely."

The company was established in the late 1970s by Joseph DiMaggio and Chuck Vallone, C.J.'s father. After initially selling work gloves and raingear from the trunk of a car, they opened a downtown storefront to serve local construction workers.

The modern company, which employs 109, offers safety and industrial supplies



Peter Schiffmacher tries to shoot one past lunchtime goalie Mike Sciortino during a hockey game as part of a fun atmosphere that's encouraged by everyone at DiVal Safety.

JIM COURNEY/BUSINESS FIRST

BEST Places to Work
2006
in WNY

101-400 EMPLOYEES

DiVal Safety Equipment Inc.
1721 Niagara St., Buffalo, N.Y. 14207
Phone: 674-9060
Web site: divalsafety.com
President: C.J. Vallone
Number of employees: 109

and services worldwide. Headquartered in Buffalo, it operates an office building, retail store and 50,000-square-foot warehouse on Niagara Street, plus the DiVal Safety Compliance Training Center at 2995 Grand Island Blvd.

"Our growth continues," Schiffmacher says. "We attribute that growth to the fact that we have people who are just phenomenal in terms of work ethic and the do-whatever-it-takes mentality that we value here. We keep the customers happy with quality products and services, but we also focus on keeping our workers happy."

They enjoy a variety of special events, including golf outings, family parties and breakfasts with Vallone. For the annual "25 Days of Christmas," committee members go all out in planning and preparing unique, themed lunches during the month of December. Workers also participate in the annual DiVal Gift Gathering Charity Event, which benefits Women's & Children's Hospital of Buffalo.

"It constantly amazes me how everyone here continues to make DiVal the very best place to work," Vallone says. "The fun (that) everyone has here at work while delivering the whatever-it-takes is the primary reason for our success. And they let me win in cards."

40 UNDER 40 2006

Business First once again will honor 40 Western New Yorkers under 40 years old for their professional success and community involvement. Nominations must follow these rules:

- Completed nomination forms must be received at Business First by noon, Tuesday, June 27, 2006. There will be absolutely no exceptions to this deadline.
- Forms must be mailed or delivered to Business First. Faxed forms or e-mails will not be accepted. No exceptions.
- Nominees must be 39 or younger as of Nov. 9, 2006.
- Nomination forms must be filled out completely. Attachments are allowed, but must be brief. (If attachments are provided, information still must be summarized on nomination form.) Forms that lack required information or simply refer to attachments will be disqualified.
- Name, address and phone of person submitting the nomination must be provided.
- Past 40 Under Forty award winners are not eligible.

Nominee: _____

Current position: _____

Company/organization: _____

Company address: _____

City, state, ZIP: _____

Work phone number: _____

Age (as of Nov. 9, 2006): _____

Birthdate (must be included): _____

College(s) attended: _____

Business accomplishments (job responsibilities, special projects, business-related affiliations): _____

Community involvement with nonprofit and civic groups: _____

Achievements and awards (special recognition, memberships): _____

Nominated by: _____

Company: _____

Street address: _____

City, state, ZIP: _____

Phone number: _____

Only nominations submitted on this form will be considered. Extra documentation can be attached. Rules at top of form must be followed. Deadline is noon, Tuesday, June 27, 2006. No exceptions.

40 UNDER 40 2006

Please mail this completed nomination form to:
Kim Schaus or Donna Collins
2006 40 Under Forty Awards
Business First
465 Main St.
Buffalo, NY 14203-1793



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BUSINESS FIRST'S
BEST Places to
Work
in
Western New York
2008

Tuesday, April 8, 2008 • 11:30 a.m. - 1:30 p.m.
Buffalo Niagara Convention Center

Roll call of finalists

Alliance Advisory Group
Amherst Alam
The Bonadio Group
Buffalo Hearing & Speech
Center
Canisius College
Cannon, Heyman & Weiss LLP
Catholic Charities of Buffalo
Catholic Health System
Home Care
Center for Hospice &
Palliative Care
Channel Source Direct
Chiampou Travis Besaw &
Kershner LLP
devermethod
Colucci & Gallaher PC
Community Bank NA
Community Services for the
Developmentally Disabled
Compu Mail
Consumer Credit Counseling
Service of Buffalo
CPL Niagara
Crowley Webb and
Associates
CTG
Diagnostic Imaging
Associates
DiVal Safety
Dopkins & Co. LLP

Employer Services
Corporation
Energy Curtailment
Specialists
FCS Administrators Inc.
First Niagara
Freed Maxick & Battaglia
CPAs PC
Gaines Kriner Elliott LLP
Girl Scouts of Buffalo & Erie
County Inc.
Golder Associates Inc.
Hard Rock Cafe
Harris Beach PLLC
Health Force
Husky Injection Molding
Systems Inc.
I-Evolve Inc.
J. Fitzgerald Group
Joe Basil Chevrolet Inc.
Kaleida Health
KVS Information Systems Inc.
Leon Studio One
LoVullo Associates, Inc.
Lumsden & McCormick LLP
Manzella Marketing Group
Mike Basil Toyota
NCAComp Inc.
Nixon Peabody LLP
Nussbaumer & Clarke Inc.
Our Lady of Peace Nursing
Care Residence

The PCA Group Inc.
Practice Management Center
Quality Inspection
Services Inc.
Robitaille Real Estate
Roswell Park Cancer Institute
Russell Bond & Co. Inc
Sevast Corp.
SKM Group
StraussGroup Inc.
Synacor Inc.
Time Warner Cable
Towne Automotive Group
The Travel Team
TripleTrack
Tronconi Segarra &
Associates LLP
Try-It Distributing Co. Inc.
TVGA Consultants
United Healthcare
United Way of Buffalo & Erie
County
University at Buffalo
Verizon Wireless
VoIP Supply LLC
Waterford Village Bank
West Herr Auto Group
Western Division Federal
Credit Union
Windsong Radiology
Group PC
Young & Wright Architectural

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BlueCross BlueShield
of Western New York

Performance
Management
Partners, Inc.

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Quantum
MARKET RESEARCH

TVGA CONSULTANTS, continued

Human resources contact:

David Freund

Employees: 75

Founded: 1917

Product/service: TVGA

Consultants provides survey, environmental, transportation and civil engineering services.

Notable practice in workplace:

TVGA values their employees and their families, recognizing the need for flexibility in schedules, and therefore offers flex time.

The survey says:

• Since starting here, my co-workers and I have become very close. I have not felt a bond like this at any other company. I felt like I was welcomed and fit in on my first day of work. People went out of their way to introduce themselves. Since there is a closeness, I feel like I am a part of the company and I want to work hard to please my bosses and help the company achieve their primary goals. I want to feel like I am helping.

• This company seems to value coordination and input from those on the project team as well as those not on the team.

United Way of Buffalo

742 Delaware Ave.
Buffalo, NY 14209

Phone: 716-887-2626

E-mail: info@uwbec.org

Web: uwbec.org

CEO: Arlene Kaukus

Human resources contact:

Kirstl Hunt

Employees: 75

Founded: 1917

Product/service:

Through contributions to Community Care, we invest millions of dollars in local programs that make an impact on the lives of Western New Yorkers. From preschoolers to senior citizens, these programs provide support and assistance to tens of thousands of people in our community. We recognize that our community's biggest problems won't be solved without a larger effort, and we don't do our work

alone. We make partnerships that bring together a wide range of people and organizations — individual and corporate donors, other funders, agencies, and government — to ensure a brighter future for our entire community.

Notable practice in workplace:

United Way is a family-friendly workplace. We offer generous paid time-off benefits as well as a flexible scheduling option for employees.

The survey says:

• I have never worked for an organization that is so committed to its staff. I feel valued and appreciated and work with a great group of people.

• I have been here for 12 years and I hope to continue here until my retirement. It is a wonderful, family-oriented organization that does so much for the betterment of our community. I am proud to work here and I am proud to stand among my colleagues.

CATEGORY WINNER

DiVal Safety Equipment Inc.

1721 Niagara St.
Buffalo, NY 14207

Phone: 716-874-9060

E-mail: pschiffmacher@divalsafety.com

Web: DiValSafety.com

CEO: CJ Vallone

No. 2 executive: Chris Werner

Human resources contact: Chris Werner

Employees: 138

Founded: 1977

Product/service: Provider of safety equipment, industrial supplies and related support services.

Notable practice in workplace: We treat employees and customers as family and maintain a "whatever it takes" philosophy to keep customers satisfied for life.

The survey says:

- An amazing company that continually strives to serve not only its customers, but its employees as well. The motto of treating everyone like family, work hard/play hard and keep the customer for life pervades everything that the management and employees do.
- I love coming to work every day. I have first hand experienced the great growth possibility at DiVal Safety. Ownership and management value me and my work. I view this as my career, not just a job!
- My time at DiVal has shown me how positive business practices like managerial faith in employees and mutual respect can result in increased work ethic and a feeling of self worth.

Finalists

CTG

800 Delaware Ave.
Buffalo, N.Y. 14209

Phone: 716-882-8000

E-mail: ctg@ctg.com

Web: ctg.com

CEO: James Boldt

CFO: Brendan Harrington

Human resources contact:

Elizabeth Savino

Employees: 131, WNY office

Founded: 1966

Product/service: Information technology solutions and staffing

Notable practice in workplace: CTG offers an extensive training Web site, and a management development curriculum of seven training modules centered around CTG and HR policies and procedures.

The survey says:

- I have been here many years and have felt privileged to work at a place where management cares about their employees; both inside and outside of work.
- I am always telling friends and family how great CTG is.

Joe Basil Chevrolet Inc.

5111 Transit Road
Depew, NY 14043

Phone: 716-683-6800

E-mail: brucet@joebasilchevrolet.com

Web: joebasilchev.com

CEO: James Basil

Human resources contact:

Sandy Petruso

Employees: 133

Founded: 1976

Product/service: Automotive dealership, new and used sales, service, body shop and parts.

Notable practice in workplace: By rewarding all our employees when winning our Standard For Excellence quarterly. We are a team, one individual is as important as the other.

The survey says:

- This is my seventh year at the dealership. I have been able to grow within the organization. My plans are to retire from this company.
- We have an owner who respects all his employees and goes out of his way to acknowledge them on a personal and business level. He is genuine in his concern for the entire staff and promotes from within.

Towne Automotive Group

3535 Southwestern Blvd.
Orchard Park, NY 14127

Phone: 716-662-6500

E-mail: fdowning@towneauto.com

Web: towneauto.com

CEO: Frank Downing Jr.

No. 2 executive: David Downing

Human resources contact:

Donna Howard

Employees: 108 full time

Product/service: Automobile dealership providing sales and service

Notable practice in workplace: Hiring the best.

Towne is proud of the longevity in employment history among employees. Towne Ford is part of the Towne Automotive Group consisting of 11 new car franchises and used car super-centers in Hamburg, Orchard Park and Williamsville.

The survey says:

- I've never worked at a place where employees are so friendly to each other and customers are No. 1. The owner is one of the nicest, kindest people I've ever worked for.
- I have been in the auto retail business for 35 years and I only wish I had started here at Towne. They are a family-oriented business and treat their employees very well. I hope to finish my sales career here with Towne.

The Travel Team Inc.

2495 Main St., Suite 340
Buffalo, NY 14214

Phone: 716-862-7600

E-mail: info@thetravelteam.com

Web: thetravelteam.com

CEO: Jean McDonnell Covelli

Human resources contact:

Tracey Frey

Employees: 125

Founded: 1989

Product/service: Corporate, leisure and group and meeting travel

Notable practice in workplace: A collaborative, team effort through synergy and camaraderie with respect at each and every level from the bottom up is of paramount importance at The Travel Team.

The survey says:

- I trust the leadership of the company to constantly lead and direct us through the ever changing environment of the travel industry.
- My position with The Travel Team is unlike other positions I have held. I feel I am making noticed and measurable contributions to the organization personally as a worker and as a person. My opinions are always taken seriously and given consideration.

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Best Places TO WORK 2009

In Western New York



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**BUSINESS
FIRST**
WESTERN
NEW YORK'S
BUSINESS
NEWSPAPER



QUANTUM
WORKPLACE

DiVal Safety Equipment, Inc.

Large Category Winner ★ 101 - 200 Employees

Finalists

Buffalo Hearing & Speech Center

50 E. North St.
Buffalo, NY 14203
Phone: 716-885-8318
E-mail: info@askbhsc.org
Web: askbhsc.org
CEO: Joseph Cozzo
HR contact: Melissa Mummery
Employees: 400
Founded: 1953

What company does:

Services to children and adults with communication and educational needs.

The survey says:

- I have worked at the Center for over 20 years. I have been given an opportunity to grow in an area that most organizations do not offer. What I am doing is rewarding. The staff and children that I work with have kept me here.
- I love working for BHSC because I love working with kids and with people who want the best for the kids in our community. We have a lot of very qualified and hard-working professionals who come together to create beneficial educational experiences for children and adults with handicapping conditions, to help them prosper and be able to live life to the fullest.

Catholic Health Home Care

14 Appletree Business Park
Cheektowaga, NY 14227
Phone: 716-685-4870
E-mail: kkrjews@chsbuffalo.org
Web: chsbuffalo.org
CEO: Joyce Markiewicz
HR contact: Debra Sciandra
Employees: 495
Founded: 1988

What company does:

Provides home health care to patients in Western New York.

Example of best practices:

CH Home Care has embraced its staff and mission committees comprised of associates to continually improve the work environment and enhance care delivery to the poor and disadvantaged.

The survey says:

- CHS Home Care is an employer that truly cares for its employees. We are informed and our input is valued. Thank you for listening.
- This position has challenged me to use skills that I otherwise might not use. Everyday is different and allows for creativity and flexibility. I feel valued and affirmed.

Dopkins & Company LLP

200 International Drive
Williamsville, NY 14221
Phone: 716-634-8800
E-mail: sgoldtaylor@dopkins.com
Web: dopkins.com
CEO: Thomas Emmerling

HR contact: Rich Gasiewicz

Employees: 122
Founded: 1955

What company does: A full service, diversified accounting and consulting firm that achieves results, people to people.

Example of best practices:

We utilize "The Dopkins One Firm Experience," an online recognition program where our team members witness and describe behaviors demonstrated by their colleagues that exemplify our values. Since January 2008, we have written nearly 1,200 stories.

The survey says:

- Dopkins is a place that really focuses on continual improvement in all areas of the practice: client related, personnel, process, etc. There is a general feeling of open-door policy.
- This company is passionate about its employees and driven by their success stories.

LHR INC.

56 Main St.
Hamburg, NY 14075
Phone: 716-926-8111
E-mail: careers@lhrinc.com
Web: lhrinc.com
CEO: Wayne Lewis
COO: Dave Hastie
HR contact: Sue Ewing
Employees: 110
Founded: 1996

What company does: Debt purchasing company

Example of best practices: LHR promotes from within, allowing dedicated employees who excel in various areas to advance their careers within the company.

The survey says:

- For the line of work we are in, LHR is very unique. The values of this company is what makes it such a fun place to work for. I like how we strive to be different, to be better than others.
- I have never been at a company where your efforts are rewarded both financially and caring fashion like LHR. I want to come to work every day and I know there is not many people who can say that.

Power Drives Inc.

133 Hopkins St.
Buffalo, NY 14220
Phone: 716-822-3600
E-mail: solution@powerdrives.com
Web: powerdrives.com
CEO: Louis Panzica
COO: Michael Betrus
HR contact: Suzanne Elliott
Employees: 210
Founded: 1946
What company does: Engineered power fluid conveyance, locomotive prod-

LARGE CATEGORY WINNER

DiVal Safety Equipment Inc.

1721 Niagara St.
Buffalo, NY 14207
Phone: 716-874-9060
E-mail: pschiffmacher@divalsafety.com
Web: divalsafety.com
CEO: CJ Vallone
COO and HR contact: Chris Werner
Employees: 136
Founded: 1977

What company does:

Distributor of safety, industrial, contractor, MRO supplies and support services.

Example of best practices:

We treat customers and employees like family with a firm practice of doing "whatever it takes" to keep them safe and productive on the job. Since 1977, DiVal has been a growing company that has not lost touch with the work ethic, customer relationships, and people that continue to make it a very special best place to work in Western New York.

The survey says:

- 28 years in the work force, 12 months at DiVal, I wish I got here 27 years ago. Awesome people,

work environment and 100 percent mutual respect and team atmosphere. Clear direction from leadership without any micromanaging.

- DiVal Safety is the best place to work without a doubt! I am in outside sales and I see many people from many different companies in the area and all I hear is people complaining about the company they work for or their pay or their co-workers. I walk away feeling like the luckiest person in the world. I cannot understand how they feel because I work for DiVal Safety where teamwork and appreciation is just part of our culture. It takes a very special kind of person to work at DiVal and I am glad I am one of them.
- Who would not want to work for our company? When you tell friends and family what a great place this is, everyone always says the same thing: "Get me a job there."
- The people here really care about the customer, the company and having fun at work while providing exceptional customer service.

ucts, motion, pneumatics, electromechanical, hydraulics

Example of best practices:

PDV's vision is to "Make it easy to do business with us" achieved through our values: Integrity, continuous improvement, teamwork, empowerment, accountability and respect.

The survey says:

- I feel the company has gone above and beyond trying to express the future goals of the company and what needs to be done to achieve them.
- Power Drives has already given me the chance to move up in the company. They are giving me the chance to grow and move forward from both inside and outside training.

Quality Inspection Services Inc.

37 Franklin St., Suite 400
Buffalo, NY 14202
Phone: 716-853-2611
E-mail: info@qisi.com
Web: qisi.com
CEO: John Sisson
COO: John Nesselbush
HR contact: Doug Marmion
Employees: 139
Founded: 1987

What company does: Quality Inspection Services is a premier provider of nondestructive testing.

Example of best practices:

John Sisson, President and CEO, made the decision to pay all health insurance premiums for all employees for the past year.

The survey says:

- This company's leadership has shown a great commitment to helping their employees. They stay by our side when life provides difficult times. I honor their ethics, values and willingness to assist employees.
- We have a family type environment where we can trust one another. Everyone is part of the team, from A to Z, no matter the title or role they play.

Synacor

40 La Riviere Drive, Suite 300
Buffalo, NY 14202
Phone: 716-362-3111
E-mail: rmvillmer@synacor.com
Web: synacor.com
CEO: Ron Frankel
SVP client services: George Chamoun
HR contact: Julia Culkin
Employees: 207

Founded: 2001

What company does:

Provides online network platform technology to broadband service providers that delivers online content, personalized portal and e-mail services.

Example of best practices:

Synacor focuses on creating an innovative high performing workplace. Rules and restrictions that inhibit creativity have no place at Synacor. Flexible work hours that accommodate employees with special scheduling needs, no dress code, 100 percent paid employee health and welfare benefits, and employee recognition programs are all ways in which Synacor supports it employees to contribute to the company's success.

The survey says:

- I've been in the Web industry from nine years, and didn't think a company like this existed in Buffalo. Synacor truly is my dream job, and I plan on being here for a long, long time.
- Synacor does business in a very interesting segment of the Internet industry. Its customer base is very vibrant and are consistently adding new and interesting customers.

Towne Automotive Group

3525-3531 Southwestern Blvd.
Orchard Park, NY 14127
Phone: 716-662-6500
Web: towneauto.com
CEO: Frank Downing Jr.
COO: David Downing
HR contact: Donna Howard
Employees: 162
Founded: 1969

What company does:

Automotive sales and service.

Example of best practices:

Centralization. Six franchises came together in 2006 to operate as a consolidated team. Working together on a large campus has become this team's philosophy and winning best practice. Southwestern Boulevard is the largest of Towne's families. In 2006 a new building was added to become the new home of the Lincoln Mercury and Mazda franchises. This addition to Southwestern Boulevard brought the employees closer. Cultures were combined and new friends made. Together everyone operates as a consolidated team.

The survey says:

- I have never worked for a nicer bunch of people than the Downings.
- Towne is different from any other company I've worked at. There is a team motivation to get the work done. Everyone knows everyone all the way up to the owner. I think it's a great place to work and plan to do so for many years.

Verizon Wireless

2410 Walden Ave.
Buffalo NY 14225
Phone: 716-686-4300
Web: verizonwireless.com
Upstate New York region president: Marquett Smith
Associate director of HR: Luis Rivera
Employees: 185
Founded: 2000

What company does:

Wireless voice and data products and services

Example of best practices:

Our performance-based culture, which includes bonuses, long-term incentives, annual merit increases, profit sharing and 401k company match, lets every employee share in the company's success.

The survey says:

- Verizon Wireless continues to lead our industry by investing in its people as well as technology. Its philosophy is to operate with integrity and to provide our customers with value.
- VZW is a great place to work. I have been here over 10 years and I have seen the progression my career has taken. Motivation to perform well is strong and rewards are great.

Windsong Radiology Group PC

55 Spindrift Drive
Williamsville, NY 14221
Phone: 716-631-2500
E-mail: lmarino@windsongradiology.com
Web: windsongradiology.com
CEO: Dr. Janet Sung
HR contact: Leslie Marino
Employees: 225
Founded: 1987

What company does:

Diagnostic radiology

Example of best practices:

Dr. Sung pioneered the practice of giving patients their results on the date of service. The patient comes first, is truly a motto we live by. We are a diagnostic radiology firm with five convenient locations. Our caring and compassionate well-trained staff focus on the patient and how we can make their experience as pleasant as possible.

The survey says:

- I have never worked with or for a more caring organization. The people here go the extra mile, for patients, employees and the community. Patient care is first, employees are recognized and helped in time of need or glory. Fund raising for the community is an ongoing event. We are a team.
- This is a great place to work. It's easy to get out of bed everyday and know that I can come to a place where I am valued.

LARGE — Companies employing 101 - 200



Finalists, Large

Buffalo Hearing & Speech Center

50 E. North St.
Buffalo, NY 14203
Phone: 716-885-8318
Web: askbhsc.org
E-mail: info@askbhsc.org
CEO: Joseph Cozzo
COO: Joseph Sonnenberg
HR contact: Melissa Mummery
Employees: 194
Founded: 1953

What company does: Offers innovative services to children and adults with communication and educational needs

Example of best practice: Offers an impressive array of Continuing Clinical Competency (CCC) workshops for audiology, speech language pathology, occupational & physical therapy, and special education. Staff attend free of charge.

The survey says:

- I love the way Mr. Cozzo acknowledges our contributions. He consistently assures us of our value to the company and our clients. My immediate supervisor is able to effectively balance supervision with constructive criticism, which enables me to better monitor my work initiative.
- Monthly meetings keep everyone updated on important facts. There is continuing education for various professionals that are no cost to employees.

Energy Curtailment Specialists Inc.

4455 Genesee St.
Buffalo, NY 14225
Phone: 716-565-1327
Web: ecsgrid.com
E-mail: info@ecsgrid.com
CEO: Glen Smith
COO: Stephen Lynch
HR contact: Beth Marcinkowski
Employees: 120
Founded: 2001

What company does: Private demand response provider

Example of best practice: ECS has made a name in Western New York offering a modern work environment coupled with a strong commitment to their staff.

What else: ECS is a forward-thinking company that is experiencing rapid growth and expansion. Since its beginning in 2001, ECS has crossed international borders and established a lofty presence in over 21 states in the US. Presently, ECS is one of the leading demand response providers in the nation with

more than 5,000 facilities in the program. Employees welcome the numerous incentive programs including a substantial bonus compensation structure, health insurance package, flexible scheduling, free aerobics classes and even free pop throughout the day.

The survey says:

- My workplace does not give a daily set goal on what you should do everyday; it is expected that you work over and beyond your full potential. We are not micro managed. The bosses know how to balance fun at work and treat employees with respect.
- ECS provides many services to employees to maintain a productive work environment including free pop, the possibility of switching to a four-day work week, floating holidays, ample vacation time and monetary incentives.

Verizon Wireless

2410 Walden Ave.
Buffalo NY 14225
Phone: 716-686-4300
Web: verizonwireless.com
Upstate New York region president: Marquett Smith
HR contact: Luis Rivera
Employees: 185
Founded: 2000

What company does: Wireless voice and data products and services

Example of best practice: Our performance-based culture – bonuses, long-term incentives, annual merit increases, profit sharing and 401k with company match – lets employees share in the company's success.

The survey says:

- For a large company, they maneuver like a small company to ensure success and work gets done.
- I completed my 20th year with the company and I have to say it has been very good to me. I believe we have the best people in the business.

Windsong Radiology Group PC

55 Spindrift Drive
Williamsville, NY 14221
Phone: 716-631-2500
Web: windsongradiology.com
E-mail: vdejoy@windsongradiology.com
CEO: John Sung
COO: Deanna Schiller
HR contact: Leslie Groves-Marino
Employees: 168
Founded: 1987

What company does: Medical diagnostic imaging services

LARGE CATEGORY WINNERS

GOLD: DiVal Safety Equipment Inc.

1721 Niagara St.
Buffalo, NY 14207
Phone: 716-874-9060
Web: divalsafety.com
E-mail: general@divalsafety.com
CEO: C.J. Vallone
COO: Chris Werner
HR contact: Chris Werner
Employees: 139
Founded: 1977

What company does: Distributor of safety, industrial, contractor, MRO supplies and support services.

Example of best practice: DiVal fosters a corporate culture that is driven by a "do whatever it takes" attitude to meet and exceed customer needs and expectations.

What else: Employees and customers who do business with DiVal become part of a DiVal "extended family" where (like family) people are there when you need them most.

The survey says:

- At DiVal Safety, there is no right or wrong way. Everyone is given the authority and flexibility to do their job in the best manner that suits them, while focusing on customer service and results.
- Everyone is friendly. The president walks around every morning and says hello to everyone. He lets us know that he is here and we can go to him with any questions.
- They have created an environment that values the contributions of their workers and recognizes that the company's success depends on their people. In a time when other companies are laying off employees, our company continues to find new ways to be successful so they do not have to lay off anyone.

SILVER: LPCiminelli

2421 Main St.
Buffalo, NY 14214
Phone: 716-855-1200
Web: lpciminelli.com
E-mail: tcardwell@lpciminelli.com
CEO: Louis Ciminelli
CFO: Amy Clifton
HR contact: Patricia Folts
Employees: 168
Founded: 1961

What company does: Construction management, energy solutions, general contracting, and program management

Example of best practice: LPCiminelli's four core values are: stewardship of trust, passion for improvement, dedication to safety and commitment to corporate citizenship.

What else: LPCiminelli is proud of the 200-plus employees nationwide who allow our company to grow and succeed. Inspired by our mantra of "integrity and ingenuity at work," we hope that we will continue to provide our employees with a great workplace.

The survey says:

- Most executives follow the rules instituted for the rank and file, so there is not a lot of 'do as I say, not as I do' mentality. They have various events and training options that show that investment in employees is important.
- Regular department meetings encourage communication. The annual 'state of the union' address informs all employees of company accomplishments and future goals.
- They truly go the extra mile in recognizing that employees are what keep this a successful organization and extend benefits above and beyond that of any organization I have ever worked for.

BRONZE: Practice Management Center

908 Niagara Falls Blvd.
North Tonawanda, NY 14120
Phone: 716-692-3302
Web: practicemanagementcenter.net
E-mail: jonc@practicemanagementcenter.net
CEO: Barry Swartz
COO: Jonathan Campbell
HR contact: Jonathan Campbell
Employees: 120
Founded: 2002

What company does: Provide practice management services to private physicians and hospitals.

Example of best practice: We at PMC treat everyone with respect and fairness, providing an atmosphere where people genuinely enjoy doing their job every day.

The survey says:

- I am reminded that the job I do is very important to the growth and integrity of the company. I am always being thanked for the job I do.
- Our employer takes the time to recognize individuals on a personal basis and knows everyone on a first-name basis. He truly appreciates the individuals who are employed here.
- They never forget to tell us that we are the reason we continue to be successful. If it wasn't for the dedication and quality of work that we do, then we would not be where we are as a company.



Large Gold Winner: DiVal Safety Equipment Inc.

Example of best practice: Engaging our team members as to how our practice can provide the highest level of service to our patients through the redesign of our main office and two new offices within a year.

What else: With one main office, and three satellite offices, it is necessary to make the team members from the satellite location feel like they are an important part of a larger organization with the mission of patient service at the highest level possible.

The survey says:

- They involve us in planning and improvements to better serve the patients. They actively participate in serving the community beyond just our own patients. They recognize the value in their own people and continuously

try to help us develop as individuals.

- They bonus us five times a year so we know we are appreciated. They re-invented our office and made a really nice environment for patients and us. They lead by example with service outside work.