



Dedicated to delivering quality and service to its customers for 70 years, Olshan Lumber & Hardware finds a perfect match and like-minded supplier in Temple. Pictured from left is the Olshan management team, which includes Olshan Vice President, Purchasing Marcus Fikac; President Marvin Fikac; and Operations Manager Michael Fikac.

## Customer Profile:

### Olshan Lumber & Hardware

**I**n the shadows of downtown Houston, Texas, just six blocks from the Astro's baseball stadium, Minute Maid Park, stands Olshan Lumber & Hardware, a 70-year old company that has been providing building materials to contractors since the Great Depression. The exterior of the company's main retail store is painted with colorful murals and distinctive red and bright yellow signage that is kept fresh, just like the brimming inventory stacked high inside.

The store anchors a 15-acre complex stocking everything the small to medium-sized contractor needs for homebuilding, repair and remodeling projects. From Temple studs, to dimensional lumber, fiberboard sheathing, gypsum wallboard and MDF and particleboard panels, Olshan, stocks just about every product produced by Temple.

"We decided about five years ago that we needed the quality and good service Temple provides our company," Olshan President Marvin Fikac said. He added, "Even our contractors call us and say 'send us that good Temple lumber.'"

What's the secret to the strong relationship between Temple and Olshan? The answer according to Olshan Operations Manager Michael Fikac is Quality. "We don't accept damage nor do we ship damage," he said.

"That's why we're with Temple, everything you buy from them is going to be top of the grade. Temple products are always a problem-free sale," Marvin Fikac said.

On top of quality, Olshan Vice President, Purchasing Marcus Fikac said the excellent service that Temple delivers is also a plus. Olshan counts

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— Olshan President Marvin Fikac

on Temple for professional help and innovation, like the company's 24-7 online service, Update. "Temple's online service is just awesome and is the best in the industry," said Marcus Fikac. Beginning as early as 5:30 a.m., he uses the system several times each day to track his orders.

Olshan's location near the heart of Houston and its access to the areas' major freeways allows the business to service a 150-mile delivery area. Tractor-trailer trucks equipped with forklifts deliver materials on stacker strips to contractor's building sites.

"Our truckers never set it down in the mud," Marvin Fikac emphasized. The bustling, well-organized business guarantees same day or next day service.

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According to Marvin Fikac, the business focuses on the small to medium-sized contractor and custom homebuilder and is best known for having everything the contractor needs to build projects. Olshan stocks more than 40 different product groups offering everything from lumber, paints, hardware and bathroom fixtures to windows, tiles, flooring, moulding and millwork. Olshan also stocks five different lines of kitchen cabinets and some of the latest technology in engineered wood products including I-joists, beams, header beams and columns.

Experienced sales staff provides 100 percent attention to customers, offering one-on-one counseling.

Olshan's estimators can take a project and convert it to "sticks," listing the quantity and pieces needed to make it a reality. Marvin Fikac said, "Everybody says they give service but at Olshan we follow the Webster Dictionary definition of service as giving active assistance and we prove it with every customer transaction."



Standing at the front of the Olshan Lumber & Hardware retail center is the company's president, Marvin Fikac. The store anchors a 15-acre complex stocking everything the small to medium-sized contractor needs for homebuilding, repair and remodeling projects.

## Remarkable places along the Kisatchie Wold Ecosystem

**T**he Conservation Forest group is responsible for identifying and managing forests of exceptional conservation value, such as a portion of the Kisatchie Wold.

The Kisatchie Wold, a continuous ridge running from the Mississippi River floodplain to the lower Rio Grande Valley, traverses portions of Temple landholdings in Texas and Louisiana.

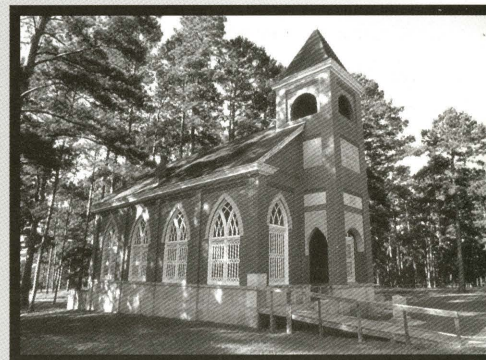
The Wold or hills, is an asymmetrical ridge with a long gentle slope on one side and steep slopes on the other. All of the rivers that cross it flow eastward, including the Neches River in East Texas.

The Kisatchie Wold provided a treasury of natural resources first to the Alabama Coushatta Indians of Texas during the 1700s, and later to the settlers that followed. The area's backland prairies provided fertile farmlands in the midst of productive longleaf pine forests, while historic traces crisscrossed the land for hunting and routes for trading goods.

Now, through a cooperative partnership with The Nature Conservancy (TNC), these treasures are being identified and management plans developed. The biodiversity of the area and its conservation potential is ranked by TNC as among the highest in the West Gulf Coastal Plain ecoregion.

**The chapel at Peach Tree Village:** Perched on a hill overlooking forest and blackland prairie in the Kisatchie Wold near Chester in Tyler County, Texas is historic Peach Tree Village.

Founded by the Alabama Indians in the late 1700s, it was their largest and most important village and was the site of a well-traveled juncture of the Alabama Trace and Coushatta Trace. By the mid-1830s, early settlers claimed the Village as their own. In the late 1800s, it became the boyhood home of John Henry Kirby, an early lumberman. In 1912, Kirby built the building in the community's center for use as a village hall and chapel.



The chapel at Peach Tree Village

In 1987, Temple deeded the 22.4-acre site to Tyler County for use as a non-denominational camp, which took the Indian name, Ta Ku La.

**Blackland Prairie:** Near Ta Ku La is a tract of mixed forest and blackland prairie managed by Temple-Inland Forest. The area is a part of remnant prairie land that runs across Tyler County, Texas to the Neches River. The dark fertile soil of the prairie sites provided farmland for early Indian and settler communities.

Something is always blooming in the blackland ecosystem. Native grasses and forbs include the blue stem and Indian Plantain. Trees that flourish in this setting include honey locust, Eastern red cedar, sycamore and several types of Hawthorn. Temple is planning



Lemon trees are found along Wolf Creek.

to restore significant blackland prairie sites near Woodville and Chester with the help of TNC.

**Lemon Tree:** Trifoliate orange, or lemon tree, dot a narrow strip of blackland prairie along Wolf Creek. Also found is switchcane, a bamboo native to Texas and other parts of the South. It grows up to 25 feet high in thickets or canebrakes, offering a favored hiding place for rattlesnakes.

**Catahoula Barrens:** Located across the northern portions of Tyler, Newton and



Longleaf pine grows slowly in the loose, stony soils of the Catahoula Barrens.

Jasper Counties in Texas are a series of sandstone barrens. The erosive, loose stony soils of these areas were formed by volcanic ash blown in from Mexico millions of years ago. The repression of fire in the ecosystem for long periods has meant slow growth for the area's longleaf

pine. Fire removes underbrush and helps establish a thriving longleaf pine forest. Some 10 to 15-year old trees have remained one to two foot dwarfs in this critically imperiled landscape.

Something is always blooming in the blackland ecosystem like this milkweed called snow on the prairie with its white and green leaves that seem to extend from its delicate white flower.



## Monroeville receives highest honor for damage reduction from Mill's Pride®

**M**ill's Pride®, a leading manufacturer of kitchen cabinets, and bath, closet and storage products, has recognized Temple's Monroeville Particleboard Operation as the Best Overall Flatcar Supplier for 2001.

"This award is the result of a lot of hard work by Monroeville's Shipping Department and the tremendous effort of the entire Temple Team," said Particleboard Operations Manager Hal Cordell. "Particleboard Operations, Sales and Traffic all contributed to reaching this achievement by providing the level of superior customer service that is required to be the best. My congratulation and thanks go out to each and everyone involved in this outstanding accomplishment."

According to Mill's Pride Director of Quality Assurance Scott Foll, the award is part of the company's "Gold Star"

rating system for vendors, which includes a shipping damage reduction program initiated about seven years ago.

The Monroeville plant recorded the least damage for all inbound shipments within the rail flatcar category in 2001. Foll said, "Ultimately, our goal in initiating this program is to purchase from those vendors with the best record for quality and the least damage in shipping."

The program presents its awards to six companies each year. Three are



*Savoring the honor of being awarded Mill's Pride Best Overall Flatcar Supplier for 2001 are Monroeville Particleboard Operation team members (from left), Loader Bracer, Milford Hill; Packager, Willie Stallworth; Loader Bracer, Donna Watson; Loader Bracer, Terry Wiggins; Loader Bracer, Jimmy McDonald; Finishing Superintendent, Bob Boyer; Car Bracer, Lloyd Knight; and Sales Coordinator, Terry Hornady.*

for best overall for suppliers shipping products by flatcar, boxcar and truck, and three are for most improved within the same modes of transportation.

The Monroeville Particleboard Operation ships its products by rail to Mill's Pride's headquarters in Waverly, Ohio, located 800 miles from the plant. The company is one of Temple's largest customers and produces the number one kitchen cabinet brand sold in Home Depot stores nationwide.

### PEOPLE ON THE MOVE

#### Promotions

##### Corporate:

Ruby L. Gordon, mailroom/archives supervisor

##### Diboll Particleboard/Laminating:

Ruth M. Oates, safety manager

##### Hope:

Jeff Rohman, CPI manager

##### Temple-Inland Forest:

Laura G. Lyons, scaler, Wood Supply, Eastern Area - DeQuincy

#### New Hires

##### Corporate:

Jennifer S. Gage, part-time staff assistant, Free Press

##### Pineland:

Coy T. Whitaker Jr., reliability engineer

##### Temple Inland Forest:

Kieran D. McDonagh, decision support specialist, Integrated Technology; Ryan W. McKnight, data specialist, Data Development, Central Area-Jasper; William D. Roy, woodyard operator, Chip & Woodyard Operations, Southern Area - Silsbee

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**Carolyn C. Elmore**, Director of Corporate Communications and InTouch Editor

**Jay Brittain**, Manager of Creative Services and InTouch designer/photographer

**Debora M. Turner**, Contributing Editor/Writer

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P.O. Drawer N • Diboll, TX 75941  
936-829-1430

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