

Pacific R.I.M. Services

High Speed and High Quality

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When asked to describe his company's niche, Stewart says, "quality commercial construction for clients of excellence, with high speed and high quality."



With \$500 on a student Visa, a Canadian Tire card, and a whole lot of determination, Pacific R.I.M Services was born. Co-founders and partners, Dwayne Stewart and Phil Goddard, forged the path of this successful company in 1993. Together, the two have fostered the well-respected Pacific R.I.M. Services that British Columbia has since come to know and love.

The company sprang from humble beginnings with the partners offering power washing and painting services out of the back of Phil's Chrysler mini van. The company's services quickly expanded into the commercial construction sector doing repair and maintenance for corporations. The "R" and "M" of the company name came from its focus on repair and maintenance. The "I" was a natural addition and stands for improvements, another of the company's specialties.

When asked to describe his company's niche, Goddard says, "What makes us different is transparent pricing and a focus on high speed and high quality construction for clients of excellence."

Headquartered in Abbotsford, British Columbia, the company has a second office in Victoria, and is currently in the process of opening a Calgary branch. With 36 employees, the company holds rough carpentry, and most interior finishing in house. They also provide a one stop service department for commercial clients.

The company culture too is one that the partners and their employees work hard to elevate; it is one based on accountability and, yes, fun. Pacific R.I.M also works to create a culture of growth and offers an employee development program that allows



staff to expand their careers through continuing education programs with various associations.

Creative Solutions

The company's web site states: "We offer quality construction services with integrity...and a creative twist." Indeed,

the company's operations and projects live up to this statement.

Pacific R.I.M makes creative and innovative use of some of the more recent Internet inventions, such as Twitter, the social networking site that allows companies and people alike to follow the latest movements of others, from organizations to newspapers.

"We use it more for those who are one degree removed and are not part of the day-to-day responsibility of the project [such as] employees of the location who want to know what is happening. It provides a short update without a lot of detail so it's just enough to give a flavor of where the project is," explains Stewart.

Blackberrys are also critical tools used in the field by project managers and estimators. The company knows the importance of internal communication and even uses Skype for those projects on which both video and voice are important communication tools.

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“What we are seeing is a fight to quality. As prices come down, clients can afford quality players they enjoy but couldn’t afford when prices were too high.”

~Dwayne Stewart



“It’s cheap and gives us a clear picture of the site rather than having Project Managers traveling to site for day to day issues. You have to know how to communicate internally to make sure external promises actually get delivered,” strategizes Stewart.

construction manager. The client is busy expanding its presence across Western Canada and for its time-sensitive requirements turns to Pacific R.I.M Services in the B.C. market.

Underground Clothing designs its stores to duplicate the London Underground subway system. To that end, the stores are a partial reconstruction of this tunnel-like structure that the London Underground has made its trademark.

In the company’s tenure serving this market, it has completed 54 Panago Pizza Restaurants across Western Canada between 1994 and 1998. “They were our first corporate customer and helped us develop a focused strategy to serve the needs of future corporate clients,” says Goddard.

Though there are certainly many factors contributing to the company’s success, it is perhaps this foundation of understanding that has allowed it to gain such a high reputation with its clients.

Some of the more interesting projects which have been completed for the retail sector for Underground Clothing, for whom Pacific R.I.M serves as



“The smell isn’t there but the ceilings are curved and they are tiled,” jokes Stewart.

Other notable projects are completed for the company’s many restaurant clients such as Red Robin, Boston Pizza, and Cactus Club. Such projects present logistical challenges unlike many others: “we were coordinating clients’ consultants, 30 to 40 trades, city officials and landlord forces,” says Goddard.

Pacific R.I.M Services is currently working at the new Cross Iron Mills shopping centre north of Calgary Alberta. The company is also gearing up for work on a Heritage site building demolition and reconstruction in British Columbia. The partners go on to explain another project they are looking forward to is one that will entail converting an old theater into a fitness facility.

Also staying with the trends, the company has completed two LEED projects and is a big proponent of green practices. It currently holds one LEED Accredited Professional in house with hopes and plans to gain more.

Farther Afield

In today’s rocky economic landscape, many companies world-round are finding new projects scarce. To combat this inevitability, Pacific R.I.M Services has been branching into new niches to keep its activity level the same. The company recently completed approximately 80 small scale renovations to Tim Hortons restaurants around BC, Alberta, and Sask.

“To maintain market share in this economy,” says Goddard, “We focus on the basics – hard work, excellent customer service and a positive and supportive corporate culture.”

It is perhaps this truth that has allowed the company to maintain its success in the face of today’s challenges: in today’s economy “when companies can afford the best, they hire the best;” Pacific R.I.M Services.

