



# The Dalco Distributor

A quarterly newsletter published for customers and vendors of Dalco Enterprises, Inc.

## Coping With Inflation in the Janitorial Supply Field

As a distributor in the janitorial supply field for the past forty-six years, Dalco has always tried to address “serious customer concerns” in an open and constructive manner.

Consequently, as most everyone knows, during the past year or so, inflation has had a major impact on the cleaning supply industry.

However, as with any significant change, to understand the present, we must understand the past.

Up until last summer, over the previous ten to twelve years, the janitorial supply field had enjoyed an almost unprecedented run on low inflation. Over this extended period of time, Dalco’s pricing, by and large, remained relatively stable, with only periodic, marginal increases. Dalco and our broad customer base, had pretty much learned to take any new price increases in stride.

Then, by mid 2004, suddenly, prices in the areas of plastics (can liners) and paper products started to climb disproportionately. In due time, more and more Dalco manufacturers began raising their prices and over the course of the last year, every one of Dalco’s three hundred plus vendors have raised their prices. Furthermore,

during this stretch, most of Dalco’s principal vendors have raised prices several times. Rebecca Bosch, Dalco’s Purchasing Manager told us that in the fifteen years she has worked at Dalco, she has “never seen anything remotely close to this recent turn of events.”

So what exactly is behind today’s dramatic jump in prices. According to our nation’s leading economists, the situation is directly tied to the global economy. The janitorial supply field is but one part of the big picture. The rising cost of steel, fuel, plastics (resin), health care, and increased shipping rates have all had a trickle down effect on the jan/san market. Moreover, the United States must contend with escalating raw material demands from other countries, such as China, which in turn (based upon the economic principle of supply and demand) drives up costs universally, affecting all industries, including the cleaning supply market.

cope with rising prices by making more prudent buying choices. Rod and Mark emphasized the critical importance of fully understanding the labor equation of your overall housekeeping program. Labor, of course, represents 90 - 95% of your annual cleaning dollar budget. Therefore, only by implementing the most efficient labor saving maintenance equipment and products within your housekeeping program, can you truly maximize your annual cleaning dollar investment. Your Dalco Account Manager can assist you with labor analysis which in turn will help you achieve your overall program objectives.

The following suggestions relate to cleaning areas in which you can significantly reduce labor/product costs:

- Tennant’s ride-on sweepers and scrubbers can significantly increase carpet/floor cleaning productivity levels.
- Tennant’s remarkable new carpet extraction technology reduces drying time (to less than 30 minutes) which dramatically increases productivity levels.

*Continued on page 3 . . .*



Recently, we met with Rod Dummer, Dalco’s Vice President of Sales, and Mark Miller, Dalco’s Sales Manager to discuss how customers can better

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# Controlling Internal Costs Addressed by Dalco As Well

*By Rod Dummer, VP of Sales*

To coincide with our front page article on the dramatic price increases of products in our industry over the past eighteen months, I thought we could highlight a few of the many ways Dalco attempts to control our internal costs. Controlling these expenses ultimately reduces the overall costs of all the products and services we sell.

The two most significant cost controls embraced at Dalco are: the investment we have made in our technology infrastructure over the past five years, and our ability to recruit and retain quality long-term employees.

At Dalco, technology is state of the art with "Amazon.com like" on-line order entry software with real time order status, inventory availability, frequently ordered shopping lists, immediate MSDS availability and manufacturers spec sheets, all open 24/7. Our Account Managers utilize remote lap top software to help maximize their time within the territory and to facilitate providing accurate and timely information to our customers.

Recently, we have implemented a new service that allows all customers the ability to receive invoices and statements either through email or automatically over the fax number of their choice. This eliminates the old task of opening the paper mail and greatly reduces the cost of postage, printing and paper handling.

The second and most important cost containment aspect strongly promoted is the high value placed on the many long-term employees working



at Dalco. Anyone who has lost a quality

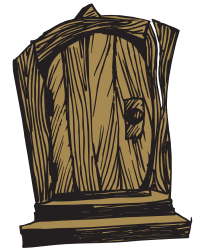
worker can identify with the enormous cost and loss of productivity of replacing that valuable person. All branch managers and almost every one of our department managers have started on the ground floor of the company, establishing a keen sense of our specific business and the importance of customer service at all levels. Dalco's current line-up of Account Managers have a combined experience of over 600 years within our industry; with the balance of all the other employees adding an additional 500 years.

The world continues to become more competitive with pressures at all levels to find the best value available. As our business continues to grow, we continually seek new opportunities to keep Dalco on the leading edge and a preferred provider of goods and services to all customers. Internal cost controls is one of these opportunities.



Dirt and Contaminants at the Front Door!

Studies show that 80% of the dirt entering a building comes in through the front door!



Sand, mud, and dirt tracked onto floors can scratch and dull finishes prematurely.

15 feet of walk-off matting is recommended to remove 70-80% of dirt and moisture before stepping onto the floor. This is sufficient to let each foot touch the mat three times.

See page 5 for tips on mat maintenance. Contact your local Dalco Account Manager for all your matting needs.

Visit us at  
[www.dalcoonline.com](http://www.dalcoonline.com)

[For information about online ordering, contact your Dalco Account Manager.]

*“Inflation. . .” Continued from page 1*

- For complete safety, precise dilutions, and the elimination of product waste, implement a chemical dispensing system.
- Use roll towels versus folded towels in high traffic areas for lower cost per hand dry, less waste, reduced run out, and labor savings.
- Can liners: Rolls versus flats; High density versus linear low. Choose the best liner option, size, and thickness for comparable containers and the type of refuse
- Use micro-fiber flat mops instead of standard string mops for greater labor efficiency, to guard against cross contamination, to ensure better ergonomics, and to save on chemical use.
- Super durable floor finishes stand up to wear and tear longer which dramatically cuts back on scrubbing and stripping cycles.
- Buy from fewer vendors (ideally 1-2). When dealing with multiple vendors, there are extra costs involved such as sourcing, processing separate purchase orders, receiving product, and cutting checks. Based on industry standards, processing a single purchase order in the janitorial supply field is estimated at between \$50 and \$100.

For a closer review of your current cleaning program and to discover how you can potentially stretch your house-keeping budget, contact your Dalco Account Manager or the Dalco branch in your market area. In most cases, we can show end-users where they can do more with less, or interchange product alternatives for better results with less available dollars.

Retail store studies have indicated that “Store Appearance” is the #1 reason customers choose one store over another as a shopping destination. Good looking floors and clean rest rooms play an important part in store appearance.

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# Mark Your Calendar It's Trade Show Time!

**Twin Cities Trade Show**  
Thursday, September 15, 2005

**Duluth Trade Show**  
Thursday, September 29, 2005

Register on line at [www.dalcoonline.com](http://www.dalcoonline.com)



Holds 1.5 or 5 liter RTD™ bottles

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The Wall Holder optimizes the RTD™ System for those customers who prefer a wall mounted dilution control filling station. The U.S. patent pending design of the Wall Holder holds either 1.5 or 5 liter RTD™ bottles for simple and easy one handed spray bottle, bucket or Auto Scrubber filling... **improving worker productivity.**

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Installation of the Wall Holder is simple – just three screws. Water connection is a water hose, quick connected directly to the RTD™ unit itself, so there are no permanent plumbing installation requirements... **saving time and money.**

### Maintenance Free

The Wall Holder is for use only with the RTD™ System. It's designed to only hold RTD™ bottles so there are no maintenance or service requirements... **reducing service costs.**

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Improve environmental health and Hygienic™ tanks with help reduce mold, bacteria, and other airborne contaminant's.

Contact your Dalco Account Manager at 800.950.1975 for a demonstration.

## Mat Cleaning Guidelines

Courtesy of Wearwell

Matting is your floors' best defense against the outside world. However, for best results, mats must receive scheduled cleanings. Carpet and entrance mats are designed to lower maintenance costs, yet need to be maintained themselves.

Simply follow these instructions to keep your mats looking great and functioning effectively.

### Carpet and Entrance Mats:

Take the mats outside and shake them to remove excess dirt and debris. If necessary, use a hose (avoid extremely high-pressure or high temperatures) to wash them off. Then allow the carpeted mats to dry before bringing them back inside.

Carpet mats can be cleaned the same way you maintain your carpeting. Vacuum them daily and extract or shampoo them when dirt builds up.

### Molded Rubber and PVC Anti-fatigue Mats (those designed for wet areas):

Use a high pressure hose (not to exceed 180 psi) and hot water (maximum 1860 degrees F) to rid the mats of oils. For best results use a mild soap or detergent with a ph between 4.0 and 9.0, to clean the mats. Do not use steam, degreasers or caustic chemicals. Do not machine wash or mechanically scrub the mats.

### SpongeCote™ Mats, PVC Sponges and Urethane Mats (Dry area mats):

Sweep regularly or dry-mop the surface. These mats can be wet mopped with mild soap or detergent. For best results use a detergent with a ph between 4.0 and 9.0

### Runner Mats:

Simply sweep the surface with a broom or vacuum. They can also be wet-mopped with mild soap.

### ESD Mats:

When cleaning ESD mats, it is important to sweep or dry mop the surface regularly. Also wet mop or wipe off with mild soap or a static control cleaning solution that will not leave a residue. This will allow the mat to continue to function efficiently.

By following these guidelines, you will maximize the efficiency of you mats which in turn will help maximize the efficiency of your total cleaning program.

# Clean for Health Clean for Environment

## BENEFITS OF GREEN CLEANING

- Improve Indoor Air Quality
- Insure Healthier Facilities
- Increase Worker Productivity
- Improve Morale
- Reduce Sick Days & Associated Health Care Cost
- Peace of Mind

- Minimize Exposure to Aggressive Chemicals
- Reduce Water and Air Pollution
- Reduce Waste with Concentrated Products
- Reduce Package Waste with Recyclable Packaging
- Clean without Sacrificing Effectiveness

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- Green Solutions Industrial Cleaner
- Green Solutions Carpet Cleaner
- Green Solutions Floor Seal & Finish

- Green Solutions Restroom Cleaner
- Green Solutions All Purpose Cleaner
- Green Solutions Neutral Disinfectant Cleaner
- Green Solutions Floor Finish Remover

These products meet Green Seal's environmental standard for industrial and institutional cleaners based on its reduced human and aquatic toxicity and reduced energy production potential. Spartan is a member of the US Green Building Council.

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## A Dalco Profile . . . . . . . . Wanda Bolf

When we talked on the phone with Trace Mershon, Dalco's Branch Manager in Duluth about Wanda Bolf, his Administrative Assistant, he couldn't have been more lavish in his praise. "She's one in a million", Trace said. "With our inside operations, she's been my right arm for almost eight years. She's a workaholic. She comes in early and she leaves late. And she's absolutely great with our customers. She's old school in many ways, but I wish I had ten more just like her."



With such glowing accolades from her boss, you might think Wanda would be parading around our Duluth branch sporting a tiara. Not a chance. Wanda is firmly grounded. She loves her job and she says, "The people I work with are my second family. We have a great time together. And the salesmen in Duluth have been a tremendous help to me in learning our numerous product lines." Moreover, aside from her daily work schedule, on a fairly regular basis, Wanda enjoys cooking or baking at night for her colleagues. "They'll eat just about anything around here", Wanda chuckled.

To put things in full perspective, Wanda's busy work load at Dalco Duluth encompasses a myriad of

duties including answering phones, taking customer orders, doing the billing, handling credits, filing, managing and distributing MSDS sheets, ordering office supplies, waiting on Will Call customers, updating product catalogs, taking care of the weekly cash reports, inventory cycle counting, and keeping the office and kitchen area clean and tidy. Consequently, is it any wonder that Wanda prefers to call herself Trace Mershon's "Gal Friday" rather than today's more *politically correct* "Administrative Assistant". As Trace suggested, Wanda's unconventional slant on things is part of her old school charm.

Wanda Bolf was born and raised in Duluth, where she graduated from East High School in the late 1960's. She then completed two years of a four year nursing program at St. Scholastica before deciding to go another direction with her life. In the fall of 1973, she married Fred Bolf, a carpenter in Duluth. Wanda and Fred have two sons, Shane (31), and Wayne (28). They also have two grandchildren, Sarah (8) and Cameron (5) whom Wanda says she can't get to see enough of.

Unlike her "second family" role at Dalco, Wanda's home life is a bit more serene. Her main hobbies are reading, cooking, and her collection of crystal bells. Wanda also has two cats that she absolutely adores: an eight year old black and white short hair called Shadow, and a five year old Siamese named Precious. "They're polar opposites", said Wanda. "Shadow is perfectly content to sit all day on our three season porch and just look out while Precious loves to talk up a storm and go everywhere". During the nice weather, Wanda and Fred like to go camping virtually every week-end. Yes, the cats go too. "Shadow, of course", Wanda says, "prefers to stay home, but Precious gets her nose bent

if we don't take her along". Two other major interests in Wanda and Fred's lives have been bowling and traveling. Bowling has been a family tradition ever since their two sons were young and Wanda was their bowling coach. Over the years, Fred and his two sons have continued to bowl competitively. Fred is also President of the Men's Bowling Association in Duluth and is a state Bowling Director. Every year, Fred and his two sons bowl in the Nationals held in various cities around the country. Wanda "tags along" as she puts it, and they generally turn two days of bowling into a week's vacation. This past Spring, the Nationals were in Baton Rouge, LA. Next year they will be in Corpus Christi, TX and in 2007, in Reno, NV. As Wanda explained, "We love all the bowling excitement each year and it's a great way to see different parts of the country".

Wanda's most treasured travel memory, however, has nothing to do with bowling. It was when she and Fred, on their 25th Wedding Anniversary, took a fourteen day cruise to Alaska. "It was something else", said Wanda. "Our 2300 passenger cruise ship took us to Ketchikan, Juneau, Skagway, Glacier bay, College Fjord, and Seward. Alaska's natural beauty and abundant wildlife is truly amazing. We saw lots of whales, seals, and sea lions, as well as moose and bear. And the northern lights were spectacular. We also circled Mt. McKinley in a small plane, what a sight. As Wanda marveled, "The whole trip was endlessly breathtaking. I'd go back in a heartbeat!"

Wanda's great zest for life is exactly what Trace Mershon is talking about when he refers to her as one in a million. Dalco's corporate management team in New Brighton proudly salutes Wanda Bolf for her countless contributions to our Duluth branch over the past eight years.

# Dalco Welcomes Four New Employees . . .



Doug Howe  
Account Manager  
Twin Cities



Erik Larson  
Account Manager  
St. Cloud



Sharon Bishop  
Inside Sales  
New Brighton Office

*Not Pictured*

Deone Johnson, Account Manager  
Eau Claire, WI

## Restorative Maintenance Scrub N' Recoat

Scrub N' Recoats should be done to reduce stripping frequency. Depending on the floor traffic, Scrub N' Recoats should be done at about every 3-6 months to keep the floors looking great.

A properly maintained floor should look good for up to 2 years before a stripping is required. If you are stripping more than that, maybe you need to re-examine your daily and interim maintenance programs.

Procedure for Scrub N' Recoat:

- Dust Mop Floor
- Seep scrub using an auto scrubber or floor machine using a blue or green pad and an appropriate cleaner
- Scrub rinse the floor with fresh water, vacuum
- Allow floor to dry. Floor should be uniformly dull
- Apply one or more coats of floor finish

## Goals of All Floor Maintenance Programs:

- Keep floors looking consistently clean
- Keep shiny floors from dulling as long as possible
- Floor Safety
- Reduce frequency of maintenance procedures
- Impress your customers!

## Procedure For Stripping A Floor:

- 1) Mix stripper to proper dilution with cold water
- 2) Apply diluted stripper solution on floor with mop and bucket
- 3) Wait 5-10 minutes for stripper solution to work. Do not allow to dry on floor
- 4) Doodle bug around edges and in corners by hand
- 5) Agitate with auto scrubber or floor machine with stripping pad
- 6) Pick up with wet-vac or auto scrubber
- 7) Flood rinse with water



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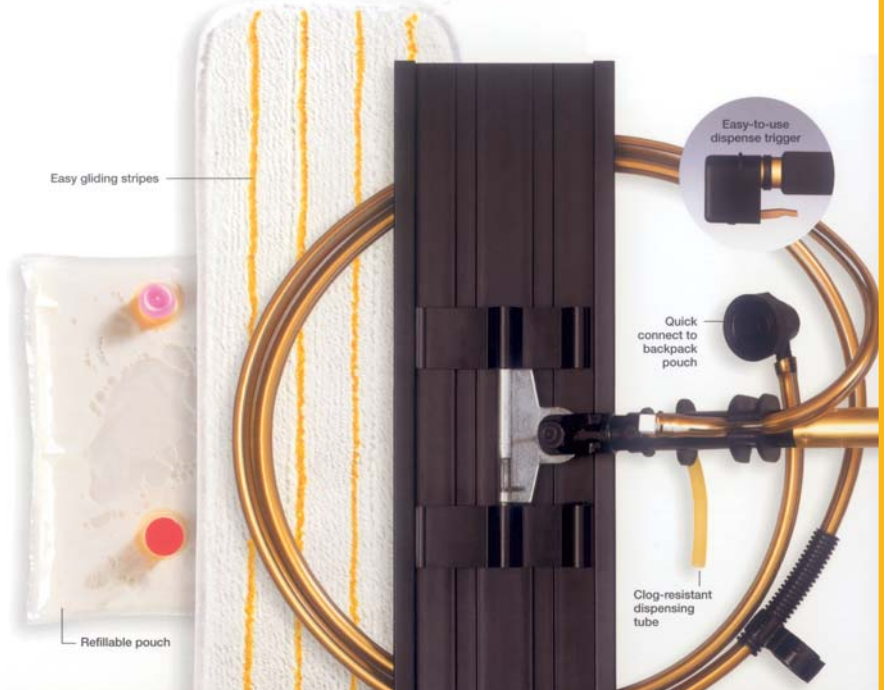
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