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INSIGHTS

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A Tribute To Hannaford Bros.

Hannaford Bros., located in Schodack Landing, New York, is a 500,000 sq. ft. grocery distribution center that inventories groceries for all of the Hannaford stores. They have been doing business with Gail Hall of ChemStation New England since March of 1998.

Hannaford has two 350-gallon ChemStation tanks, one holding floor cleaner and the other dispensing freezer cleaner. "Extra Clean" describes their facility and all cleaning equipment. They scrub the floors daily with their ride-on and walk behind scrubbers using ChemStation soap. After that, they wash the scrubbers, equipment and wash bay… all with ChemStation products.

If you enter the facility when they are doing this, you'd think they were proudly cleaning their new hot rods!



From left to right: Kevin Forcinella, Paul Gerber, Leon Stark, Bob Fromma, Randy Ponkos, Paul Merwin, Ray Hubert

Randy Ponkos of Hannaford says, "This is what is expected and what helps to keep such a positive attitude in the workplace." Everyone in the Hannaford warehouse agrees that pride in the workplace is their Number One goal.

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The positive attitude even carries over to how they greet their ChemStation salesperson. Gail Hall reports: "They make me feel like an honored guest every time I visit them. Whenever I enter the warehouse to check on the tanks, everyone has a friendly hello and a smile. I always leave Hannaford Bros. with lifted spirits and a smile thanks to the positive atmosphere at their facility."

Special thanks go to Jim Baisley, Rob Hall, Randy Ponkos and the rest of the crew. Keep up the good work, Hannaford! You are truly an amazing company with a fantastic attitude. ChemStation is proud to be your vendor of choice. ■

Smaller Is Better

Bigger is not better.
And now there's proof.

A new study reports that large companies have not been able to take advantage of economies of scale to crush smaller competitors. It seems that marketers at small companies have been able to make the most of their single competitive advantage – size.

Small companies know their markets better than larger companies and therefore have been able to stay closer to the customer.

The study found that large companies formed by mergers have been unable to develop the synergy within their organizations that would allow them to eliminate duplicate functions.

The result: Most profitable small companies have been limber enough to outperform their bigger brethren.

The Conference Board

Workplace Eye Safety

Eye injuries of all types occur at a rate of more than 1,000 per day. Each year some 100,000 of these will be disabling because of temporary or permanent vision loss.

A recent survey by the Bureau of Labor Statistics found that three out of five workers who suffered an eye injury wore no protection. And, of those who did, 40% wore the wrong kind.

Good vision is priceless! Luckily, 90% of all workplace eye injuries are preventable with the use of proper safety eyewear. Despite the good news, the Bureau of Labor Statistics reports that eye injuries in the workplace cost over $467 million annually. Adding indirect costs such as legal fees, judgments, and training replacement workers, places the estimated total above $934 million each year.

You should wear safety eyewear whenever there is a chance that machines or operations present the hazard of flying objects, chemicals, harmful radiation or a combination of these or other hazards. Anyone working in or passing through areas that pose eye hazards should wear appropriate protective eyewear at such times.

Experts believe that proper eye protection could have prevented or reduced the severity of injury in at least 90% of all accidents.

Experts believe that proper eye protection could have prevented or reduced the severity of injury in at least 90% of all accidents. In addition, the *Wise Owl Program*, sponsored by Prevent Blindness America, has recognized more than 84,000 people in the United States whose sight was saved in an accident because they wore eye protection. EYE PROTECTION WORKS! USE IT. ■

CHEMSTATION®

Kudos to ChemStation!



At the recent Annual Meeting of all ChemStation Manufacturing Centers, the following awards were presented:

New Manufacturing Center Award...
ChemStation of North Florida (Jacksonville)

Top Sales Award...
ChemStation of Indiana (Indianapolis)

President's Award for Sales Growth...
ChemStation of South Carolina (Columbia)

In addition, the following individuals were recognized for their superior efforts in sales and teamwork…

MVP Award...
Brian Golbus, ChemStation of South Carolina (Columbia)

Inspirational Leadership Award...
Tom Lundstrom, Sr., ChemStation of the Ozarks (Springdale)

Congratulations – Keep Up The Good Work! ■



Send your comments to:

Insights Editor, ChemStation, 3400 Encrete Lane , Dayton OH 45439
Email: boylegrp@erinet.com

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What Type Are You?

According to *Entrepreneur Magazine*, business owners can be divided into five different categories. Knowing what type you are can lead you to alter your management style to better address weaknesses and leverage your strengths.

Type	Description
Idealist	Started a business to work on something special. Highly creative, but frustrated by administrative details.
Optimizer	Confident and savvy. Enjoys the personal rewards of ownership.
Juggler	Do it all themselves. High-energy owners who feel pressures on time and cash flow.
Hard Worker	Tends to work on details in order to build larger businesses.
Sustainer	Conservative. Works hard at keeping an enjoyable, balanced lifestyle.

Curious as to what type best describes you? Take the short on-line survey at **www.pitneyworks.com**. After being assigned a type, you can access advice and information sources tailored to your type. ■

Soap Box

The meat-alternative industry reports sales of $500 million in 1999, up 45% over the previous year.
Soy Foods Association of North America

Females received 41.8% of doctorate degrees awarded by U.S. colleges in the 1999 academic year, up from 40.6% the previous year.
The National Opinion Research Center at the University of Chicago

Americans who say their most dreaded day is tax day, April 15th: 15%. Americans who say their most dreaded day is a day at the dentist or doctor: 33%
Lutheran Brotherhood

In a survey of large businesses ($1 billion plus in revenues), only 28% can process a transaction on-line. Only 25% plan significant investments to improve on-line procurement.
Business Week

ChemStation