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AmeriLux Newsletter

October 2012

Valued Partners,

As many of you are aware, we recently conducted a Customer Satisfaction Survey to identify the areas in which we may have opportunities to better serve our partners. We want to extend a special "Thank You!" to those of you who took the time to provide us with your feedback; we truly appreciate your time. Additionally, we want to share some of the results of the survey with you:

- 100% of respondents reported being satisfied with AmeriLux overall.
- 100% of respondents reported being satisfied with the A-Team's Availability and Responsiveness.
- 98% of respondents reported being satisfied with the quality of AmeriLux's products.
- 98% of respondents reported being satisfied with the availability of AmeriLux's products.
- 97% of respondents indicated that they would recommend AmeriLux to others.

When asked to describe AmeriLux in one word or phrase, the top three answers were: 1) Easy to do business with, 2) Customer-focused, and 3) Trustworthy.

Please know how humbled we are by these results and how appreciative we are of your business and support. We will continue to aspire to the highest level of customer service as we work towards growing our businesses together.

polycarbonate is manufactured, the advantages over other building products, and its multiple architectural applications.

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Proudly Serving You,



Project Spotlight: Canoe Meadows Wildlife Sanctuary, Pittsfield, MA

For 30 years, the Canoe Meadows Community Gardens site functioned without a shelter or program space. The



submission of a "Share-to-Gain" project proposal by the National Audubon Society to three Berkshire corporations: SABIC Innovative Plastics, General Dynamics, and the Berkshire Bank Foundation would soon change that fact. During a one day volunteer event at the sanctuary, these three companies agreed to volunteer time and funding toward completing the construction of a much needed pavilion.

The pavilion project, in addition to a range of other sanctuary renovations, was the brainchild of Berkshire Sanctuaries chairperson Dennis Arseneau and committee member Robert Harrison, a local architect. Dennis encouraged SABIC to take on the project as their annual community and team building exercise. Robert drew up the plans with site planning help from sanctuary committee member and landscape architect Rob Akroyd.

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If you would like to learn more about the Lexapanel* polycarbonate standing seam daylighting solution, please go to www.ameriluxinternational.com and click on Lexapanel*.

* Trademark of SABIC Innovative Plastics IP B.V.

Managing Finances with Finesse

Overseeing the Financial Operations of AmeriLux



Julia VerHaagh joined AmeriLux International in the fall of 2007. Today she serves as the company's Chief Financial Officer. In her role as CFO, Julia oversees the financial operations of AmeriLux; this includes budgeting, financial reporting, audits, financing, and compliance. Julia also oversees and directs the Accounting and Human Resources Department.

Before joining AmeriLux, Julia worked in the pressure vessel industry as an Accounting Manager, Controller, CFO, and a Cost Accounting Consultant. Her 20 years of experience in corporate accounting and cost accounting consulting puts her in a great position to serve AmeriLux and its customers.

An admitted type-A personality, Julia is driven and committed to working hard. As CFO, Julia sees the business from hard dollars, costs, inherent value, strategic alternatives and cash flow perspectives. Julia and her team work to ensure that AmeriLux can continue to operate at a profitable level while still providing quality products at competitive costs to its customers.

When asked how her role impacts AmeriLux's customers businesses, Julia responds: "I process and provide key information to key decision makers at AmeriLux. This information is used in the corporate decision making process that helps us provide the products and services we offer and allows for our continual expansion to meet the needs of our customers."

"I try my best to work hard, be kind to others and have fun - this is also what I tell my kids to do every morning when they leave for school." - Julia VerHaagh

To learn more about the many products and services we offer, [CLICK HERE](#) to visit our website.