

## **Worcester County Refrigeration, Inc.**

*50 Kingsbury Street, Worcester, MA*

### ***Putting People First***

John Freeman believes a business is only as good as the people who work for it. Worcester County Refrigeration, where he serves as president, specializes in mechanical contracting, including sheet-metal fabrication, pipe fitting and plumbing, as well as the design, installation and service of heating and air conditioning systems.



“Many of our employees have been with the company for more than 15 years,” Freeman said. “The key to getting employees to stay and work hard for the company is treating people like people.”

The same applies to the company’s banking. “So many institutions have had buyouts and turnover in people,” Freeman said. “It got to the point where we didn’t know who we were dealing with anymore.”

Worcester County Refrigeration found the bank it was looking for in Bay State Savings Bank.

“Bay State Savings is not a bank where you call an 800 number and you don’t know who you’re talking to,” said Controller Patrick Inderwish. “I can pick up the phone and talk with my branch manager, our commercial lender or the president of the Bank if I need to.”

“Our business is difficult and Bay State Savings Bank is up to the challenge,” Freeman said, and “does a really good job at understanding our business and meeting all of our financial needs.”

## **Ricciardi Brothers, Inc.**

*20 Envelope Terrace, Worcester, MA*

### ***Sparking a Revival***

The other banks that Jimmy and Paul Ricciardi approached didn’t see the point in investing in a building that seemed ready to be condemned.

“The windows were almost to the point where they were falling out,” Jimmy Ricciardi said of the building at 274 Shrewsbury Street in Worcester. “The roof was gone and the attic was infested with pigeons.”

When they approached Bay State Savings Bank with their plans, the reaction was different than it had been at other banks. Their banker looked not just at the building, but at the Ricciardi brothers, who had already built a successful business.

Starting in 1978, when their only assets were “two guys with a wheelbarrow and a pick-up truck,” they began working on small landscaping jobs. As their business grew, they poured sidewalks and cellar floors, then expanded into excavation. Today, they provide road building and site development; demolition, environmental remediation, utility work, grading, paving and other infrastructure work for some of the area’s largest municipal and commercial projects.

“Every time that we showed Bay State what we wanted to do and what our business plan was, they stayed with us,” Jimmy said. “They made the process painless. They’ve been very supportive, and do banking the way banking use to be done.”



## **South County Physical Therapy**

*319a Southbridge Street, Auburn, MA*

### ***The Family That Banks Together***

Catherine Hoover-Smith and her husband, David Smith, have more in common than most married couples. When Cathy started South County Physical Therapy 20 years ago, David was her partner. Today, he has his own business, Rehab Dimensions, which sells medical equipment to South County Physical Therapy.



They also share the same bank. While Rehab Dimensions relies on Bay State Savings Bank for loans to purchase equipment, South County Physical Therapy has used the bank for a wide assortment of financial services including checking accounts, a line of credit, and a renovation loan.

The best word to describe my relationship with Bay State Savings Bank is ‘smooth,’ Cathy said. “Isn’t it nice that there aren’t any issues?”

It’s especially nice not to have any issue when you’re busy running a growing business with 48 employees, two locations and a mix of services that include orthopedic therapy, sport’s therapy, women’s health, aquatic therapy, biomechanical evaluations, ergonomic assessments, massage and more.