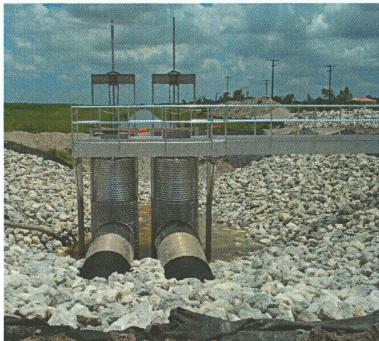




**Lakeside Ranch: Excavation and formwork for box culvert beneath county route 15B**



**Culvert S-377: 48 inch CAP flashboard risers with weir gates plus catwalk**



**SR-5/PGA Boulevard: Joe Bagford's crew installs drainage while supporting extensive existing utilities**



**Devonshire Health: Installing 8 inch gravity sanitary sewer pipe 18 feet deep**



**Johnson-Davis Inc.**

# Pipeline Connection

## First Impressions, Lasting Impressions

Years ago I heard the expression "A First Impression is a Lasting Impression". These days in business, that expression could not be more true!

It begins with how we drive our vehicles, the appearance of our cars and trucks, and how professionally and courteously we answer the telephone. We impress potential new customers with timely, complete, and competitive bids, straightforward negotiations, fair terms, and responsive follow up.

Our project managers should impress our customers with punctuality, honesty, and reliability. Our crews during and after construction should be neat, organized, polite,

and safe.

We need to take good care of our equipment and tools. Further, keeping them clean helps communicate to our customers that we take pride in what we do. Additionally, we want to stay on schedule and show minimum defects. When there is a problem we must quickly take responsibility, learn from our mistakes, correct them, and then move forward.

Yes, first impressions certainly do last... both the good and the bad. Therefore, it is our job at Johnson-Davis Inc. to make sure that all first impressions are both positive and lasting.

As we enter into year 34, it is of extreme importance that the first impression

we leave is a lasting and positive impression that increases the possibility of new business. I ask that all of you to help Johnson-Davis Inc. leave a wonderful impression on everyone with whom we interact.

*Scott Johnson  
President*

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**Greenway East: Sergio Filipone Sr operates the sock machine**