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TEI

DEDICATED  
ELEVATOR  
SOLUTIONS

**SAFETY.**

**INTEGRITY.**

**QUALITY.**

**SAFETY**

The quality of providing and being safe.

**INTEGRITY**

The quality of being honest and having strong morals.

**QUALITY**

A distinguishable characteristic; a degree of excellence.



# CONTENTS

04

## **WHO WE ARE**

The largest full service, independent, vertical transportation company in the New York metropolitan market.

12

## **WHAT WE CAN DO FOR YOU**

Bring confidence that your elevators and escalators are being constructed, managed and serviced by the finest and most professional technicians in the industry.

14

## **SAFETY**

Safety is the cornerstone of everything we do. We take great care in implementing programs and services that provide for a safe and enjoyable transportation experience.



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# about

TEI Group is proud to offer New Construction, Modernization, Repair, and Maintenance services to meet the vertical transportation needs of the residential and commercial real estate markets.

The most respected developers, property owners, and management companies, carrying some of the city's most prestigious commercial and residential addresses, have come to rely on the experience and expertise of TEI Group.

We have built our reputation on never forgetting the importance of providing quality service to our customers. Our technical expertise, superior workmanship, and tireless work ethic ensure we stay focused on continuous customer satisfaction.

With the advent of mandatory Category 1 and Category 5 Testing and A17.3 code compliance requirements, TEI Group, as an independent owner-operated company, is well positioned to adapt to the ever-changing market conditions unimpeded by the layers of bureaucracies that weigh down our competitors.

From the largest commercial accounts to the smallest residential properties, from cost-effective products to energy efficient solutions, TEI Group delivers the safest, most reliable solutions to your vertical transportation needs.



**Mark Gregorio**

President

**Every day we take great pride in meeting the needs and providing solutions for our customers that have come to depend on TEI's reliable and consistent product and service offering.**

After 27 years we continue to serve the same customers that were with us at the beginning; growing together and forming interdependent bonds.



# our team

A company is nothing without passionate, dedicated, and bright employees that feel great purpose in what they set forth to accomplish each and every day. At TEI Group, our team encompasses our core values of SAFETY, INTEGRITY and QUALITY. This is what defines us, brings us pride and what differentiates us from all others.



**MARK GREGORIO**

President

Constantly studying new designs & innovations

Takes pride in sharing knowledge and helping others

Mark Gregorio entered the elevator industry at the age of 22 and was fortunate to apprentice under some of the most highly respected elevator technicians in the City of New York. During his tenure at Millar Elevator Industries he achieved the rank of assistant supervisor with a strong commitment to perfection. He envisioned a company where everyone strives to do only their best and encourages all others to do the same.

Today, standing as a testament to his vision and leadership, TEI Group is one of the largest independent elevator companies in the New York metropolitan market with over 200 employees. Mark is the 2010 recipient of the Diabetes Research Institute Foundation's Camillo Ricordi Humanitarian Award.



**MICHAEL STAUB**

Executive Vice President,  
Operations

Enjoys talking with clients; understanding building needs

Leads by example

As Executive Vice President of Operations, Mike is responsible for TEI Group's Service, Repair, MR, Testing, and Violations departments. Mike is the driving force behind TEI Group's relentless pursuit of quality customer care.

Prior to joining TEI Group, Mike held multiple positions at New York Elevator and Millar including: Service Foreman, Service Adjuster, and Assistant Supervisor. Mike prides himself on his ability to maintain an intimate familiarity with each of his client's vertical transportation needs.



# OUR HISTORY

## ABOUT OUR COMPANY

Focusing on personal relationships and our core values has been the driving force behind our growth.

TEI Group is the largest full service, independent, vertical transportation company in the New York City metropolitan market, managing some of the most recognized properties in the United States.

Providing New Construction, Modernization, Repair and Maintenance services, TEI Group is called upon when developers, property owners and management companies want the most reliable elevator and escalator equipment, installed and maintained by the most competent service company.

Founded in 1989 by two elevator mechanics, TEI Group has grown to over 250 employees while maintaining its commitment to a superior level of responsiveness and competency. It is not unusual for customers to comment that

TEI Group employees play an integral part of its building team, being prompt to respond day or night regardless of need.

Committed to the highest level of quality and safety, TEI Group has fully staffed, dedicated departments focused on regulatory code changes, category 1 and 5 testing, violations, training, health and safety. In fact, TEI Group's health and safety program is considered top in class amongst industry experts.

TEI Group lives by its core values of Safety, Integrity and Quality.



# OUR VISION, MISSION & CORE VALUES

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Guide us in defining who we are, what our customers can expect from us, and why we conduct business in the manner we do.

## OUR VISION:

We aspire to be the leading expert on vertical transportation solutions; including technology, service and environmental sustainability.

## OUR MISSION:

Our Mission is to strive towards our Vision and strategic goals through a focus on meeting our customer's needs, bringing the highest quality products and services to the market, providing a clear and definable differentiation.

We do this with integrity, care of our employees, community, environmental responsibility and by aligning our goals with those of our customers.

## OUR CORE VALUES:

### SAFETY

Is the basis of all products and services provided by TEI Group.

### INTEGRITY

Is the foundational tenet by which all TEI Group employees conduct business.

### QUALITY

Is the end result of everything in which TEI Group is engaged.



Strive not to be a  
success, but rather  
to be of value.

*- Albert Einstein*



# Facts

*At TEI Group, we have exacting processes to ensure safety and accuracy are never comprised. We also have a competent, highly skilled and decentralized workforce that gets the job done!*

We employ over 200 Service Technicians that are considered the most highly trained within our industry. To start, we only hire Local 1 International Union of Elevator Constructors; the only technicians trained and licensed to work on every aspect of an elevator or escalator project. It is this high level of training and skill that our customers have come to depend on.

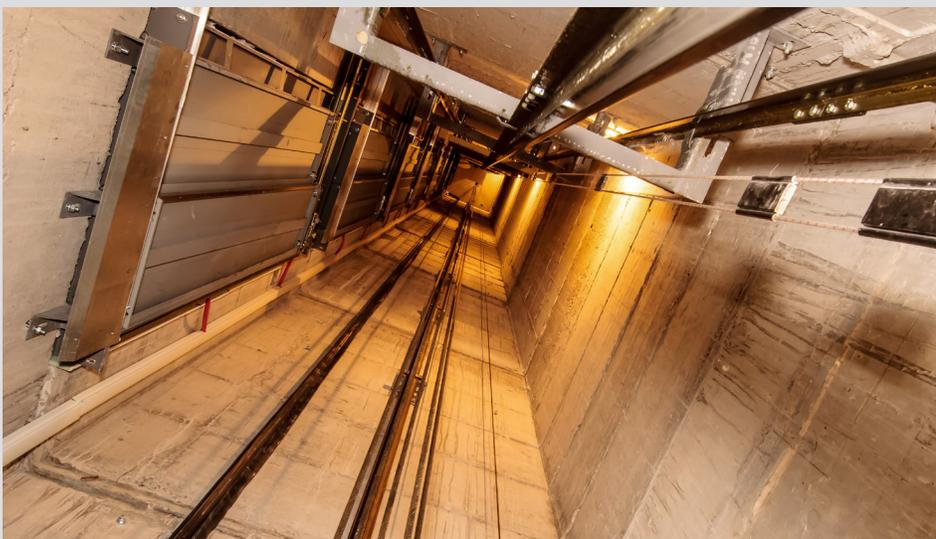
In addition to training provided by the Local 1 national elevator industry education program, all Service Technicians receive a minimum of 24 hours of classroom safety training and 52 weekly field trainings by TEI Group Instructors. Service technicians are audited twice per year while on job sites, by field Supervisors. Living by our core values, safety starts

before all else. This is why TEI Group employs a dedicated Senior Vice President of Environmental Health and Safety that develops, implements and oversees all training programs.

We ensure our customer's needs are met. By keeping our Service Technician's route sizes and geographic areas small, compared to industry standards, it allows us to respond to service calls and customer requests more rapidly. It also provides our Service Technicians the necessary time to complete preventive maintenance services; which in turn reduces costly down time.

In support of the Service Technicians, each service area has a full time Adjuster. The Adjuster is an Expert Service Technician that is made available to a technician, aiding more complicated projects. Adjusters do not have dedicated routes.

Our Service Technicians are on duty 24/7. To ensure our team has the right work environment and scheduled down time, we maintain an apartment in Manhattan which provides TEI Group Service Technicians a home base to respond from during overnight hours.





14

**Average number of years a TEI Group employee has been with the company**

24/7

**TEI Group has staff on duty around the clock to ensure all of its customer's needs are met**

50

**Number of elevators and escalators a TEI Group Service Technician manages**

98%

**Retention rate of TEI Group's customers**

# Our Services

TEI Group offers a full range of services to meet all the needs and expectations of the New York metropolitan region's building owners, developers, and property managers. Whether it's upgrading an aging system, installing a new one, or keeping an existing one operating at peak performance, TEI Group has the skills, resources, and experience to get the job done.

## Construction

For over two decades, TEI Group's Construction department has been installing elevators in the New York metropolitan market. Today, TEI Group is considered the preeminent knowledge base of elevator and escalator technologies. Discerning developers frequently consult TEI Group to find the right product for their building type, whether a small three stop hydraulic elevator or a 60+ story skyscraper, requiring 1,600 fpm capability with regenerative power, TEI Group has the design and installation experience.

In fact, TEI Group is one of the few independents with the experience and technical capabilities to construct "green" technology solutions, including MRL systems and the latest PMAC technology.



## Modernization

Whether you're looking to increase up-time performance, passenger delivery efficiency, or migrate to a "green" technology solution such as those employing gearless or Machine-Room Less (MRL) elevator systems, our Modernization department can replace your existing system with one that meets today's rigid safety standards, reduces your building's carbon footprint, and makes your maintenance vendor selection process more price competitive. Because no two buildings in NYC are alike, all elevator modernization projects are, by their nature, unique.

So when it comes time to modernize an aging elevator system, selecting a company that has the talent, experience, and patience to do the job correctly is critical. The viability of your property investment, and your tenants' satisfaction, rests on you making the right decision.

# Maintenance & Repair

Did you know the TEI Group requires all its Maintenance Mechanics to hold New York City Department of Buildings Elevator Inspector licenses? No other elevator company in New York City has made DOB licensure a fixed requirement for their field service mechanics.

When problems arise with an elevator's heavy equipment - machines, motors, wire rope, sheaves, counter weights - they fall into the province of our Repair department.



# Testing

In 2009, the NYC Department of Buildings instituted mandatory Category 1 and Category 5 testing of all automated conveyance systems under their jurisdiction. DOB regulations that came into effect in 2012 stated these Tests could only be performed by DOB Licensed Elevator Inspectors. By that time, TEI Group had been quietly at work for three years, preparing all its Service Technicians to sit for the Elevator Inspector licensing examination. Today, over 90% of all Service Technicians either have their license or have passed the License examination and are waiting for their license to be issued. No other elevator company in NYC can boast comparable statistics.



# Violations

TEI Group's Violation's department is responsible for tracking and coordinating all mandatory Category 1 and Category 5 Testing with both our clients and their third-party witnesses. They also are charged with making sure any Category 1 deficiencies are cured on-time and the requisite Affirmation of Corrections are filed with the DOB.

Our Violation's department has the knowledge and expertise to cure all types of New York City issued elevator violations. Keeping our clients up to date throughout the entire process - confirming that the violation is permanently cured and removed from the city's public records. When possible, we will even negotiate on their behalf for reduction or elimination of any fines and/or penalties.

The image shows a stack of NYC Department of Buildings forms. The top form is titled 'PVT Violation Device Info' and includes sections for 'Place of Occurrence', 'REQUIRED' information, and 'Statements and Signatures'. The 'REQUIRED' section contains two numbered items: '1. I have attached a sworn work done to correct the violation, have attached a copy of photographs and/or other violating condition(s) has/have explained in my statement w...' and '2. I have attached a copy of PV...'. The 'Statements and Signatures' section includes a line for '(Print Name of Elevator Inspector)', a line for 'Swear under penalty of perjury, that I have corrected this violation on (date) and that all conditions have been met', and a line for '(Inspector Signature)'. Below this is a line for 'Sworn under penalty of perjury, that I have corrected this violation on (date) and that all conditions have been met'. The bottom form is titled 'Statements and Signatures' and includes a line for '(Print Name of Elevator Inspector)', a line for 'Swear under penalty of perjury, that I have corrected this violation on (date) and that all conditions have been met', and a line for '(Inspector Signature)'. Below this is a line for 'Sworn under penalty of perjury, that I have corrected this violation on (date) and that all conditions have been met'.



# ENVIRONMENTAL HEALTH & SAFETY

Educating and diligently training our employees in order to achieve zero occupational accidents



**A requisite to employment at TEI Group, all personnel strive to achieve the following Objectives:**

1. Eliminate all associate injuries by making the workplace free from hazards and unsafe actions.
2. Eliminate the likelihood and severity of incidents/accidents to users of equipment serviced by TEI Group.
3. Incorporate safety and natural resource conservation into the disposal of products and delivery of services.
4. Establish and follow safety and environmental protection standards that comply with all Federal, State and Local laws and regulations.
5. Hold all personnel accountable for safety and environmental performance, and, as necessary, provide leadership and resources required for project success.

**In Support of these Objectives, TEI Group Management:**

1. Quantify safety and environmental goals and objectives, and regularly review progress toward their attainment.
2. Develop, implement and deploy technologies and standard work practices that protect stakeholders and customers and assure safe workplaces, products and services.
3. Ensure safety and sound environmental processes are a top priority in investment decisions and when dealing with contractors and suppliers.
4. Partner with industry associations and government agencies in order to advance laws and regulations supporting these goals.

Ray Downs - Senior Vice President  
Environmental Health & Safety

For over three decades Ray has developed, implemented and overseen health and safety programs directed to the vertical transportation industry at both the local and national level. In the pursuit of furthering safety, Ray has authored several articles, including, "So you think you have a safety program?" and actively participates in industry associations including the American Society of Safety Engineers, and National Fire Protection Agency. Additionally, Ray is a member on the National Association of Elevator Constructors (NAEC) and the National Elevator Industry Inc., (NEII) Safety Committees.

At TEI Group, all employees have been trained and safety standards deployed to ensure field compliance and customer's expectations are met at the highest level.

A photograph of an elevator shaft interior, showing metal tracks, cables, and structural beams. A semi-transparent blue rectangular box is overlaid in the center, containing white text. The background is slightly blurred and has a warm, golden-brown color palette.

**PROVIDING A WORKPLACE  
FREE FROM RECOGNIZED  
OCCUPATIONAL HAZARDS**



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