

Highlights

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PARKER STORE LOCATIONS

- Bangor ME
- Portland ME
- Manchester NH
- Fitchburg MA
- Cranston RI

HEADQUARTERS LOCATION

- Northboro MA

EMERGENCY SERVICE PHONE

- 978-345-2200

WEB SITES

www.thehopegroup.com

www.hopeair.com

www.sorensensystems.com

The Hope Group Implements Revised Corporate Structure

Northboro MA - 10-1-05
Carey D. Rhoten and Peter E. Rhoten, principal owners of The Hope Group Corporation, today have announced that as part of a plan for preserving and protecting the stability of the company in the years ahead, three new entities have been established to reflect the growing market position of its main individual business segments. The new entities will consist of Limited Liability Corporations (LLC) thus providing a continuity of ownership with those most closely connected with its continuing success.

100 Years of Growth

The Hope Group Corporation and its antecedent companies extend back for over 100 years, having been founded in the late 1800's and it is planned that this action, along with the promotion of five active senior managers of the company, will carry it

forward into the foreseeable future according to Carey Rhoten, CEO.



“This is an exciting opportunity for our company and for all our employees,” said Carey Rhoten. “Peter and I are delighted that these outstanding individuals have agreed to assume a higher role with The Hope Group and its member companies, with an eye toward sustaining our years of success and building opportunities for all our employees in the years ahead,” he added.

5 Promotions Made

As of October 1, 2005 those with advancing leadership roles include Anthony Cantone, now President of The Hope

Group LLC, Mark Ferland, now President of Sorensen Systems LLC, Phil Lund, now Vice-President of The Hope Group LLC, Randy Roy, now Operations Manager of The Hope Group LLC and Hope Air Systems LLC, and Jay Hannon, now CFO of THG Corp.

THG Corp Formed

Each executive has been an active employee and manager with The Hope Group for many years. Carey Rhoten and Peter Rhoten will continue to hold majority ownership positions in the Hope Group Corporation which is now known as THG Corp and the newly created LLC companies that will be known as:

- *Hope Air Systems LLC*
- *Sorensen Systems LLC*
- *The Hope Group LLC*

The corporate structure will be controlled by THG Corporation, with headquarters located at 70 Bearfoot Road, Northboro, MA 01532.

Kaizen Korner

You Can Submit Your Ideas for Improvement

By Jon Mitton

The Kaizen Team is always looking for the next good idea. It is through the good ideas submitted by its employees that The Hope Group meets its need for Continuous Improvement.

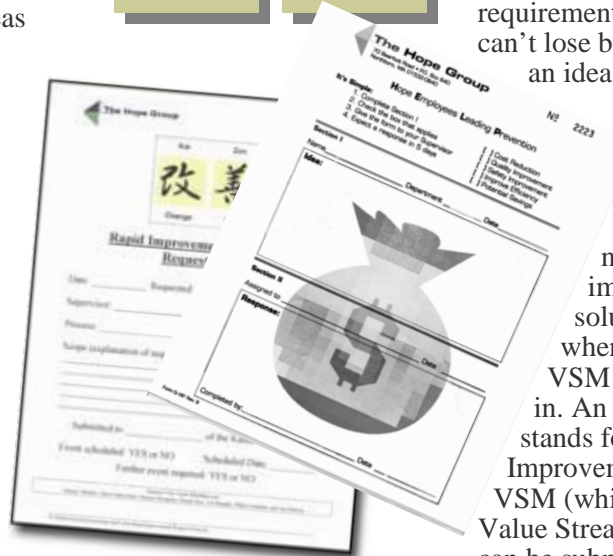
Fill out a form

You can submit a good idea more than one way. If you have an idea to solve a problem or save money or save time, you could consider submitting a HELP form.

What's nice about the HELP form is that when you identify the problem AND you identify the solution, it's all right there on the form. The committee will review and either reject or accept the idea. Hey, if



be accepted as one of the points of participation to meet your Employee Performance Review requirements. So, you can't lose by submitting an idea.



Problem solving

Often, the problem does not have an immediate solution. That's where an RIE or VSM event comes in. An RIE (which stands for Rapid Improvement Event) or VSM (which stands for Value Stream Mapping) can be submitted on the RIE Request Form. Describe the problem (scope) and submit it. The Kaizen Team will review it and decide if we should get busy solving that problem. I'll bet we do! Grab a form.

it's accepted, you only have four more to go and you will earn a bonus gift certificate worth \$25. Not bad!

Even if the idea is not accepted, it generally will

Hope Air Systems Expands Product Line

Hope Air Systems has added Cimco Industrial Process Cooling systems to its line-up of products for the industrial mechanical room according to Peter Rhoten, President and Sales Director. "The Cimco industrial process cooling team has considerable experience in designing and manufacturing refrigerated cooling systems for a variety of industrial applications," said Peter. "We are pleased to represent Cimco in this region

and look forward to assisting our customers in the plastics, automotive, pharmaceutical and general process industries." he added. These systems are provided either air-cooled or water-cooled with capacities ranging from one ton to 1,000 tons, depending on requirements.



When plant space is at a premium, there is a complete line of outdoor cooling systems that can meet the rigorous needs of summer and winter.

Highlights is published monthly by The Hope Group Corporation for its employees and customers.

The Hope Group
70 Bearfoot Road
P.O. Box 840
Northboro, MA 01532
508-393-7660
Fax: 508-393-8203

Recognition Night 2005 Update

13th Annual Event Scheduled for Nov 12

It's time once again to pay tribute to the hard working employees at The Hope Group with a special celebration. The annual event is a time for loyal employees to be recognized for their dedicated service to the company. For those reaching milestone years, each will be presented a Recognition Certificate



(suitably framed) which they can display with pride. This year's event will be held on Saturday, November 12, 2005 from 5:30 PM to 11:30 PM at the Wachusett Mountain Resort in Princeton, MA. This location has become a popular choice for the event over the recent years and the Awareness

Committee is looking forward to another fun and exciting event. In addition to live music, there will be an Italian-themed buffet, raffle prizes and some surprises, as usual. (Some of them planned.)

Please RSVP

If you haven't already done so, please RSVP yourself and a guest by calling Donna Warren or Donna Tibbetts as soon as possible.

BaHa Brothers Band to Entertain Again

The BaHa Brothers are returning as the featured entertainment for this year's Recognition Night at the Wachusett Mountain Resort. Famous as a tribute band for Jimmy Buffet they



performed two years ago at The Hope Group Recognition Night. The group performs regularly around New England and has appeared in Las Vegas, Key West

FL, Mohegan Sun Casino, and as the opening act for Jimmy Buffet at the Tweeter Center in Mansfield, MA. The band offers music ranging from classic hits of the 50's right up to current radio and video favorites.

Cross Leads Program to Build on Contacts

The sales teams for The Hope Group and Hope Air Systems have launched a sales campaign to increase the number of cross-leads generated between the two companies according to Tony Cantone, President of The Hope Group and Peter Rhoten, President of Hope Air Systems.

"The first phase of the program involves the Hope Air sales team designating selected Hope Group accounts where they would like an introduction to the appropriate sales contact. The second phase of the program will be the reverse,

where Hope Air sales team members will provide an introduction to their best customers for the Hope Group team." said Tony.

Each salesman for The Hope Group will bring a Hope Air sales team member into at least five customers. "It's an excellent way for both companies to benefit from the good will we have with our customers," said Peter Rhoten. "Over the years, cross-selling has contributed to some new business for each company. We want to build on that," said Peter.

INTRANET Continues to Improve

By Joe DeMarco

The Hope Group INTRANET has been around for a number of years, originally as a tool to automate ISO 9000 tasks, but as time went by it became useful in many other ways. Each Hope Group employee has access to the company INTRANET (not to be confused with the INTERNET) by simply typing “Neptune” into the address bar on your browser. (Try it, you’ll like it!) It definitely helped us in the beginning by replacing 26 loose-leaf binders full of procedures and work instructions. Managing the accuracy of the binders seemed like a full time job. The INTRANET eliminated the overload and for a while was its only use.

New Features Added

Over the years, new features have been added and removed. Some seemed like good ideas, but weren’t, others have stuck as useful tools.



The newest addition is something called “HelpBox”. We are very excited about this new option. It has many benefits for all of us. This is a tool to help those of us responsible for the company computers to keep up with any maintenance or repair issues with your computer. It helps us keep track of your requests - while it helps *you* keep track of your own requests too. As we work to solve a problem, you can track our progress as we go along.

How To Use the INTRANET

To get to the INTRANET, just type “Neptune” into the address bar on your browser. (Remember, this only works from your computer in the office, not from home.) When you get there you will see various tools:

- ISO 9000 documentation
- Supplier price lists
- Dodge plan
- Tribute documentation
- Etc

Check it out and see which tools can be of most help to you.

More About HelpBox

The latest feature, HelpBox, is easy to use. Log in as a “End User” and click on “Log a new Request”. Then just write down your inquiry or request. When done, “click” on the icon of the “life preserver”. That’s it! We will begin by reading your request and responding to you by email as we do the work. We may ask for more information. We may tell you how far along we are, and finally we will tell you when the work is complete. Now, don’t make the mistake of using this when your computer crashes. Naturally, call IT for immediate assistance. But, if you have a non-urgent task, or don’t need an immediate response, this is the preferred method to get on the IT log of things to do. If your partitions need to be cleared, or your computer won’t start up, please call for immediate help. But, if you need a report generator, or need new software or hardware added, or to report a general problem with Tribute, this is the perfect tool: HelpBox.

Visit your INTRANET when you have a request - it’s the quickest way to get help.

Carey’s Corner

Corporate Change Important To Keep Things Going Strong

As of October 1, 2005, there has been an important change for The Hope Group in the way the company is organized and in the way the company will be managed into the future. As part of a process designed to preserve and protect the future viability of the company, Peter and I have taken steps to create a modern corporate structure that encourages our senior managers to continue their best efforts at running and improving the company.

We are delighted that Tony Cantone, Phil Lund, Randy Roy, Jay Hannon and Mark Ferland have accepted promotions to leadership positions within the newly reorganized company. Elsewhere in this newsletter you will read about the promotions and the specific new structure of the company. What’s important for everyone to understand is that after careful consideration, we believe this change will keep things as they are - while at the same time - adequately prepare the company to deal with inevitable changes in the future.

The Hope Group has grown successful over the years, with the sure hand of leadership that includes these individuals. We want to be sure they continue in a prominent way in how the company operates into the future. That will be our best assurance that The Hope Group employees, customers and vendors continue to prosper and succeed. I hope you will agree that these changes will help us achieve that goal.

- Carey Rhoten