

2019 Showcase

Buffalo Businesses Share
Their Stories of Success



An advertising supplement to

**BUFFALO
BUSINESS FIRST**

Abbey Mecca & Company



1969

1985

1995

2009

2014



For more than 50 years, Abbey Mecca has been helping good brands become great brands with innovation and creativity. At top left and right, samples of early work for Westwood Pharmaceutical, PreSun and Alpha Keri brands. Bottom right, founding partners Bob Abbey (left) and Nick Mecca (right). Bottom left, Abbey Mecca logos through the years 1969 - 2019.

50 Years of Building Brands

At Abbey Mecca & Company, 2019 is an exciting year for a variety of reasons; most notably because the agency is celebrating 50 years in business.

It's difficult to believe that five decades have passed since C. Robert Abbey and Nicholas D. Mecca established an advertising agency with a small group of clients and an ambitious vision for the firm. That first year, revenues were just north of \$150,000 and net profit, a mere \$2,500. Some early clients included **Kentucky Fried Chicken, The Original Pancake House, the American Cancer Society of Erie County, Serv-O-Matic Vending, Ruby Red's, and Curtis Screw Company**. The hours were long and money short, but the work and creative energy were exciting and rewarding.

Operating from a small office in the former Walbridge Building at 49 Court Street, and then the sixteenth floor of the Statler Hotel, Bob and Nick steadily expanded the business client by client including **VALU Home Centers, ACI Controls** and **Catholic Charities** – always with a focus on building the client's brand. Bob Abbey firmly believed that, "Every brand has a story; Abbey Mecca's job is to tell that story in unique and memorable ways." This axiom holds true today.

Bob's skill in public and media relations

was complemented by Nick's skill in ad strategy and creativity. Understanding the importance of emotional selling before it was a buzzword, Nick would remind staff and clients that, "The greatest threat to your brand is not your competition. The greatest threat is customer indifference." Together, the principles espoused by the founders continue to be the agency's guiding philosophy.

Through the years, the account portfolio ebbed and flowed, and while the challenges were many, the agency faced headwinds with creativity and an unstoppable work ethic. "Reaching this important milestone would have been impossible without our talented team, key vendors and most assuredly, of course, our clients – past and current," commented Dan Mecca, agency president. "During this celebration year, we recognize and thank all those who have played such an important part in our story."

At 50, Abbey Mecca celebrates great people, great clients, great brands, great work and great outcomes. As the agency moves into the next 50 years, they look forward to on-going collaboration with current clients and to establishing new client relationships. "Most importantly, we thank all those who have helped to make Abbey, Mecca & Company a continuing reality," added Dan Mecca.

Abbey Mecca & Company

95 Perry Street, Suite 101
Buffalo, New York 14203

Phone: 716-633-1218

Web: www.abbeymecca.com

Email: ignite@abbeymecca.com

Top Executive: Daniel Mecca

Year Founded: 1969

Locations: 1

Products / Services: Branding, Advertising, Digital Marketing



CELEBRATING FIFTY YEARS
1969 - 2019

Publisher's Letter & Advertisers' Index



Buffalo Business First's third annual Showcase gives businesses across Western New York an opportunity to tell the stories about products, services and people that make their companies unique and successful.

Business First has been telling the stories about Buffalo businesses for 35 years and providing market intelligence available in no other place. Showcase, a product of our advertising department, gives businesses a way to add to that news and information in their own words. We hope you will gain valuable information from the people who make up our vibrant business community.

If you would like to feature your company in the next edition of Showcase, please contact your Business First account representative or call Advertising Director Shelley Rohauer at 716-541-1622.

We thank these Showcase companies for their confidence in us. It is much appreciated.

Thank you,

John Tebeau
President & Publisher

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BestSelf Behavioral Health, Inc.



Opening of the BestSelf Opioid Treatment Program serving the Southtowns - Ellen Bieler, BestSelf Board Chair, Howard K. Hitzel, Psy.D., President/CEO, Kathy Hochul, Lieutenant Governor Kathy Hochul, Mark Poloncarz, Erie County Executive, Jim Shaw, Hamburg Town Supervisor, Michael Ranney, Erie County Commissioner of Mental Health

Your BestSelf begins here.

BestWorker

We believe in fostering an environment to support positive mental health in the workplace.

BestSelf Behavioral Health, Inc. is the largest community-based behavioral health organization serving children and adults with mental health and substance use disorders in WNY. BestSelf was created when Child and Adolescent Treatment Services and Lake Shore Behavioral Health merged in June 2017. We provide easy access to a full continuum of person-centered, trauma-informed behavioral health treatment, rehabilitation and recovery services.

The way employees think, feel, and behave can impact everything from productivity and communication to their ability to maintain safety. Promoting good mental health in the workplace could be one of the most important steps an employer could take to improve an organization.

Depression, anxiety, substance use and other mental health issues can cost employers a lot of money. In fact, the Center for Prevention and Health Services estimates that mental illness and substance abuse issues cost employers between \$79 and \$105 billion annually in indirect costs. Absenteeism, decreased productivity, and increased healthcare expenses are just a few of the ways mental health problems cost employers money.

Of course, the reasons for promoting good mental health stem beyond a company's bottom line. Supporting employees in being their best selves also reduces suffering on an individual level and serves as a win-win situation for everyone.

Here are three ways employers can promote good mental health in the workplace:

- 1. Create a Healthy Environment** It's important for employers to take a look at the lifestyle they're promoting among workers. Since most people spend approximately one-third of their time at work, it's important to ensure the workplace is taking steps to promote good health. A few simple ways to foster a healthy environment include encouraging exercise, allowing for breaks where employees can socialize, and offering stress reduction workshops.
 - 2. Assist Employees in Identifying Mental Health Risks** Approximately one in four adults experience a diagnosable mental illness in any given year. Yet, many of them suffer in silence. Helping employees recognize their risk factors and symptoms is one of the simplest yet most effective ways for employers to help.
 - 3. Assist Employees in Addressing Mental Health Issues** Mental health and substance abuse issues are very treatable, so it's essential that employees are supported in their attempts to seek help. Allowing an employee to attend weekly therapy appointments during business hours, for example, could prevent that employee from having to go out on disability due to serious depression.
- To learn more about how our team can assist you please call 716-884-0888 or visit bestselfwny.org.



Top: BestSelf Buffalo Corporate Challenge Team. Bottom: BestSelf Staff Appreciation Picnic.



The Smallest Voices Need the Biggest Help

The Child Advocacy Center @ BestSelf is an innovative, comprehensive center offering safety, support and a healing place for children and families affected by trauma and abuse. Serving only 1/3 of the children who need these services has created the need to expand into a new location at 768 Delaware Ave.

A campaign to raise the \$15 million needed to complete the new Child Advocacy is underway.



BestSelf Behavioral Health, Inc.

255 Delaware Ave., Suite 300, Buffalo, NY 14202

Phone: 716-884-0888

Web: www.BestSelfWNY.org

Top Executives: Howard K. Hitzel, Psy.D. - President/CEO; Elizabeth Woike-Ganga, LCSW - Chief Operating Officer; Joseph C. DiStasio, CPA - Chief Financial Officer

Employees: 984

Year Founded: 1972

Products / Services: Mental Health and Substance Abuse Counseling & Rehabilitation, Health Home Services, Homeless Outreach & Supportive Housing, School-based Programs

Annual Budget: \$62 million

Clients Served (2018): 20,000+ children, adolescents & adults



Caring for individuals, families and the community.



Lawley associates celebrate outside of their headquarters after winning Best Places to Work in the large employer category.

Lawley Provides More Opportunity & Growth across

Headquartered in Buffalo, NY, Lawley, an independently-operated and family-owned insurance brokerage firm, is raising the bar in 2019.

For over 60 years, Lawley has protected assets and minimized risk to help their customers avoid financial hardship. In 2019, new branches, specialized teams, and employee happiness have been the focus in addition to the "client first" attitude that drives the organization.

Earlier in the year, Lawley announced a merger with a Chautauqua-based broker, Rhoe B. Henderson Insurance Agency of Jamestown, NY. Partner of Lawley Dunkirk, Wally Gotowka, serves as the managing partner of both branches. Now, with two full service branches, Lawley can deliver a greater multitude of insurance and employee benefits options across the Southern tier region of New York and North West Pennsylvania.

"Rhoe B. Henderson and Lawley are so like-minded, the move just made sense," says Lawley Principal, Chris Ross, who heads up the merger and acquisition team at Lawley. "We are constantly looking for the right brokers to fit into the Lawley portfolio. We have the resources small brokers are looking for to grow their

book of business, and they have talented teams we are looking to incorporate into our firm. As an independent agent, our clients come first. A merger with Rhoe B. Henderson strengthens that belief because the team in Jamestown has always had the client-first mindset, an amazing reputation in their community, and the knowledge & experience to deliver on all levels."

With client needs in mind, Lawley made another huge move in the first quarter of 2019 with the launch of the Lawley Real Estate Insurance division. This formation has cemented Lawley into the world of Real Estate with a newly formed account team that solely focuses on the needs of real estate clients.

"Real Estate is a difficult industry to traverse when it comes to insurance. There are affordable housing caveats and unique dangerous exposures that lend themselves to high risk increases for anyone in the real estate market," says Lawley Real Estate Partner, Stuart Scheff. "The team at Lawley has been working on Real Estate accounts for decades. However, this solidified practice group will give the Real Estate professionals the confidence that their broker knows their business inside

and out -- that we can provide protection against their biggest forms of loss. We are there for them through every job, now and in the future."

With regard to specialization, Lawley's Employee Benefits and Personal Insurance teams have also expanded their Senior & Individual Health Insurance department. Growing to four individuals in 2019, Lawley is able to help individuals obtain individual health insurance and provide educational resources and plan selection for Medicare candidates. On top of that, Lawley has this team working with employers throughout WNY to provide Medicare education to their employees.

"Employers want to give their employees every resource possible," says TJ Revelas, Lawley Employee Benefits Managing Partner. "We are working with the organizations that use Lawley for their employee benefits needs to provide a dedicated and knowledgeable team when it comes to answering their employees' questions about retirement and Medicare. We are a full-service organization and helping our clients by developing these specialized teams, implementing new technology, and increasing our resources is paramount to our success. We have grown



Left: Lawley Principal, Chris Ross, and Lawley Partner, John Berger, hold the torch for the Special Olympics run that celebrated athletes from WNY. Lawley corporately sponsored the event and Berger personally made a matching donation for New York State Trooper Michael O'Bryan (far left) to travel to Abu Dhabi to run in a race supporting the Special Olympics. Right: Beth Bauman and Donna Pickhardt, of the Accounting Department at Lawley, celebrate Lawley's contribution to Junior Achievements Bowl-A-Thon. Lawley had more than 10 teams participate in the Bowl-A-Thon and Pickhardt was a top ten donation winner to the event.

NY, NJ & CT Footprint

so much this year, but we are always looking towards the future," Revelas says.

Outside of their day-to-day business of protecting employees, organizations and individuals, Lawley is also paving a new path towards associate happiness inside their own walls. Earlier this year it was announced that Lawley won the large employer category of Business First's Best Places to Work. The award was given to Lawley based on surveys answered by employees across the organization.

"Happy employees means better business, it's just that easy," says Kim Navagh, Director of People Strategy & Talent Acquisition at Lawley. "Our HR team is constantly evaluating new initiatives and programs that make coming to work enjoyable. We want our associates to feel committed to Lawley and we want Lawley to feel committed to them. Every day we focus on promoting from within, investing in educational opportunities & training, providing volunteer opportunities during work hours, and more. Not to mention that the Principals of our company put on an annual Employee Appreciation week that highlights the achievements of our teams here at Lawley." Navagh

also commented on the dwindling talent pool in the current US job market. "Right now, unemployment is at an all-time low, which means that our pool of applicants is small. We are looking for the best in the business -- people who want to work for a forward thinking company that aligns itself with best practices across employers in all industries."

During this year of growth and opportunity, Mike Lawley, Principal of Lawley, spoke about how the WNY-based insurance broker has found their success. "Our strength comes from our associates. These people live and breathe insurance. Just talk to anyone at our organization and you'll see the passion and commitment they bring to the insurance industry. We couldn't be more proud of our associates and their dedication to the communities we serve."

If your organization is seeking business or personal insurance and/or employee benefits services, make the Lawley team your partner of choice. Lastly, if you are thinking of joining a growing company that has their employee happiness at the forefront of their future, consider applying to Lawley on their website www.lawleyinsurance.com

Lawley

Headquarters
361 Delaware Ave.
Buffalo, New York 14202

Phone: 716-849-8618

Web: www.lawleyinsurance.com

Top Executives: Bill Lawley, Jr., principal; Chris Ross, principal; Mike Lawley, principal; Dan Murray, chief underwriting and marketing officer; Mark Higgins, chief financial officer; and TJ Revelas, employee benefits managing partner

Employees: 400+

Year Founded: 1955

Locations: 11 locations in New York, New Jersey and Connecticut

Size: \$750+ million in premiums

Lawley

INSURANCE | EMPLOYEE BENEFITS

Bryant & Stratton College



Bottom right photo: 2018-2019 Bobcats Men's Basketball Team

With a rich history behind it, the future is bright for Bryant & Stratton College

Bryant & Stratton College (B&SC) was founded in 1854 with the goal of providing practical workplace education. Many years later, Western New York remains the heart of the college and home to three campuses (Amherst, Buffalo, and Orchard Park), the online division and the college's Systems Office. Additionally, the College has 15 other campuses, across New York and in Ohio, Wisconsin, and Virginia. For over 165 years, B&SC has continuously innovated to meet its constituents' ever-changing needs.

"As we celebrate 165 years and I reflect on the rich history of Bryant & Stratton College, I take great pride in the positive impact we have had on the thousands of students we have served; graduates who have made significant social, economic, and workplace contributions to their communities; employers who have hired and promoted our graduates; and the dedicated faculty and staff who have supported them along the way. I am equally as enthusiastic about what is yet to come as we continue to strive to provide the highest-quality career education possible for our students," says Dr. Francis J. Felser, president and CEO of B&SC.

Bryant & Stratton College is accredited by the Middle States Commission on Higher Education, 3624 Market Street, Philadelphia, PA 19104 (267-284-5000). The Middle States Commission on Higher Education is an institutional accrediting agency recognized by the U.S. Secretary of Education and the Council for Higher Education Accreditation.

While the College's mission statement has changed over the years, the fundamentals have remained constant: B&SC is dedicated to career education. Today's B&SC graduates are prepared not only for careers, but also for continued career-focused learning. In 2016, B&SC took a step toward preparing graduates for their careers and life pursuits through the launch of Career LifePrep™. A unique set of experiences that help prepare students at every step in their academic journey both while in school and after graduation. The College continues to evolve in other ways as well. Buffalo Bobcats relaunched its athletic program in September 2018 with men's basketball competing in the United States Collegiate Athletic Association and finished the season competing in the Final Four of the 2019 National Championship. The College is excited to be launching women's basketball this fall.

As part of the college's commitment to remaining contemporary, students now can start their education six different times in a year, with delivery options that include classroom, online and blended formats. Program offerings include bachelor's degrees, associates degrees and diplomas in areas that include: business, design, healthcare, and human and legal services, and technology. Community engagement and employer relationships are important to the college, with numerous partnership opportunities available.

With a rich history behind it, the future is bright for Bryant & Stratton College

Bryant & Stratton College

465 Main Street, 4th Floor
Buffalo, NY 14203

Phone: 716-884-9120

Web: www.bryantstratton.edu

Top Executive: Dr. Francis J. Felser, President and CEO

Year Founded: 1854

Locations: Amherst, Buffalo and Orchard Park (other locations in New York, Ohio, Wisconsin and Virginia)

Products / Services: Offering Diploma Programs, Associates and Bachelor's Degrees

Bryant & Stratton College
FOR EVERY & IN LIFE

Calspan Business Park



The iconic property on Genesee Street features a newly renovated on-site café run by D’Avolio, which offers breakfast, lunch and event catering, on-site security, a fitness center, and meeting rooms.

Calspan Business Park: Where Innovation Begins

Calspan Business Park is making meaningful reuse of a historic campus to help inspire innovation in WNY. The iconic, dark yellow brick building across from the Buffalo-Niagara International Airport has been a constant fixture in the community since 1943. What was once the Curtiss-Wright Airplane Division has since evolved into what we know today as the Calspan Business Park, home to its largest tenant, Calspan Corporation.

This unique, 800,000 square foot campus offers modern office suites with vintage-inspired accents. It currently houses a variety of additional companies that have found a home on Genesee Street at Calspan Business Park, and it is ready to welcome even more businesses that want an exciting location to grow and prosper.

Take it from long-time tenant Brian Geary, CPA from Linwood Investment Advisors, Inc. whose testimonial on his time there says it all. “My clients love the convenient location of the business park in addition to the ease of parking. I have been impressed by the historical and ongoing improvements made to the property. The maintenance, service and security staff have all been outstanding.”

Whether you are searching for turnkey space or would prefer to customize your new location, the attentive, onsite property management gives prospective tenants the peace of mind to focus on getting right down to business. Working at an owner-occupied site means tenants are well taken care of with access to a variety of upscale amenities, including one of WNY’s premier office park cafeterias.

Convenient Location: The full-service commercial business park is centrally located across the street from the Buffalo-Niagara International Airport with

direct access to major highways, interstates and metro routes. Locally owned since 2005 by John Yurtchuk and Lou Knotts, the premium location is home to both light industrial and Class A & B office space, offering tenants flexibility depending on their business needs.

Customized Spaces: Calspan Business Park has the ability to serve a variety of industries with large open spaces to fit anything from research equipment to an extensive, collaborative workspace. Calspan Business Park offers in-house construction capabilities, using our Calspan Development & Construction team; projects range from upgrades to full-scale build-outs to new construction. From the first tour to move-in day and years beyond, CBP boasts best-in-class customer service with on-site leasing, design and maintenance teams.

Modern Amenities: Tenants at Calspan Business Park can enjoy access to the 24-hour on-site fitness center with full locker/shower facilities, on-campus restaurant catered by D’Avolio, beautiful courtyard, plentiful parking, and an auditorium that can be configured for training, luncheons or corporate events. Three state-of-the-art conference rooms were added in 2018 providing tenants a “space away from their space” to entertain, train, and conduct business. Tenants share peace of mind knowing that the property is managed within and the park has 24/7 security with customizable in-suite security options.

Calspan Business Park is welcoming new tenants. Spaces up for lease range from 5,000 to 100,000 square feet and can be built to suit, with some turnkey space available. To schedule a tour of the facility, contact our leasing coordinator, Amanda Newton, and learn what makes Calspan Business Park a “Better Place to Work.”

Calspan Business Park

4455 Genesee Street
Buffalo, NY 14225

Phone: 716-631-4116

Web: www.calspanbusinesspark.com

Email: BusinessPark@calspan.com

Top Executives: John Yurtchuk, Lou Knotts, Peter Sauer, Steve Federico

Employees: 20

Year Founded: 2013

Products / Services: Full service business park with spaces from 5,000 to 100,000 sq.ft. built to suit.



Community Services For Every1



Top left: A student practices what she learned through our hospitality curriculum at our Jefferson Career Exploration Center. Top right: Our annual Creating Connections Picnic provides the people we support with the opportunity to connect with local resources and participate in fun activities. Bottom Left: Our Pre-Vocational program enables people to develop job skills and explore career paths such as jobs in technology. Bottom right: President and CEO Mindy Cervoni cuts the ribbon to our new Ridgeway Commons apartment complex along with residents and members of the community.

Community Services for Every1: “Helping Many. Discovering One.” For 30 years in Western New York

Community Services for Every1 partners with individuals of all abilities to reach their fullest potential, protecting their rights and promoting their independence and inclusion in our community.

Since 1989, our agency has been committed to providing person-centered services tailored to meet the needs of each person we support. We currently serve more than 2,000 people throughout the Eight Western New York counties, and offer a variety of programs for people with intellectual or developmental disabilities and those with life circumstances requiring extra support. Some of our services include residential options, habilitation services, respite care, behavioral supports, affordable housing, employment programs, and more.

Our mission is driven by a focus on the individual and by providing the appropriate services tailored to their need. We are passionate about helping people work through a continuum that is personalized to their own unique starting place with the ultimate goal of achieving their highest level of independence.

A key focus of our agency is employment services. Recently our state-of-the-art Jefferson Career Exploration Center opened, providing a hub for young adults to explore various career paths and develop the necessary skills to join the workforce. Within our hands-on learning suites, youth now have the opportunity to learn more about a specific field of interest

before applying for a job. Currently, our car detailing shop and hospitality suites are open, with our culinary and banquet suites soon to be ready for use!

This summer at Jefferson, our first student cohort successfully completed the hospitality curriculum. Throughout the 10-week course, participants followed a certified curriculum focusing on the fundamentals of the hospitality industry. They practiced techniques in our mock hotel room, toured local hotels, and completed job shadowing with professionals in the field. All students passed their exam and were presented with a certificate from the American Hotel & Lodging Association.

Community Services also provides 125 units of affordable housing throughout the region. This past year, we cut the ribbon to Ridgeway Commons, a 32 unit apartment complex in Lackawanna. As an agency, we saw a need in this community to provide safe, affordable housing, and wanted to be a part of its revitalization. Of the 32 units, eight are designed and set-aside for those living with a disability.

Community Services for Every1 is proud to be celebrating its 30th year of service to the Western New York community! A top-20 nonprofit, our agency is driven by a passion for, “Helping Many. Discovering One.” We look forward to being your neighbor for the next 30 years and beyond!

Community Services For Every1

180 Oak Street
Buffalo, NY 14203

Phone: 716-883-8888
Web: www.csevery1.com
Email: info@csevery1.com
Top Executive: Mindy Cervoni
Employees: 950
Year Founded: 1989

Products / Services: We offer a wide variety of services including residential options, employment programs, day programs, respite care, Health Homes and more.



Community Services
FOR EVERY1

Corrigan Moving Systems



experience *Craftsmanship*



WNY's Premier Moving Company

In operation since 1929, Corrigan Moving Systems is an experienced relocation services provider. Corrigan's team of informed experts has the knowledge and resources to perform well-organized, seamless moves of any size, type or distance.

Along with relocating families, Corrigan Moving of Buffalo has a dedicated team with industry know-how and equipment to relocate everything from small, independent businesses to large, industrial operations.

For 90 years, Corrigan has remained focused on providing the highest levels of quality and customer satisfaction.

As a four-generation family company, Corrigan continues to uphold the founding code of ethics that has grown Corrigan into one of the most respected commercial moving companies in the nation.

Corrigan Moving of Buffalo has earned trust and respect throughout the region by meeting the most complex moving needs and schedules around!

Experienced Project Managers work closely with each client, before, during and after each relocation to ensure commercial moving projects are on time, on budget and completed as expected.

Corrigan's professional moving teams are prepared, with materials and equipment needed, to safely pack the contents of each

move. From utilizing specialized packing crates and cartons to wrapping delicate furnishings in cloth pads, Corrigan will take great care to protect your assets.

With specialized teams equipped to handle office, school, library and hospital moves, Corrigan's dedicated Project Managers help to plan every detail of the move, including disassembly, installation services and warehousing. Cost control is a benefit for new construction and renovation projects, including restaurants, hotels and retail outlets, utilizing Corrigan's warehousing and distribution services.

Extensive training programs have given Corrigan's moving teams the skills and resources necessary to move precision and highly delicate equipment, such as laboratories, medical equipment, data centers and manufacturing machinery. Corrigan's team of experts keep projects on track by offering warehousing and distribution services as well as decommissioning after the move.

Corrigan Moving of Buffalo offers international moving as well as cross-border transportation services, making it easy to do business regardless of your location. Exceptional on-time pick-up and delivery make Corrigan's cross-border services unparalleled in the greater Buffalo market.

Regardless of the scope or distance of a move, Corrigan has the resources needed to make it a success!

Corrigan Moving Systems

1845 Dale Road
Buffalo, New York 14225

Phone: 716-880-1188

Web: www.corriganmoving.com

Contact: George T. Griesbaum

Year Founded: 1929

Office Moving
Commercial Relocations
Logistics
Warehousing
Project Management





A Shared Vision Provided the Foundation for Buffalo's East Side Resurgence

Sinatra & Company Real Estate and CSS Construction, united with the local Faith Based Community, Local Residents and the Jefferson Street Business Community

Significant construction continues along Jefferson Avenue ushering in a new era of opportunity. The housing development lead by People Inc., Sinatra & Co. LLC and CSS Construction, provides a new reality for four contiguous blocks that stretch from Dodge to Riley along Jefferson Avenue. The overall investments are in excess of \$40,000,000.

Once completed, the Jefferson Ave. - People Inc. development - will deliver 89 residential units, retail, commercial offices and access to financial wellness; all in a walkable Jefferson Avenue Corridor.

Nick Sinatra and David Pawlik have long histories of assisting minority and women-owned businesses in Buffalo. Both companies have made a commitment to have their Jefferson Avenue developments serve as an economic opportunity model providing both jobs and business opportunities for minority and women-owned enterprises.

"When we sat down with the clergy... we began with hopes and dreams with only a blank canvas so that we can DREAM TOGETHER. The result of that meeting was to create a development that would serve the community well into the future" states Nick Sinatra, CEO Sinatra & Company Real Estate.

Next was a meeting with a much-loved community leader of Southampton Street, Mrs. Elizabeth Triggs. "At that meeting it became

very clear that this project was much more than brick and mortar but about people."

"We had a long community meeting at my kitchen table. At this meeting I presented the developers a long list of suggestions from community residents. I was impressed that they embraced the suggestions and have involved us as members of the team from that day," stated Ms. Elizabeth Triggs, founder of the **None Like You/We Care** community outreach program.

The wish of Sinatra and Pawlik is that the Jefferson housing development will ignite other development projects along the Jefferson Ave. corridor and outlining East Side community. As Buffalo residents, our development team is committed to a thriving Buffalo economy and that means employment opportunities in addition to mentoring minority businesses so that they can grow and be successful.

Home Depot Job Fairs: A focus on building community through access to career and job growth. Several employment fairs were arranged that provided onsite job placements by Home Depot.

"We are thrilled by the impact and the collaboration with Home Depot. It began with a conversation and grew into career success stories," stated Tim Sanders, Chief Diversity Officer, Director of Strategic Initiatives, Sinatra & Company Real Estate.

Creative Structures Services, Inc.

1659 Amherst Street, Buffalo, NY 14214

Phone: 716-882-1226 **Fax:** 716-882-1227

Web: www.cssconstruction.biz

Top Executives: David E. Pawlik; Russell D. Kyte

Year Founded: 2007 **Locations:** Buffalo, NY

Products / Services: Offers a comprehensive list of professional services for every type of residential, multi-family residential and commercial project.



Sinatra & Company Real Estate

617 Main Street #200, Buffalo, NY 14203

Phone: 716-220-8468

Web: www.sinatraandcompany.com

Top Executive: Nick Sinatra, President & Founder

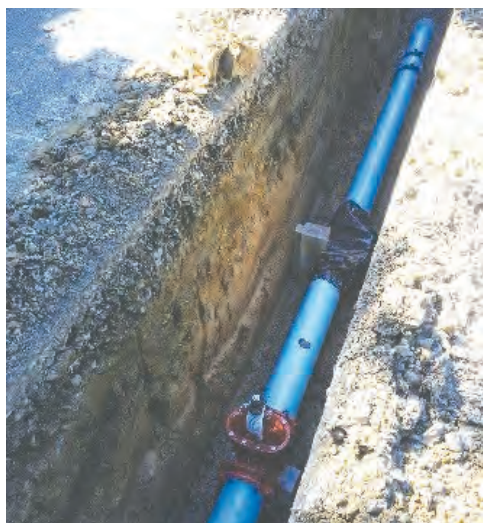
Year Founded: 2009

Locations: Buffalo/Niagara/Chicago/Indiana

Products / Services: Residential Leasing, Commercial Leasing, Property Management & Development, Investment.



Fisher Associates, P.E., L.S., L.A., D.P.C.



Top left: Buffalo Green Code Policy Training & Implementation; Top right: Two Mile Creek Electrical Substation under construction; Bottom left: Old Oak Post Waterline Replacement; Bottom middle: Niagara Viaduct; Bottom right: Springville-Griffith Central School District Creek Stabilization Project

Fisher Associates Celebrates 35-Year Anniversary and their Contribution to Improving Western NY

This year marks the 35-year anniversary for Fisher Associates, P.E., L.S., L.A., D.P.C. (Fisher Associates). Providing comprehensive, professional solutions since 1984, we take pride in being a trusted advisor to our clients. This clientship philosophy was established as the foundation of how we conduct business 35 years ago, and it still holds true today. Servicing the Transportation, Energy, and Land Development market sectors, our mission is to create exceptional client experiences through a personal and collaborative process that begins with a thorough understanding of their needs and goals. We work as an extension of our clients throughout the project to ensure their objectives and vision are achieved. We are attentive, responsive, and keep our clients informed.

Fisher has had a Buffalo presence for 16 years and our office, located at 325 Delaware Avenue, continues to grow. Since January 2018, our company has added 50 new employees, 6 of whom have been in our Buffalo office. In addition, we currently employ 9 interns companywide as we recognize the importance of providing professional experience to the next generation.

Our staff is proud of the legacy of infrastructure they have been involved with including the Two Mile Creek Electrical Substation in Tonawanda, NY for National Grid; the Old Oak Post Waterline Replacement – Phase 2 in the Town of Amherst, NY involving replacement of 3600 feet of an 8" diameter waterline; the Springville-Griffith Central School District Capital Improvements and Creek Stabilization Project for which we provided

SEQR, permitting, engineering, and construction inspection services; and Millrace Commons for Larkin Development group, a proposed mixed-use project in the Larkinville neighborhood for which we provided transportation demand management (TDM) planning and traffic services. We also completed an in-depth inspection of the deteriorated deck on the Niagara Viaduct, a 6-lane, 113-span multi-girder structure that carries I-190, and recommended improvements to extend the service life of the deck as part of our NYS Thruway Authority Term Agreement for the Buffalo Division.

In addition, we are thrilled that the Buffalo Green Code was one of the recipients of the 11th Annual Richard H. Driehaus Form-Based Code Award that recognizes outstanding form-based codes that can be used as models by communities to foster a high quality built environment. Fisher was a key team member on this unique and transformative project that developed a citywide form-based code that promotes high quality, private and public sector investment while improving the quality of life for City of Buffalo residents. Fisher's planning team assisted the City with development and implementation of the Green Code, and created the City's Transportation Demand Management Policy Guide which ensures new development right-sizes parking and includes strategies to reduce single-occupancy vehicle trips and promote transportation alternatives such as walking, cycling, and transit. Fisher and the City will be presenting on the Buffalo Green Code at the APA Upstate NY Conference in October.

Fisher Associates, P.E., L.S., L.A., D.P.C.

325 Delaware Ave., Suite 200 Buffalo, New York 14202

Phone: 716-858-1234 **Fax:** 716-858-1231

Web: www.fisherassoc.com

Email: info@fisherassoc.com

Top Executives: Roseann B. Schmid, PE, CEO; Christopher Smith, PE, COO; Robert Goossen, PE (CFO); Steve Boddecker, PLS, Vice President/Director of Geomatics; Emily Smith, PE, Vice President/Director of Transportation; Edward Kostowniak, PE, Director of Energy; Thomas Lucey, PE, Director of Land Development; Brook Bertig-Coll, Director of Environmental

Employees: 130 **Year Founded:** 1984

Locations: Rochester, NY (headquarters); Buffalo, NY; Syracuse, NY; Erie, PA; Canonsburg, PA

Products / Services: Comprehensive engineering and professional services including bridge, highway and traffic engineering; construction inspection; planning; civil/site engineering; renewables, oil & gas, and utility engineering; regulatory compliance; environmental; survey GIS.



Great Lakes Building Systems, Inc.



Western New York's Premier Fire / Security System Integrator

Great Lakes Building Systems, Inc. (GLBS) is a regional Fire / Security Systems Integrator servicing all of Western and Central New York State. We are a family owned and operated business, saving lives and protecting property for over 19 years. Our talented and highly trained staff has the ability to design, provide equipment, install and maintain / service complex fire and security protection systems. Our systems protect Health Care, Industrial, Educational and Commercial facilities. We typically work with building owners or their facility engineer and administrators to find solutions to complex problems regarding life safety issues. Our products include facility systems such as: fire alarm, clean agent fire suppression, sprinkler, intrusion, access control, CCTV and gunshot

detection. GLBS is an enterprise level integrator. We have the ability and expertise to integrate such systems into a single platform, allowing for user friendly operation. Our clients include: Kaleida Health, ECMC, Buffalo State College, Amherst CSD, Iroquois CSD, Moog, Perry's Ice Cream, Yahoo and Tesla. Recently, GLBS was awarded Notifier's Engineering System Distributors (ESD) of the Year Award. This annual award is given to one ESD out of 450 companies in the nation who displays outstanding integrity, service and sales in their market. At GLBS, we take a great deal of pride in providing unparalleled service to our customers. We are the only fire / security integrator that offers a 4 hour response guarantee, 24/7. At Great Lakes Building Systems, protecting your business is our business.

Great Lakes Building Systems, Inc.

116 Gruner Road
Buffalo, NY 14227

Phone: 716-892-5253 **Fax:** 716-892-5857

Web: www.glbs-inc.com

Email: jwojdan@glbs-inc.com

Top Executive: John F. Wojdan, President / CEO

Employees: 42

Year Founded: 2001

Locations: Buffalo, Rochester, Syracuse

Products / Services: Fire / Security Systems Integrator. Design, install and service fire alarm and security systems in Western and Central New York State.



LaBella Associates



North Tonawanda City School District's Capital Improvement Plan projects and Roswell Park Comprehensive Cancer Center Patient Roof Terrace, pictured above.

LaBella Associates has expanded its Buffalo presence, yet again.

LaBella Associates was founded in Rochester, NY in 1978. After opening its first Buffalo office in 2011 with two employees, LaBella Associates is now the home to over 50 professionals in its newly expanded and renovated office in Olympic Towers. The tremendous progress the office has seen has been a result of both organic growth, and more recently, the acquisition of architectural firm BHNT Architects, P.C.

"Our BHNT team has found a great fit within the LaBella culture. Moving into the expanded office with the entire LaBella Buffalo team has created an atmosphere of collaboration that is leading to new opportunities. It's exciting!" Regional Manager of Architecture for LaBella and Co-Founder of BHNT Architects, Richard Nardini, said.

The Buffalo office offers a full suite of services including architecture, mechanical, electrical, plumbing and energy engineering, civil engineering, transportation engineering, planning and environmental consulting.

It's not difficult to imagine why Buffalo talent is attracted to LaBella Associates. In Rochester, they've been recognized as a top workplace 6 consecutive years, and ranked first in the large employer category in 2019; their leadership team has been recognized for philanthropy, ethics, and even joined

the Rochester Business Hall of Fame. While each office is given freedom to develop their own culture, the firm's commitment to their core values remains the same.

"We look to build partnerships, not projects," LaBella President Robert A. Healy said. "We want to establish strong relationships with our clients, our employees, and our communities."

As a result of those trusted partnerships and their full range of services, LaBella has taken on many critical projects in the region and is certainly turning heads. Their design of the Roswell Park Comprehensive Cancer Center Patient Roof Terrace has been recognized regionally and nationally, including the Brick x Brick Award for Best Medical Complex. LaBella continues to be an innovator in K-12 classroom design, most recently working with the North Tonawanda City Schools.

As part of LaBella's continued commitment to helping communities solve complex problems, the firm added services in Waste & Recycling in 2017. In addition to minimizing waste impacts to the environment, LaBella's renewable energy team has never been busier. "It's an exciting time to be planning, designing, and managing projects in Western New York," Healy said.

LaBella Associates

300 Pearl Street, Suite 130
Buffalo, NY 14202

Phone: 716-551-6281 **Fax:** 716-551-6282

Web: www.labellapc.com

Email: info@labellapc.com

Top Executives: Sergio Esteban, CEO; Robert A. Healy, President

Employees: 750+ Company-wide | 53 in Buffalo

Year Founded: 1978

Locations: NY: Buffalo, Rochester, Syracuse, Albany, Binghamton, Hornell, Ithaca, Elmira, Jamestown | PA: Scranton | OH: Cleveland CT: New Haven | ME: Portland | VA: Richmond NC: Charlotte, Davidson, Winston-Salem, Gastonia, Greensboro | SC: Charleston Madrid, Spain

Products / Services: Architecture, Buildings Engineering, Environmental Consulting, Environmental Contracting, Planning, Grant Writing, Site Engineering, Civil Engineering, Survey, Transportation Engineering, Power Systems, Program Management, Renewables, Solid Waste



Paramax Corporation



Advising on the Sale of Your Middle-Market Business

When you've dedicated your life to building a successful business, the very idea of selling it—let alone seeing the transaction through—can be rife with emotion. It's also a process that can be fraught with error or missed opportunity. Optimizing the sale price and terms of your transaction is a hard-earned objective requiring the strategic insight and business acumen of an experienced sell-side mergers and acquisitions advisor like Paramax Corporation.

At Paramax, we perform preparatory internal due diligence and assess your business from multiple viewpoints, allowing us to arrive at a total and more reliable picture of value. We go deep to gain an understanding of your business, which allows us to evaluate it from the perspective of a buyer. We search for hidden-gem selling points and identify key issues worth fixing or disclosing upfront in order to avoid problems later that could jeopardize your standing at the negotiation table. Our goal is to achieve a strategic price, rather than merely a financial one, for the sale of your business.

As we're researching and identifying strategic buyers, we also do our homework to best present your company's story. When we're identifying potential strategic buyers for your business, we don't limit our sights to just your direct competitors. We meticulously research

the global market to uncover under-the-radar potential buyers and present them with points of fit and a compelling reason to transact. The result is typically a broad list of buyers that we can leverage in order to optimize the outcome.

Many other M&A advisors fall short because they lack the multidisciplinary knowledge and practical experience to comprehensively evaluate your business and the circumstances surrounding your decision to sell. At Paramax, our past professional experiences in accounting, law, engineering, and business ownership afford us the insight we need to dig deep during the valuation process, structure deals to maximize net after-tax proceeds, and arrive at numbers that typically exceed

our clients' expectations.

Our backgrounds and Western New York roots also afford us a deep appreciation for our clients' well-being and the well-being of their loved ones. We never push anyone to accept an opportunity that is not in their best interests—financial or otherwise.

In our 25 years in business, Paramax has completed more than 300 sell-side transactions, ranging from \$5 million to \$400 million across many industries. Securities transactions are conducted through Paramax Securities, LLC, a wholly owned subsidiary of Paramax Corporation and a FINRA-licensed broker/dealer.



Paramax Corporation

333 International Dr., Suite A
Williamsville, NY, 14221

Phone: 716-626-1200

Web: www.paramaxcorp.com

Top Executives: Russell D'Alba & Timothy Minneci

Employees: 19

Year Founded: 1993

Products / Services: Investment Bankers providing professional advisory services, specializing in sell-side transactions.



People Inc. Contract Manufacturing



Business Solutions



In House Capabilities:

Offering a variety of quality services, precision work and turn key options at our location



Off-site Capabilities:

Offering a prescreened supplemental workforce within your facility, including during production spikes or seasonal orders



Customized Solutions:

Offering innovative solutions, seamless integration and timely project completion to meet your outsourcing needs



Upper: Ed Pitts concentrates on labeling boxes for Great Lakes Dental Technologies at the work center in Depew. Lower: Julie Minick and Michael Fersch assemble exhaust filters at Pfannenberg USA.

Proven manufacturing leader providing partners increased productivity

Is your business looking to complete assembly/disassembly, packaging, labeling, light manufacturing or inspection in a timely and cost-effective manner? Or perhaps you would like to find an alternative to temp agencies to meet your fluctuating production demands?

Look no further than People Inc. Contract Manufacturing.

As your partner, we create customized business solutions. Our team provides a quality driven stable workforce to reduce your overhead costs. We become an exceptionally valuable extension of your business relying on the 25 or more years of manufacturing experience shared by nearly half of our personnel. Our dedicated and passionate workforce can be mobilized at our site or at your location.

But you don't have to take our word for it. Some of our valued customers share some of the benefits of partnering with us.

"We have depended on the work center to assemble and package various products that we sell worldwide. Our business relationship is a strong one and, I believe, will continue for many years to come." - Terry Cowles, Great Lakes Dental Technologies

"The work center is basically an extension of our company on certain projects. We can always trust them to represent our company in the most efficient and competent way as possible."

- Tony Cirelli, RMF Print Management Group

"We began a partnership three years ago

with People Inc. to assemble our exhaust filters. This collaboration quickly expanded. Without their support, it would have been difficult to keep up with the growth of sales in North America. In 2018, we saw an increase of over 35 percent in sales. We continue to look for opportunities where they can further support our global growth based on the quality of the people provided to work at our site." - Frank Bialasik, Pfannenberg USA

Recently, the People Inc. and Pfannenberg partnership received Buffalo Business First's Innovation Award in Manufacturing.

People Inc., a multispecialty non-profit health and human services agency, provides programs and services to more than 10,000 people with developmental disabilities, special needs, their families and older adults throughout Western New York and the Greater Rochester region. Since 1970, People Inc. has assisted people in achieving greater degrees of independence and productivity.

When you partner with People Inc. Contract Manufacturing, you are supporting meaningful employment for local hardworking people, including helping those with developmental disabilities reach their full potential. In return, you will receive high quality work guaranteed to exceed your expectations.

We welcome the opportunity to meet with businesses of all sizes to discuss how our fully-insured team may be responsive to your short- and long-term needs.

People Inc. Contract Manufacturing

181 Lincoln
Depew, NY 14043

Phone: 716-683-7100

Web: www.people-inc.org

Email: contractmanufacturing@people-inc.org

Top Executives: Rhonda Frederick, President and CEO, People Inc.; Timothy J. Pfohl, Vice President of Vocational Services and Contract Manufacturing, People Inc.

Employees: Nearly 4,000

Year Founded: 1974

Products / Services: Assembly, light manufacturing, packaging, labeling, heat sealing, sorting, deburring, inspection.



SC Parker LLC



Let Us Achieve Results For You

Since 1925 SC Parker, has been helping people to plan, invest and succeed. As an independent investment firm we are not obligated to offer any particular company's investments to our clients. Instead, we constantly research the markets, looking for the highest quality investments for each individual client.

Our representatives are here to assist with establishing investment objectives and providing advice in response to changes in your personal circumstances or changes in the economic environment. We promise consistent communication including meetings as needed and an annual review of your portfolio, if desired. Coordinating with any tax or legal representatives, particularly related to estates and trusts, is a function provided to all.

Every person has their own unique circumstances and goals, both financially and in life. Working with them, one on one, we develop a financial plan that will help carry them through to success. Striving to keep things simple and

straightforward, we address financial issues and implement effective practices and systems to help increase the client's wealth.

The investment world is often quite complex. It is also a world that constantly changes. That change creates opportunity and risk at the same time. Helping you to make sense of it all and understanding your investments is a large part of the job. Our emphasis is on the diversification of assets, a balanced approach to investing and managing risk to achieve sustainable returns over time. The research is an everyday activity. It goes hand in hand with tracking one's progress and making the needed changes and adjustments over time.

There is never a fee to consult with one of our advisors. Contact us for an appointment at (716) 632-6800 or Info@scparker.com.

Listen to the SC Parker Financial Show on WECK FM 102.9 AM: Saturday's from 9:00-9:30am and Sunday's from 7:00-7:30am.

SC Parker LLC

5892 Main Street
Williamsville, New York 14221

Phone: 716-632-6800

Fax: 716-632-6596

Web: www.scparker.com

President: Jeffrey E. Hahn

Employees: 13

Year Founded: 1925

Products / Services: Investments such as: Mutual Funds, Common Stocks, Bonds, Government Securities, Variable Annuities, Fixed Annuities, Exchange Traded Funds.

Financial Planning, Retirement Planning, Brokerage Accounts, Fee Based Advisory Services, Individual Retirement Accounts, 401(k) and 403(b) Plans, 457(b) State Deferred Compensation Plans, Profit Sharing, Estate Planning, Tax Planning, College Planning, Notary Services, Life, Long Term Care and Disability Income Insurance.

Securities and Advisory Services offered through Cadaret, Grant & Co., Inc., a Registered Investment Advisor and Member FINRA/SIPC. SC Parker and Cadaret, Grant & Co., Inc. are separate entities.

 **SC PARKER LLC**
Investments & Financial Planning since 1925

Sealing Devices Inc.



Three Generations of Success at Sealing Devices; Terry Galanis Sr., Terry Galanis Jr., Elizabeth Galanis-Miller

Father, Son Business Owners earn honorary Doctoral Degrees

In the Spring of 2019, the Board of Trustees from Alfred University, celebrated lifetime achievements for Terry Galanis Sr. and Jr. with honorary Doctoral Degrees. Galanis Sr. founded Sealing Devices in 1963 in his garage and at 101 years old, he still comes into the office to greet his employees. Over 35 years ago, his son Terry Jr. took over as President of the company and grew it into a multi-million-dollar company.

"It is such an honor for my dad and I to get our honorary doctorate degrees together," said Galanis Jr. "My father has always cherished his time at Alfred University and stressed the importance of giving back to this institution. I'd do anything for my dad."

Terry Galanis Jr. was awarded the Doctor of Commerce degree at Alfred Universities Commencement on May 18, 2019. Galanis Jr., has been a member of the Alfred University Board of Trustees since 1999 and is chair of its Advancement committee. Terry Galanis Sr. had a special ceremony at Sealing Devices Headquarters in Lancaster, where Alfred President and board members

awarded him with a Doctor of Engineering. "Both Terry Galanis, Sr., and Terry Galanis, Jr., are exemplary businesspeople, who believe family businesses have an obligation to give back to the community," said Alfred University President Mark Zupan. "They live up to that ideal, in every way possible."

Galanis has always had the philosophy of taking care of people, which is instilled in his son, Terry Galanis Jr. The family knows the value of taking care of their employees, which has been a major factor in the growth of Sealing Devices. Sealing Devices is one of the largest, privately held manufacturers and distributors of sealing products in the country.

The growth and achievement does not end with the father and son duo. Elizabeth Galanis-Miller, Terry Jr.'s daughter, was promoted to Director of Sales & Marketing. She joins the executive team who have not only achieved sales goals in the past three years, but have also expanded employment by 20%. The growth of Sealing Devices has been an inspiration to all its employees.



Sealing Devices Inc.

4400 Walden Ave.
Lancaster, NY 14086

Phone: 716-684-7600

Web: www.sealingdevices.com

Email: seals@sealingdevices.com

Top Executive: Terry Galanis, Jr.

Employees: 210

Year Founded: 1963

Locations: Lancaster, NY; Rochester, NY; Syracuse NY; Erie, PA

Products / Services: Fabricate and Distribution of gaskets, o-rings, EMI shielding, adhesives, seals, custom molded rubber, and sponge





Top left: A tour of the Buffalo Manufacturing Works technology; Top right: Shift companies are participating in the Strategic Planning workshop; Bottom left: Buffalo Manufacturing Work's Faunc robot with a vision system; Bottom middle: Shift companies are participating in the workshop, Lean Manufacturing; Bottom right: Mike Garman, Senior Automation Specialist, talks about the Shift workshop, Robotics 101.

Shift: Moving Manufacturing Forward

Ask any manufacturer what keeps them up at night and they will tell you they want to deliver better products, faster and more cost-effectively. The industry is experiencing another manufacturing revolution and there are new emerging technologies and processes that local manufacturers can benefit from to reach their business goals. That's where the Shift program comes in.

Funded by NYS through the Buffalo Billion, Shift is a no-cost program designed to help small-to medium-sized manufacturers in Western New York prepare for technology and process innovations to better operate, compete, and grow. It is a collaboration of three mission-driven partners: Buffalo Manufacturing Works, Insyte Consulting, and Next Street.

By participating, manufacturers are offered tailored advanced manufacturing solutions to help them maximize production capabilities while minimizing organizational strain, at no financial cost to the participating organizations.

Getting started is easy. The first step is an evaluation of the organization's key business risks and capacity for innovation, followed by a series of workshops. The last step is an Innovation Audit, at the manufacturing facility, led by engineering specialists to identify opportunities for innovation.

In less than two years, the Shift team has engaged with 150+ small-to medium-sized manufacturers ranging from 10-person contract manufacturers to 350+ person manufacturers.

One Shift Success Story:

Allow us to introduce you to Shift alumni, STI-CO, a leading manufacturer of mission-critical antenna systems.

The Challenge:

STI-CO supports multiple industries and produces a variety of products, many of which require multiple labels.

The labeling process called for manual transcription of label information from part drawings to a label maker, printing of label strips, and manual wrapping of each label onto each cable. The process was tedious, time consuming, and prone to error.

STI-CO needed to find technology options that could be implemented quickly, show immediate return on investment, require minimal physical space, and further improve job satisfaction for the manufacturing team.

The Shift Difference:

As a result of the Shift Innovation Audit, an automated solution was identified that decreases cycle time from twenty seconds to five seconds per label.

With the new system now being implemented, the STI-CO floor team looks forward to increased throughput and elimination of a tedious task. STI-CO decided to incorporate a fully automated set-up directly into the existing cable processing cell, which will provide an all-in-one automated solution for cable labeling.

How will Shift help you? Talk to Marissa Malone at 716-710-5572 or visit www.shiftmfg.org.

Shift Operated by Buffalo Manufacturing Works

683 Northland Ave., Buffalo, NY 14211

Phone: 716-710-5572

Web: www.shiftmfg.com

Email: info@shiftmfg.com

Top Executive: Michael Ulbrich

Team Size: 30

Year Founded: 2017

Locations: WNY: Erie County, Niagara County, Chautauqua County, Cattaraugus County, and Allegany County

Products / Services: Shift is a no-cost program designed to help small-to medium-sized manufacturers in Western New York prepare for technology and process innovations to better operate, compete, and grow. The first step is an evaluation of your organization's key business risks and capacity for innovation, followed by a series of workshops and lastly an Innovation Audit, at your facility, led by specialized engineers to identify opportunities for innovation.



Steuben Trust Company



Outside Steuben Trust's newest branch (Left to Right) VP Commercial Loan Officer, Ralph Agone, VP Branch Manager Anthony Lanza and VP Commercial Loan Officer Michael Cleary.

Customer Focused and Community Minded

Steuben Trust Company, based in Hornell, NY, is a full-service community bank committed to delivering the highest level of quality customer service. We support the communities we serve with strong relationships and continued leadership involvement.

Originally organized in 1902 in Hornell, NY, Steuben Trust Company now serves communities in six Western and Southern, NY counties including, Steuben, Allegany, Wyoming, Livingston, Monroe and Erie. The addition of our most recent branch in the town of Clarence, located at 8503 Main Street in Williamsville, allows us to continue expanding our exceptional products and services to the Western NY community.

Our Clarence office, managed by Vice President Anthony Lanza, offers customers a convenient location and excellent service set in a beautifully redesigned facility. Mr. Lanza has been a staple of the Western, NY banking community for over 20 years. Tony is a dynamic leader and has a proven record of developing successful teams. He is a lifetime Western New Yorker currently residing in Lancaster with his family. "Customers deserve the highest quality banking experience and our team provides better, more personalized banking services to meet the needs of the Western NY community" - Tony Lanza

In addition to Tony, Commercial Loan Officers and Vice Presidents Ralph Agone and Michael Cleary, with over 40 years of combined banking experience, provide customers commercial, small business and farm lending services to help them grow and expand their businesses. "I enjoy meeting with customers, their families, as well as employees and knowing I can be a part of changing their lives for the better." - Ralph Agone

In addition to providing competitive products and services, Steuben Trust Company has always been a proud supporter of the communities we serve. Sponsoring and participating in events, providing financial donations to organizations in need, granting access to Company owned property for events and providing leadership in local and regional organizations. Each year Steuben Trust provides over 200 charitable contributions to organizations within our communities.

We look forward to continuing our growth in the Western NY region, and we are excited to be a part of the communities we serve. Please stop in to any one of our locations or visit our website www.SteubenTrust.com to learn more about our wide array of products and services.

Steuben Trust Company is a member FDIC and an equal housing lender.

Steuben Trust Company

One Steuben Square
Hornell, New York 14843

Phone: 1-866-STEUBEN

Fax: 607-324-9584

Web: www.SteubenTrust.com

Top Executives: Executive Chairman of the Board, Brenda L. Copeland; President & CEO, John S. Eagleton

Employees: 140

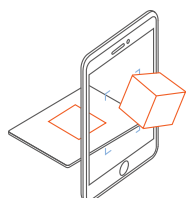
Year Founded: 1902

Products / Services: Commercial and Consumer Lending Services, Commercial and Consumer Depository Services, Wealth Management, Trust Services, Estate Services and Insurance Services



A FULL SERVICE COMMUNITY BANK

Twisted Rope



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3. **Imagine** how AR can help your business

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Twisted Rope's augmented reality solution AReveryware connects print to people – download AReveryware and try it for yourself on the image above.

Twisted Rope – a digital development and marketing agency using technology to transform your business.

“The speed of current breakthroughs has no historical precedent. When compared with previous industrial revolutions, the Fourth is evolving at an exponential rather than a linear pace.”

- Klaus Schwab, Founder and Executive Chairman, World Economic Forum

When one truly sees the transformation that will unfold during the current Fourth Industrial Revolution, there are two distinct reactions – “oh, no...” or “OH YES!”. How you react depends on how your company is poised to either leverage the exponential changes that digital technologies are creating or be overwhelmed by them. The changes that have already occurred have created new industries and transformed existing industries on a global level – Facebook has 2.3 billion users worldwide; Uber has gone from an unknown to a household name in a handful of years. This is just the beginning of the beginning, and the need to keep pace will not stop, instead the pace will only increase.

Twisted Rope works with your team to not only keep pace with technology, but to seize opportunities to use it to your advantage. Streamline your client acquisition, on-boarding and service delivery through online platforms. Do more with less and over a larger market segment. Increase precision through a

continual drive to improve, adapt and deliver - then assess, adjust and deliver again. It's about driving your business forward, no matter the obstacles.

Twisted Rope is a full-service digital development and creative agency with locations in Buffalo (NY), Los Angeles (CA) and Amsterdam (Netherlands). Twisted Rope provides everyone from local businesses to multinational corporations with creative and application development services for digital marketing, sales and operational improvement.

We are experienced, creative thinkers working together to take digital initiatives from initial concept through to completion. The Twisted Rope team is comprised of designers, animators, motion graphic artists, developers and project managers who work in an agile production process to deliver digital content and solutions for clients across various industries, countries and market segments.

What would you like to do more of? What do you want your company to be? What clients do you most want to work with? Those are the challenges we want to take on - transformation, re-envisioning your company's value proposition and methods for delivering its service or products. Cutting through the noise and having engaging conversations. The future is what you make of it...

Twisted Rope is here to help you get there.

Twisted Rope

2495 Main Street, Suite 314
Buffalo, NY, 14216

Phone: 716-381-9146

Fax: 518-935-9018

Web: www.twisted-rope.com

Email: info@twisted-rope.com

Top Executives: Greg Norton, President;
Sabrina Smith, Vice-President;
Job Astrop, CTO

Employees: 27

Year Founded: 2010

Locations: Buffalo, Los Angeles, Amsterdam
(Netherlands)

Products / Services: Digital Marketing |
Strategy and Ideation | Creative and Design |
Web and Bespoke Application Development |
Motion Graphics and Animation | Augmented
Reality and Emerging Technologies |
Opportunity Centric Marketing



Vargas Associates, Inc.



Left and top right: ACV Auctions at the Thomas R. Beecher Innovation Center, Buffalo, NY; Bottom middle: DeGraff Memorial Hospital, North Tonawanda, NY; Bottom right: Tactiva Therapeutics, Buffalo, NY

Transitioning and Transforming Buffalo Workspaces

Vargas Associates has been serving the Western and Upstate New York area for more than 15 years, after discovering the unmet need to assist organizations with improving their workspace. The firm specializes in facilities project management, relocation planning and interior design to a wide range of industries such as healthcare, corporate, K-12, higher education, municipal and non-profit.

Headed by President, Christine Vargas and Vice President, Fina Santiago, the WBE-certified firm provides unique services to organizations faced with the challenge of reconfiguring or relocating their work environments. Vargas Associates provides the expertise that many organizations may not have the bandwidth to accommodate. During peak periods of workload, seasoned project managers seek the firm's assistance in helping with project delivery. This team approach takes the burden off staff so they can focus on their day-to-day priorities and address high-level deliverables for senior management.

"We strive to work as an extension of our client's staff to plan and execute the plan while alleviating the stress associated with workspace changes," says Christine Vargas. "For example, we fill an independent role when handling the bid process, such as procuring new furniture or conducting an RFP for professional services."

Noteworthy, Vargas Associates projects in Buffalo include:

- **Tactiva Therapeutics** – Vargas Associates created a new color scheme with interior finishes and facilitated the procurement of new furniture for this life sciences company that focuses on Immuno-Oncology in the fight against cancer.
- **DeGraff Memorial Hospital** – The firm supported the build-out of a new Emergency Room with their furniture, fixtures, and equipment (FF&E) consulting services. Working with department leadership, Vargas Associates identified the needs within each clinical space and designed a process to facilitate the specification, bidding, procurement, and installation of new furnishings and equipment. The team created layouts, budgets, and schedules to stay within the hospital's tight timeline and budget.
- **ACV Auctions** – Vargas Associates is currently providing furniture coordination services for the fastest growing tech company in Buffalo, with a multi-phased expansion at the Innovation Center. The firm's management of this process has resulted in significant cost savings to ACV Auctions, and the company maintains their ongoing growth.

Vargas Associates is proud to be a part of the exciting redevelopment in the Buffalo business community and looks forward to growing its team of professionals. To learn more about relocating, renovating or redesigning, call the Buffalo office at (716) 566-2327 or visit vargasassociates.com/contact-us.

Vargas Associates, Inc.

640 Ellicott Street, Suite 411, Buffalo, NY 14203

Phone: 716-566-2327

Web: www.vargasassociates.com

Email: contactus@vargasassociates.com

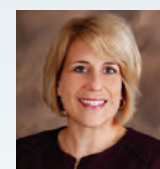
Top Executives: Christine M. Vargas, President; Fina Santiago, Vice President

Employees: 15

Year Founded: 2004


Locations: Buffalo, NY and Rochester, NY

Products / Services: Facilities project management, interior design, relocation management, and furniture, fixtures and equipment (FF&E) coordination.



Christine Vargas is LEED-certified and serves as President of Vargas Associates. She has more than 25 years of design and management experience, with a portfolio that includes many high-profile healthcare, public safety and higher education projects in the greater Rochester and Buffalo Niagara areas. Her dedication to excellence and a "whatever it takes" approach set the pace for work of the highest caliber. She is an avid hockey mom and lives with her family in Rochester, NY.





IT'S OBVIOUS WHEN SOME THINGS ARE MISSING

**DON'T LET YOUR BRAND
BE ONE OF THEM.**

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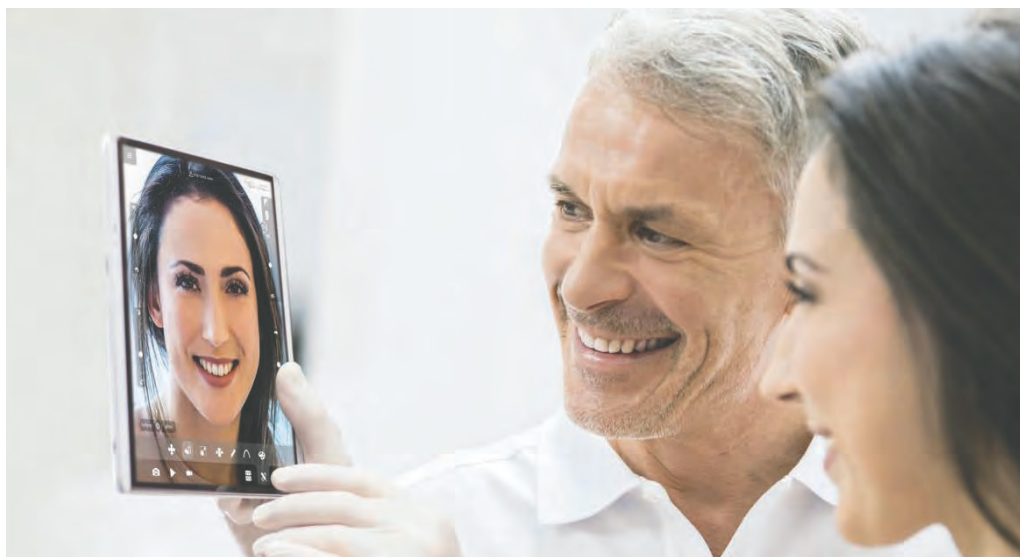


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Ivoclar Vivadent, Inc.



Top left: Specialized research allows Ivoclar Vivadent to produce clinically-proven products. Top right: Millions of patients worldwide love their new IPS e.max smile. Bottom left: IvoSmile is an augmented reality application where patients can see how their new smile will look. Bottom right: Ivoclar Vivadent's North American campus is located in Amherst.

Global-to-local dental leader Ivoclar Vivadent gives people — employees, dental professionals, patients — something to smile about!

Hidden in plain sight: the Western New York region is home to Ivoclar Vivadent—a global leader in manufacturing innovative material systems for high-quality dental applications.

The international company based in Schaan, Liechtenstein has its North American headquarters right in our backyard—specifically in Amherst, NY, where 240 employees smile through their work days.

The company's employees spend their days creating products, conducting clinical testing, and diligently training and building relationships with dental professionals—all in the name of improving results for dentists, dental professionals and patients everywhere.

With a firm belief that esthetics are a huge part of dentistry, Ivoclar Vivadent's ultimate goal is to help create a great patient experience; helping people to both look and feel better. One of its mottoes is: "Good oral health leads to better overall health."

One example of the company's innovative products is IPS e.max—the world's number one all-ceramic restorative dental material used for crowns, bridges and veneers for patients. With constant improvements, the newest iteration is IPS e.max Prime—a strong, beautiful material that maximizes efficiency for dental laboratories. Another game-changer is IvoSmile—with this powerful augmented reality application, patients experience their new smile in real-time.

There's no escaping the trend towards "digital dentures"—it's captured the attention of dental professionals around the world. With its state-of-

the-art digital portfolio, Ivoclar Vivadent makes CAD/CAM machines and material to assist dental professionals with building crowns and dentures. This technology streamlines the process and allows for greater patient satisfaction in fewer appointments.

Ivoclar Vivadent doesn't just make dental products—they are also committed to professional training and education. "Our efforts include monthly open houses for dentists from across North America, monthly courses for dental laboratories, and an applied testing center for researchers and dental school faculty from around the world," said Dr. George Tysowsky, Senior Vice President of Technology. The University at Buffalo dental school faculty are among their partners for helping to further develop and put into practice some of these tools and technology.

The organization has also remained steadfast in its global commitment to providing underserved populations with access to oral health care. From product donations to special initiatives—including Give Kids a Smile Day, the Wisdom Tooth Project, and missionary service groups—Ivoclar Vivadent has touched the lives of tens of thousands of patients worldwide. Ivoclar Vivadent's goal is to educate and improve the oral health care of others whenever it possibly can!

"As a family-owned business, Ivoclar Vivadent takes great pride in all that we do," said Christian Brutzer, President of North American Operations. "From dental professionals to patients to our employees, we are all about making people smile."

Ivoclar Vivadent, Inc.

175 Pineview Drive
Amherst, NY 14228

Phone: +1 (800) 533-6825

Web: www.ivoclarvivadent.com

Email: info@ivoclarvivadent.com

Top Executives: Christian Brutzer, President and Dr. George Tysowsky, Senior Vice President of Technology

Employees: 3,500 global and 240 in Amherst

Year Founded: Global operations in 1923; US operations in 1979

Products / Services: Quality esthetic dental products

