CHEMSTATION®

800 554-8265 www.chemstation.com

INSIGHTS

Vol. XI No. 5, May 1999

THE INTERNATIONAL FRANCHISE SHOW

We recently attended the International Franchise Show in Washington DC. ChemStation was well represented by President George Homan, Customer Services Director John Shafer and General Managers Jeff Purks and Tony Vaccaro of our Louisiana and Florida manufacturing center locations. This show is the largest of its kind, and features a number of presentations by franchise experts. Our purpose in attending was to learn more about how ChemStation can meet your needs more efficiently. In addition, we're always on the lookout for individuals who'd like to be a part of our franchise family.

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If you, or someone you know, is interested in learning more about a ChemStation franchise opportunity, contact John Shafer at (877) 999-8265

In May, we'll be attending "Clean Tech 99" in Rosemont, Illinois. Presented by *Parts Cleaning* and *Precision Cleaning* magazines, this conference and exhibition is the premier industrial and critical cleaning event. ChemStation will be one of over 350 exhibitors - all companies interested in the latest cleaning equipment and technologies. If you happen to be in the area, stop in for a visit - we'll be at Booth 919. ■

CONTINUING EDUCATION - TO SERVE YOU BETTER

ChemStation has always believed that continuing education of our employees is the key to being able to address the cleaning concerns of our customers. To that end, we maintain a vigorous training schedule open to all of our franchise personnel - from drivers and operators to sales representatives and owners. We've recently presented an updated Parts Cleaning Class, and are now preparing for a Forest Products Class. Whether our classes focus on specific cleaning issues, or specific industries, we do our best to make sure that all ChemStation personnel are up to speed on the latest cleaning techniques. ■



IMPORTANT NEWS YOU CAN USE

ChemStation has recently published information on the following topics. Just call your ChemStation Sales Representative for a free copy - no obligation, of course.

"Degassing and Decontamination Services for Refineries and Petrochemical Plants"

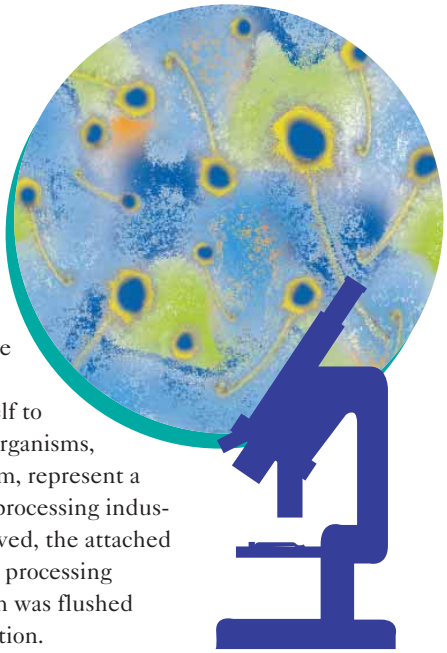
"Custom Solutions for Phosphatizing Processes"

"A Unique System to Meet Your Mill Cleaning Needs"

"Custom Formulated Odor Control Agents"

LISTERIA OUTBREAKS

Mike Biehle, Director of Technical Services



Recently there have been several news releases regarding food product recalls due to contamination by *Listeria monocytogenes*. This particular pathogen has been known to be particularly difficult to control, especially when it attaches itself to hard surfaces. Attached microorganisms, sometimes referred to as biofilm, represent a potential problem to the food processing industry. Unless the biofilm is removed, the attached organisms could contaminate a processing system even though the system was flushed with a sanitizer prior to production.

Due to these recent, well-publicized food recalls, we have received several inquiries asking for help to identify the best products and procedures to keep *Listeria* under control. Several resources indicate that 200 ppm chlorine, neutral pH Quaternaries, and iodine products are not effective in removing and controlling attached *Listeria*.

Thoroughly clean the processing area with a foaming alkaline cleaner.

The best procedure for control is to thoroughly clean the processing area with a foaming alkaline cleaner (such as 5396 @ 40:1), or a foaming, chlorinated cleaner (3070 @ 62:1), allowing the cleaner to remain in contact at least 10 minutes. Rinse all equipment with potable water and then flood all surfaces with an acid sanitizer (such as 9035 @ 512:1).

As always, ChemStation stands ready to help you with any of your cleaning or sanitizing challenges. ■

CHEMSTATION®

A Blueprint for Worker Safety



OSHA's Hazard Communication Standard (HCS) is the first line of protection between workers and the risk of injury from hazardous materials in a work facility or construction site. An effective hazard communication program is a dynamic safety tool that must change to reflect changing conditions. OSHA asserts that the most effective programs depend on the enthusiasm and involvement of employees at every level. The federal HCS is not complex, and has been developed for quick comprehension, implementation and upkeep.

OSHA or state inspectors can scrutinize compliance with the HCS, but so can workers. Workers have the right to expect that the employer follow minimum safety standards and can report deficiencies directly to the employer or to a regulatory inspector.

The following are principal requirements of the HCS:

1. **Evaluating a hazard.** Determining if a chemical is a hazard is the responsibility of the manufacturer (like ChemStation), not employers who only "use" the chemical.
2. **User responsibility.** "Use" is defined as packaging, handling, reacting or transferring the chemical. It covers any exposure an employee may have in normal or emergency circumstances. Employers who are users must follow an HCS workplace program to communicate safety information to workers.
3. **HCS program.** Program is performance-based. Employers must use judgment to develop a program that works best for their employees and their company.
4. **Labels.** Containers of hazardous chemicals received must be labeled with the identity of the material and the appropriate hazard warnings.
5. **Material Safety Data Sheets (MSDS).** An MSDS must accompany every first shipment of each hazardous chemical a company receives. Manufacturers/importers must provide revised MSDSs to reflect significant new information about the hazards of a chemical being used.
6. **Written program.** Employers must have a written hazard communication program describing how information about chemical hazards is being communicated to employees. It must identify responsible staff, proper MSDSs, location of written plan and MSDSs, and employee training. ■

The Soap Box

Americans are projected to spend $666 billion on computer equipment in 2006, a 317% increase from the $2.1 billion spent in 1986. Bureau of Labor Statistics

A recent survey by Louis Harris/Alan Westin reports that 40% of respondents, representing about 78 million Americans, believe their consumer privacy has been invaded. Potentials in Marketing

Fifty million new jobs will open up by 2006, an increase of 14% over 1996. UTNE Reader

Today's youth have approximately $15 billion of their own money to spend annually and influence another $165 billion in spending by their parents each year. Potentials in Marketing

We Welcome Your Feedback!

What do you think of this customer newsletter, *Insights*? Does it address your needs? Does it keep you informed about the latest news at ChemStation? Are there issues you'd like to see us address? Send your comments to:

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