CHEMSTATION® 800 554-8265 www.chemstation.com

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SAFETY FIRST!

How is the ChemStation System the safest solution to your industrial cleaning challenges? We believe safety comes first – in terms of employee health as well as the preservation of your machinery, floors and tools. That's why we guarantee the quality of our products, and perform tests on every batch of product manufactured. All of our equipment is designed with safe proportioning and dispensing in mind. No drum handling reduces employee accidents, and provides less exposure to Workers' Compensation claims. In addition, ChemStation actively supports and participates in OSHA Right-to-Know seminars and MSDS training. We take our commitment to safety very seriously, and are continually improving our processes that impact workplace safety.

IT'S A BIRD, IT'S A PLANE...

The next time you see Al Gore or Hillary Clinton getting off a plane, just picture a big ChemStation logo behind that executive emblem. ChemStation Mid-Atlantic, located in Baltimore MD, has been selected as the vendor of choice to help wash all of the Executive Fleet of planes. (The one exception is Air Force One, which is only buffed to a shine.) ChemStation products are foamed on, difficult spots are brushed and then the plane is rinsed with pressure sprayers.

ChemStation … "Keeping it Clean" on the ground and in the air!

KEEPING YOUR CUSTOMERS HAPPY

If only a small percentage of your customers complain, does that mean your other customers are happy with your product or service? Not necessarily. Only 4% of dissatisfied customers take the time to register a complaint. The other 96% just quietly take their business somewhere else. That's why it's a good idea to do "customer checkup calls." Call customers periodically, ask if they're satisfied, and proactively solve their problems. By the way, we hope YOU are happy with the service and products provided by your local ChemStation Manufacturing Center. If there is any way we can improve our service to you, we'll do our best to take care of the situation.

SET YOUR SIGHTS ON THE CHEMSTATION WEB SITE

Have you checked out our web site yet? In an effort to keep up with the needs of our customers, we are continually improving the look and content of our site. You can learn about ChemStation, products, applications, franchise opportunities, our nationwide network and more. Just click on to

www.chemstation.com to see what you've been missing!



AN ETHICS QUICK TEST

Are you ever in a situation that tests your moral fiber? Where you wonder if you should take a certain action or not? Of course you are – these kinds of issues are a part of life. The following is adapted from Texas Instruments and Raytheon Company:

- **Is the action legal?**
- **Does it comply with your own personal values?**
- **Does it comply with the values of your company?**
- **How would it look in the newspaper?**
- **Will it reflect poorly on the company?**
- **If you know it's wrong, don't do it.**

If you're not sure, ask.
Keep asking until you get an answer.

VISIT OUR BOOTH!

One of the ways we like to keep close to our customers is by attending trade shows sponsored by various associations. These shows provide a great opportunity to learn more about your business, and discover the latest techniques in creating a cleaner and healthier work environment. If you're in the area, be sure to stop in and introduce yourself.

SHOW SCHEDULES

January 19 -21, 2000
International Poultry Exposition ..... *Atlanta, GA*

March 13-16, 2000
MRO ..... *Chicago, IL*

June 7-8, 2000
Clean Tech ..... *Las Vegas, NV*

SHOW SOME ENTHUSIASM

Take a proactive approach to putting the spring back in your step and the excitement back in your day with these attitude-enhancing ideas:

Find The Fun In Work: Creativity helps make light work of heavy workloads. Post work-related cartoons to show you how to find humor in humorless situations.

Do It Better Than Before: Even very small improvements in your skills, efficiency or habits yield big benefits over time. Today, choose one area in which you have room for improvement and decide on a specific action step to take that will boost your performance.

Do It Again For The First Time: Try fresh approaches to the same old tasks to add variety. Keep your perspective fresh by recognizing that the same old routines still provide opportunities to learn new lessons – then look for those lessons!

Lead The Way: Make it your duty to set an attitude example for others to follow. Earn recognition as a motivational leader by greeting people with sincerity, always looking for the silver lining and helping others to stay positive.

Embrace Change: Stick with the status quo and that's all you'll ever get. Make "onward and upward" your motto and learn to look for and create opportunities instead of just waiting for them.

THE SOAP BOX

Over the last few years, nearly 9,000 grocery chains have introduced frequent-shopper programs.
American Demographics

With the world population now at 6 billion, the impact of the consumption gap grows larger. The richest 20% of humanity consume 86% of all goods and services, while the poorest fifth consumes 1.3%.
U.N. Population Fund

Nearly 50 million kids headed back to elementary and high school this year, comfortably surpassing the baby boom record of 48.7 million students in 1970.
U.S. Census Bureau and Education Dept.

Only 15%-20% of people dream in color.
International Institute of Dream Research

Ted Turner is the largest private landowner in America. He owns more than 1 million acres on 13 different ranches and plantations in North and South America.
Audubon

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