



Press Release

FOR IMMEDIATE RELEASE

February 25, 2005

Gib-San Pools



First in the world ...

Custom pool builder attains ISO Quality Registration

Gib-San Pools Ltd. of Toronto, Ontario **has accomplished what no other residential pool builder in the world has done.** *They have just received ISO-9001 Quality Standards Registration* – recognized globally as the best quality management system in the world.

When asked why Gib-San made this commitment, Ed Gibbs, President, said, “We wanted to raise the bar of customer satisfaction and excellence in products and services for both our company and the industry. **We like being industry leaders.** It has been a three year commitment to refine our policies, procedures and practices to ISO standard. **Our biggest benefit to date** has been an even greater focus on being a customer-satisfaction-driven company with a measurement system that ensures we deliver our best quality and service all the time.”

Establishing standards that would stand-up to scrutiny in such a diverse environment was *the biggest challenge that Gib-San faced.* Every job is different – incorporating anything from extensive landscaping to cascading waterfalls, fountains, patios, outdoor kitchens, gazebos, and art forms. From the co-ordination of materials to the impact that the weather has on a project, the ISO system has already shown how set-procedures can maintain organization in a fluid and complex situation.

Gib-San Pools is a second generation company noted for building *award-winning* custom pools and landscape creations primarily in the Greater Toronto to Muskoka region. Builder of concrete or vinyl lined residential pools as well as indoor and commercial pools – and recent winner of an International Award for the multi-pool complex at the Marriott Resort in St. Kitts. Gib-San is a member of the Master Pools Guild, an international network of elite custom concrete pool builders. For more information about Gib-San and their ISO accomplishment, visit their Web site at www.gibsanpools.com , or call 416-749-4361.

Gib-San Pools Ltd. 59 Milvan Dr. Toronto, ON M9L 1Y8

Reference: www.gibsanpools.com

Contact: For more information for an article - to arrange an interview - or for photos:
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Background information:

- ◆ Website: www.gibsanpools.com
- ◆ Head office and Design and build office:
Gib-San Pools Ltd 59 Milvan Drive, Toronto, ON M9L 1Y8
- ◆ Retail store: Gib-San Pool & Hot Tub Centre, 5324 Dundas St. W. Etobicoke, ON
- ◆ History: Second generation company - started by Ed Gibbs senior in 1972
Bought by Edward D.Gibbs from his father in 1996
- ◆ Member of: Canadian Pool & Hot Tub Council of Canada (formerly NSPI)
Edward is the Past-President of the Toronto Chapter

Master Pools Guild – an international association of elite custom pool builders
headquartered in Richmond Virginia – 100 builders worldwide
Edward is the current Co-Chairman of the Board of the Guild

Landscape Ontario
Toronto Home Builders Association
Chamber of Commerce – Etobicoke
- ◆ ISO Registration - future endeavors
In addition to their ISO-9001 Quality management systems status, they are working toward achieving ISO 14000 Environmental as well as ISO 18000 Health & Safety registration status in the coming months.
- ◆ Commitment to training
 - Gib-San maintains its own classroom equipped for training full time and seasonal employees
 - Training covers installation and maintenance technical training as well as handling of hazardous materials, health and safety, first aid, etc
 - Management training on project management (Franklin Covey)
- ◆ Award winning builder –An industry leading company and award winner for years
 - Canadian industry competitions - winner of 14 awards on average per year (based on past 5 years)
 - International industry competitions – winner of 21 awards on average per year (based on past 5 years) - including the Best Commercial Award for the Marriott Beach Resort & Casino pool complex in St. Kitts
 - Recent winner of the top 3 or 5 Awards for Jacuzzi Hot Tubs installations