ChemStation® (800) 554-8265 www.chemstation.com

INSIGHTS

Vol. XIII No. 12, December 2001

Our System is Your Solution!

Yeah! We Can Do That!



If you're reading this newsletter, chances are you are already using a ChemStation product to clean something. We have thousands of products in hundreds of industries and we're still creating new ones.

That's one of the great things about customization… the customer gets what they want, not what they have to settle for. Here's a short list of some new solutions we've recently created for our customers:

- A product (when used in tandem with a specific procedure) that provides lubricity for shopping cart rubber bumpers, making them easy to apply
- An AMS-approved product to clean vacuum system toilets in aircraft
- A product to clean soy- and water-based inks from anilox rollers and floors
- A cleaner to prevent galvanic corrosion in parts washing
- A product that helps eliminate rust in aluminum vibratory washers that clean aluminum parts
- The perfect mixture to clean a thick settling of orange juice off the floor that dries without being greasy

If you have a cleaning problem that you haven't mentioned to your ChemStation representative because you thought it was beyond our capabilities…give us a shot.

Here's another little "plus" from ChemStation… we can create a solution for your cleaning problems and provide you with the MSDS and Label in a foreign language. Just another reason why at ChemStation…*Our System is Your Solution!* ■

New Insurance Available



Believe it or not, power failure coverage is available from your insurance company. This type of policy, called a "stretch endorsement," will reimburse you for loss of business income if a power failure temporarily shuts down your business. Contact your insurance agent for details. ■

Happy Holidays

Checking the calendar for this holiday month of December, we find plenty to celebrate: Hanukkah begins on December 10, Christmas is celebrated on the 25th, and Kwanzaa is celebrated on December 25. Some of you will remember Pearl Harbor Day…we recognize the anniversary of that 1941 event on December 7. Whatever you're celebrating or recognizing this month, we at ChemStation International hope you have a safe and very pleasant holiday season.



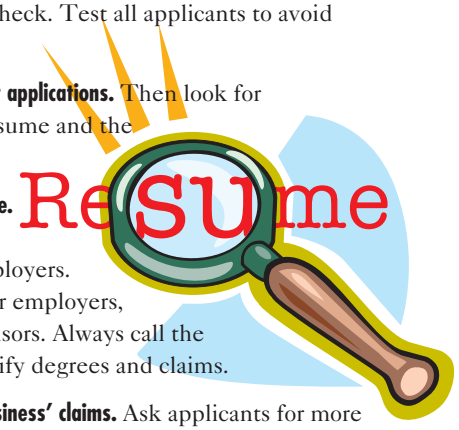
Read Through The Resume Lines

Looking to hire new employees? Tired of reading all those exaggerated resumes? Here are six ways to smoke-out the lies and exaggerations:

1. Check for inconsistencies. Resume-writing software can make anyone look good. Look for slip-ups in dates and contradictions between job titles and duties.

2. Test skills. If an applicant claims to be proficient in a certain computer program or says she or he can work with a specific machine, do a skills check. Test all applicants to avoid charges of bias.

3. Require all interviewees to fill out applications. Then look for inconsistencies between the resume and the handwritten application.



4. Check references, then ask for more. Require applicants to provide phone numbers for all past employers. In addition to contacting former employers, ask for names of former supervisors. Always call the college admissions office to verify degrees and claims.

5. Probe deeply into 'self-owned business' claims. Ask applicants for more details about their claims. Then ask for names and numbers of past clients to back up the claims.

6. Don't confuse referrals with references. Conduct the same thorough check on candidates referred by coworkers or friends that you would on candidates from other sources. ■

Source: Alert, National Institute of Business Management

On-line Resource

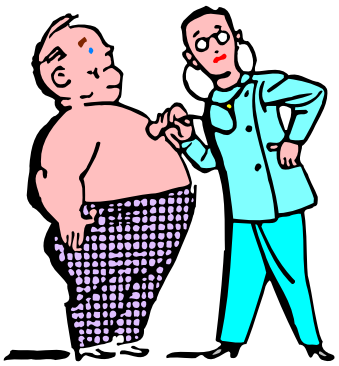
A new on-line resource is available to help organizations prevent workplace violence. KnowledgePoint, a California-based company has announced www.hrtools.com, an e-tool kit that provides sample employee conduct policies, a checklist for developing a crisis plan, information on how to decrease tension and conflicts, and ideas on how to create a more harmonious workplace. ■

ChemStation®

HMOs And Medicare

Health Maintenance Organizations (HMOs) serving more than 500,000 elderly and disabled people will drop out of Medicare in 2002. Since January 1999, more than 2.2 million Medicare beneficiaries have been dropped by their HMOs.

If your HMO is ending its contract with Medicare, you will be enrolled in Medicare's fee-for-service program, unless you choose a new HMO or supplemental coverage by January 1, 2002.



If you choose a new HMO, you may have to change doctors and hospitals. But you'll spend less for your health care than with the fee-for-service program. After June 30, 2002, you will be locked into your health plan choice until January 1, 2003.

You can also lower your costs by supplementing fee-for-service Medicare with retiree medical insurance from a former employer or by buying Medigap, a supplemental Medicare insurance policy from a private insurance company, such as Blue Cross. Federal law guarantees those dropped by Medicare HMOs access to Medigap policies, regardless of health status. ■

Source: Medicare Rights Center



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Soapbox

You can't build a reputation on what you are going to do.
Henry Ford

Pliers: n. A device used to extend your reach the necessary few inches when you drop a one-of-a-kind screw down behind the new wall it took you two weeks to install.

Under certain circumstances, profanity provides a relief denied even to prayer.
Mark Twain

Ambition is a poor excuse for not having sense enough to be lazy.
Charlie McCarthy, (Edgar Bergen)

Nothing is ever accomplished by committee unless it consists of three members, one of who happens to be sick and the other absent.
Hendrik Van Loon

The trouble with America is that there are far too many wide-open spaces surrounded by teeth.
Charles Luckman

Chainsaw: n. Allows you to cut your way out of the shed that you accidentally built completely around yourself.

Signs you've been in Corporate America too long…

You decide to reorganize your family into a "team-based" organization.

You refer to dating as test marketing.

You can spell "paradigm."

You celebrate your wedding anniversary by conducting a performance review.

You use the term "value-added" without laughing.