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CELEBRATING OVER 60 YEARS

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We strive to provide solutions to the needs of our customers with a can-do attitude and a shared passion for helping our customers achieve their goals.

For over sixty years, our business has been forged on accountability, commitment to service, and mutual respect.







## Patton's

Patton's Steel is the premier full-line steel service and supply center in Southern California. As a family-owned company, our business has been forged on the ideals of accountability, mutual respect and providing customers with a consistent, quality experience.

As Southern California's foremost source for steel, Patton's provides its customers with an extensive metal inventory, a broad range of industry products, and servicing expertise with innovative solutions. Our six strategically located Steel Service and Supply Centers along with our product delivery system allows us to provide clean materials anywhere in Southern California, promptly.

Patton's centralized Steel Distribution Center serves as a hub for our Steel Service and Supply Centers and has the capability of delivering large amounts of steel inventory directly to our customer's job site. All of our centers meet the wide-ranging requirements of the structural fabrication, manufacturing, welding, off-road fabrication and ornamental steel industries.

Whatever the needs of our customers, Patton's Steel maintains stringent standards for quality. We are dedicated to continuous improvement and development in every aspect of our operations. We also strive to always maintain a professional, positive, yes-we-can attitude with everyone for whom we do business.

For over sixty years we have committed ourselves to maintaining integrity and honesty in all aspects of what we do. To that end, we ensure that our employees and staff all possess a similar work ethic and a shared belief in our company values. Whether our team members have been with us for decades or are new to Patton's, they are all an integral part of our company's history and a proud part of our family's legacy.



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## Patton's History

Bessie Novack was a young immigrant woman, small in stature but teeming with determination. It was the early 1900s, a time of industrial growth, and Bessie saw a business opportunity with long-term potential. As unlikely as it was a century ago for a woman to start her own business, Bessie was way ahead of her time. She was ambitious, resourceful and possessed an impressive entrepreneurial spirit.

Bessie put down roots in the city of San Bernardino and began collecting discarded scrap metals for resale. She had hands as strong as any man's. She would carry, separate and weigh material, all while wearing a black leather satchel slung over her shoulder filled with cash and the day's receipts. This young woman, in her cotton dress and her lace-up boots, created a scrap company with a legacy in place for a multigeneration business that still operates today.

Bessie's son, Alex, lead the way for the second generation by creating a scrap metals yard, aptly naming it Alex Novack and Son's to include his boys Bud, Don and Bob. For years it was a landmark operation in the Inland Empire. Then in 1959, Alex's son Bud Novack,

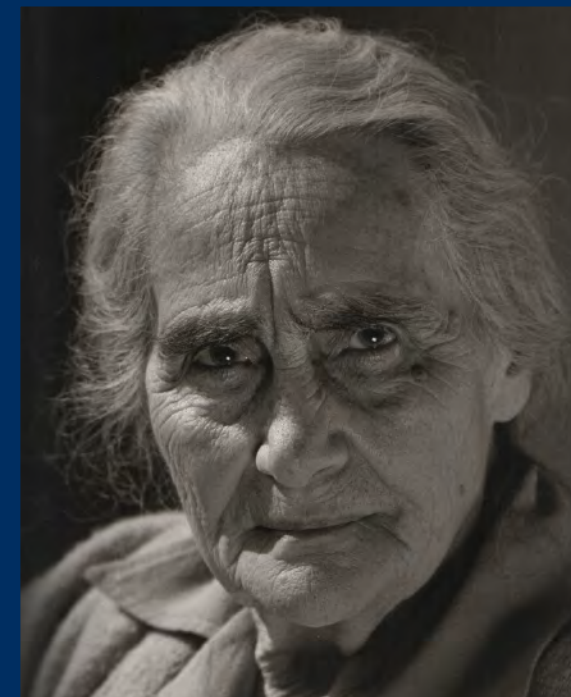
representing the third generation, launched a new venture across the street calling it Patton Sales, after Patton Street in Ontario. Bud dramatically expanded the family business beyond scrap metals by working with regional companies

and selling usable materials at low prices. Soon after, they diversified their offerings to include military surplus, secondary steel products, tools, industrial products and used office furniture, among other things. The business flourished at the 558 East California Street location it currently holds.

In the 1970's, the family's fourth generation entered the business. Paula Novack, her husband Jacob Zeidman, and brother Jon Novack worked for decades further expanding the company. After acquiring several more Southern California locations, the

company opened a Distribution Center which represented a significant change in the business model.

Today, fifth generation family members continue to honor Bessie's vision of a family owned business with a can-do attitude and a commitment to providing quality service and a consistent customer experience.







# Steel Service & Supply Centers

When the sun comes up, you can smell the aroma of freshly brewed coffee. Looking around, you can see brightly covered hardhats crossing paths, filling orders, and processing materials.

This is Patton's morning. Another work day has begun. Another opportunity for the people at Patton's to serve the array of businesses and walk-in customers who place their trust in Patton's team. Knowing the true value of what we have to offer is what makes these morning routines so satisfying to our staff and crew.

Patton's Steel Service and Supply Centers offer a one-stop shopping experience and provide a common meeting place for welders, fabricators, business owners, corporate representatives, homeowners and craftsmen. It is a place to purchase in-stock metals, tools, materials and consumables, staged specifically for the metal working trade. Our customers can walk through our stores and choose from an extensive selection of ornamental supplies, industrial tools, safety supplies, welding supplies, abrasives and bandsaw blades. Every

day, do-it-yourselfers visit us knowing that not only can they purchase a piece of steel, but they can have it cut to size, bent or punch-holed while they wait. This service can save hours or even days on home projects that need to be completed quickly.



When you visit any one of our Steel Service and Supply Centers, it becomes very clear, very quickly, that we are a united team with one common goal; to give you a great customer experience every time you walk through our doors. Whether it is a stock associate, a parts specialist, a cashier or customer service employee, every member of our team wants to help. We are confident in the quality of our products and proud of our expert service, but our real success comes from knowing that our customers can rely on us to get the job done and delivered, on time and stress-free.





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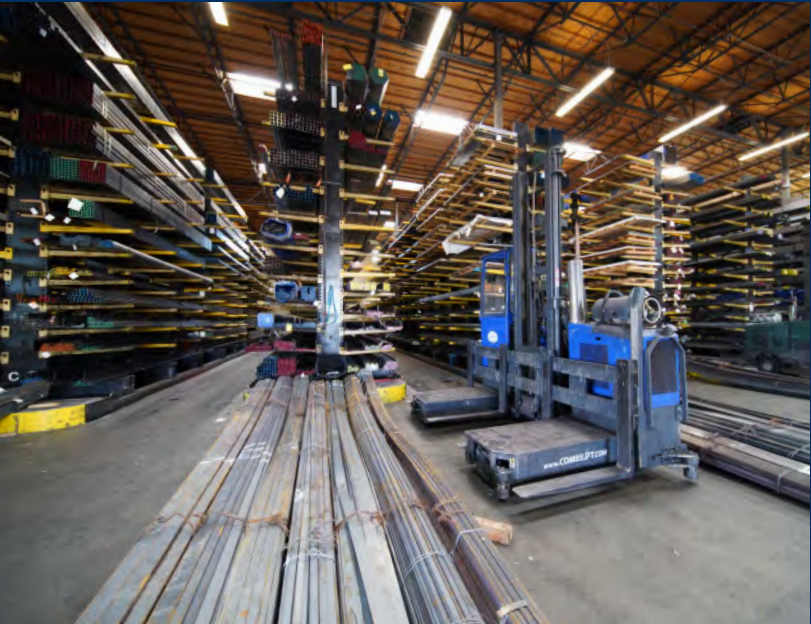




# Just-in-Time Inventory

The Patton's team, working round the clock at Patton's Distribution Center, has one unifying goal in mind; to provide customers with the service and satisfaction they deserve. When our drivers arrive 5:00 a.m. they know their colleagues have worked diligently through the night preparing their trucks for an easy transition from load up to ship out. It is this kind of focused teamwork that makes Patton's consistently accurate and reliable.

During the evening shift, the crew has been busy double-checking orders, packaging material and loading them onto the vehicles, assuring their co-workers a stress-free day without complications or last-minute rushing.



But the efficiency of both the drivers and the night crew heavily depends on the success of the daytime employees. These men and women are managing inventory, performing value-added processing and fulfilling customer orders with clean and ready material. At Patton's we work hard to ensure we deliver the best service possible. But for us, it's not just what we do, it's how we do it. We do it as a team.

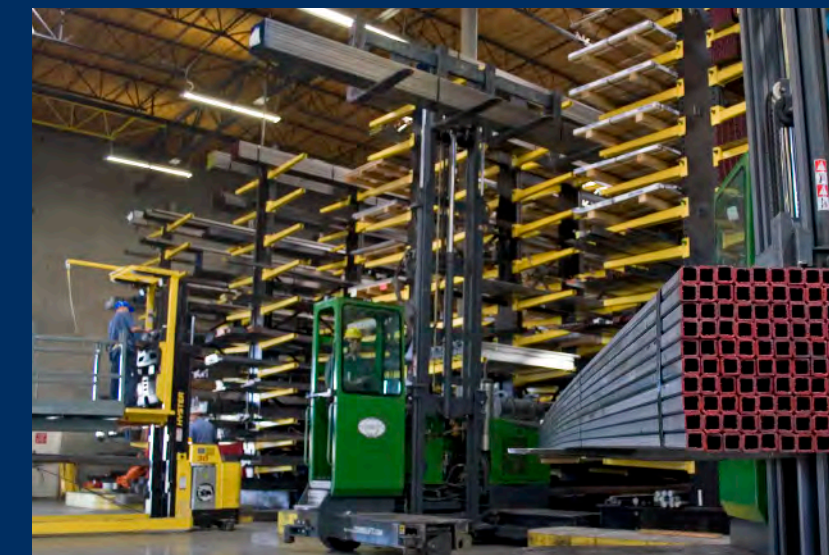




## Just-in-Time Inventory

Our Distribution Center has over sixty thousand square feet of prime indoor storage space, ensuring the materials are clean, dry and rust-free. Our massive inventory of plate, sheet, tube, angle, flat bar, structural and ornamental materials are placed in a racking system designed for optimal organization and easy access. This way we can get our customers what they need quickly and safely.

The strategy of our Just in Time Services is simple; provide steel just in time to meet the demands of our customers. Our ability to make hundreds of deliveries daily, on time and complete, is what makes our company distinct



from our competitors. We ship out to our other locations while also providing onsite, streamline delivery for larger industrial projects.

At Patton's we offer our customers a simple choice; walk into any of our six locations and get exactly what you need or simply call in an order and get it with next day service. It's that simple, it's that convenient, and it's that reliable.





## Processing Services

Patton's Steel has the equipment, the staff and the materials to furnish you with material cut, processed and ready for fabrication. Our processing services are part of the creative solutions we're known for.

Our capabilities include:

- Sawing
- Shearing
- Flame cutting
- High-definition plasma cutting
- Laser cutting
- Beveling
- Slitting
- Blanking
- Cambering
- Punching
- Forming
- Cylinder rolling
- Welding
- Grinding
- Plate blasting and painting
- Structural blasting and painting
- Temper leveling
- Cut-to-length

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## Roll and Pipe Division

Patton's Pipe Division utilizes the highest quality machines and the most skilled service team to meet your pipe rolling needs. We have the capabilities to roll plate and flat bar from 18" up to 120" diameter. Though specializing in Rolled and Welded Casing Pipe for underground applications, we are also able to accommodate a wide variety of other applications. We can produce rings at 4" wide or pipe lengths up to 40' long. Our large stock of A36 material is available to provide our customers with immediate production. You can utilize our flame cutting services for HRF plate up to 2" thick, and also get cut-to-size plates and base plates in thickness over ½". With our wide variety of stock in 8' x 40' plates, we can offer our customers solutions to any of their plate needs. Whether you are a distributor, contractor, manufacturer or homeowner, our team at Patton's Pipe Division is always here to help.







# Call Center

Every morning at 7:15, the call center team is starting their work day, focused on providing the highest quality of service for their customers. They respond to the rush of early-bird emails, faxes and messages that come in before the phones are even turned on and the business of Patton's goes live. These individuals hit the ground running and don't end their day until they have addressed the needs of every customer.

We view our call center employees as Patton's "first responders," because they are the first to hear, first to assess and first to assist. They are the point of contact between the vendor, the customer, the warehouse and the distribution center. Having had over 60 years to design and refine their role in the company, our call center employees have become the very heart of what we do. They are the first to establish the meaningful relationships that the rest of our company is honored to build upon.

What sets our call center experience apart from others is the mutual friendship and faith that is established between our employees and the individuals who call seeking materials,

products, service or assistance. We understand the variety of needs and diverse outcomes our customers are looking for. Our goal is to anticipate those needs and meet them to the best of our ability.



We are equally committed to the most positive outcome of our customer's investment, whether it be shopping for tools from our retail store or purchasing sheet metal for industrial projects. We make sure every customer's work is treated with the utmost respect and importance regardless of the size and scope of their venture.

Our call center family witnesses the beginning stages of each new idea and watches them evolve into exciting projects with successful outcomes. They also get many opportunities in their everyday lives to see the functionality and aesthetics of their customer's work all around them.

Wherever you're calling from and whatever your needs may be, our helpful and knowledgeable staff will not only help you with your order but assist you at locating the nearest store for your convenience.





## Behind the Scenes

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## Store Locations

Patton's has seven regional locations throughout Southern California to accommodate both public (The do it yourself) and commercial customers (trade professional). Each store is strategically located along freeway routes to offer our customers easy access. It also provides steady stream of delivered supplies from our Distribution Center to these stores and customers along the way.

We invite you to visit one of our steel service and supply centers and browse our extensive inventory, speak with a helpful team member and find the solutions you're looking for. Already know what you want? We have will call hours to save you time.

Open to the public, Monday through Friday 7:30-5:00 and Saturday 8:00-12:00.

**Ontario**  
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Ontario, CA 91761  
909/988-6461  
ontario@pattonscorp.com

**Burbank - Queen City Steel**  
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Burbank, CA 91504  
818/846-3446  
burbank@pattonscorp.com name

**San Bernardino**  
1010 S. Arrowhead  
San Bernardino, CA 92408  
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sanbernardino@pattonscorp.com

**Irwindale - Arrow Pipe & Steel**  
15563 E. Arrow Hwy.  
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**Palmdale**  
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**Hesperia**  
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hesperia@pattonscorp.com

**Corporate**  
1095 East California  
Ontario, CA 91761  
909/988-0661  
corporate@pattonscorp.com



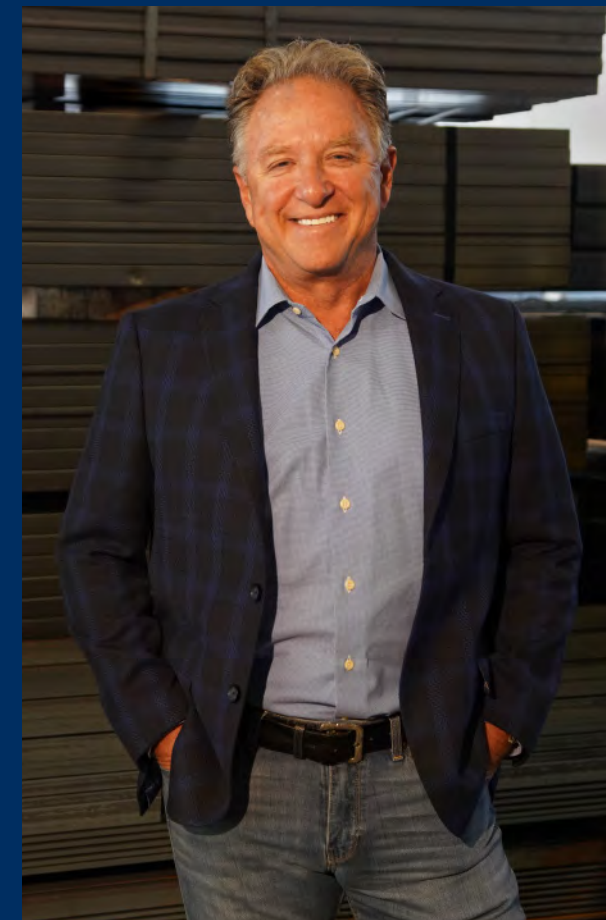


## A Look to the Future

The continuation of the Patton's Steel legacy, which has been built over the span of six decades, demands a call to action. We must look forward to the next version of our company and provide a new generation with the challenge and promise to take us successfully into the future. What we receive from past generations and eventually pass along to future ones, is the accumulation of lessons learned about loyalty, commitment and accountability. It is through this sharing of our knowledge and experience that we help our future leaders reach for worthy goals. A goal of mine at Patton's Steel is to be the best model of what a family business is all about.

A consistent message from family CEO's that preceded me, is that once you decide what you want to do, you stick with it and strive to be the very best. In our case, it has been

to provide steel and steel working supplies at competitive prices, while offering great customer service with the best team members in the industry. I am so thankful for these individuals who work with such determination and passion to meet the demands of our customers.



I hope you find our new Patton's Steel brochure to be a celebration of people. For me, it is a way to honor employees, customers and suppliers. It is a tribute to my grandparents, my father, brothers and sister and my current family members that share in the blessings of this legacy. It is a thank you to all who preceded me and allowed me the privilege of becoming a steward of such a great company.

Thank you for being part of our team, part of our business and part of our lives.



