



The Dalco Distributor

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

Evolution of the International Sanitary Supply Association

Like many other major industries around the world, the janitorial supply field, with distributors like Dalco, has its own international organization, called the ISSA (International Sanitary Supply Association). With its corporate headquarters in Chicago, the ISSA currently has over 5000 international members: including distributors, wholesalers, manufacturers, facility service providers (i.e. contract cleaners and end-user customers) trade publishers, and associate members. Moreover, the ISSA also has foreign offices in Mexico and Europe.

Each October, for three exciting days, in various key American cities, the U.S. arm of the ISSA holds its annual national convention . The 2005 Convention was held in Las Vegas, represented by some 650 exhibitors and over 16,000 attendees.

Eighty-three years ago, in the summer of 1923, the fore runner to the ISSA, the NSSA (National Sanitary Supply Association) was founded primarily through the perseverance and diligence of one man, Alfred Richter, who owned and operated the St. Louis Janitor Supply Company of St. Louis, MO. Alfred Richter's inspiration at the time to form the NSSA was, by and large, based on a general apathy with businesses per se towards providing better sanitation standards for their employees. In addition to Alfred Richter, there were six other

supply owners from across the Midwest who responded to his invitation to attend that very first NSSA organizational meeting in St. Louis . World War I actually set the stage for an increasing public awareness and expectancy for higher sanitation standards. It wasn't until after the War that the sanitary supply business truly came of age. After enjoying higher Army sanitation levels during their tours of duty, countless military personnel didn't want to come home to outdoor toilets and dirty food service establishments. Soldiers had gotten



in the habit of bathing and shaving regularly and they had learned to expect cleaner environments . The end result, of course, was a greater demand for better cleaning products and equipment .

Post World War I conditions in factories, office buildings, schools, and other facilities were far different than what one finds in modern settings today. Janitors only had a few tools to assist them with their daily cleaning chores, such as a mop, a broom, a

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scrub brush, and a dust cloth. In an effort, back then, to keep employees from reading on the job, employers kept wash-rooms dimly lit: consequently the cleanliness of those areas was generally extremely poor. Odor was also a constant issue since chemicals used to sanitize and kill odious conditions were not readily available . The average washroom contained a bar of soap and a community towel .

The cleaning industry was in dire need of having qualified supply representatives to bring the necessary products and training expertise to the marketplace as a whole . It was the National Sanitary Supply Association's objective to get the word out and bring others into the way, the new way of the NSSA .

One way to educate and recruit others was by holding annual conventions whereby people could gather from all corners of the country to learn from principal speakers, from manufacturers, and from one another. The very

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Dalco Directions

By Ted Stark, III, President

LITTLE THINGS CAN MEAN A LOT

Looking back on his career in the oil business, John D. Rockefeller marveled at the difference that a single drop of solder could make. It was the early 1870's. While walking the production line at Standard Oil, Rockefeller watched as a worker sealed containers of kerosene to be exported. Rockefeller asked the worker how many drops of solder he used to close each can. "Forty," the worker answered. Rockefeller challenged: Could you do the job with 2 fewer drops? That wouldn't work the man responded. But they could get by with 39 drops.




"That 1 drop of solder saved \$2,500 the first year," Rockefeller later said. "But the export business kept on increasing after that and doubled, quadrupled - became immensely greater than it was then; and the saving has gone steadily along, one drop each can, and has amounted since to many hundreds of thousands of dollars."


In today's business environment, all successful companies must look at the "little things" to stay as efficient as possible. Most organizations have already done many "big things" to create cost savings. Meanwhile, we are all too familiar with cost increases that have been occurring due to natural disasters, energy supply and availability, health and property insurance increases, taxes, and other issues.

Dalco processes thousands of transactions each month. It is our goal to make sure that each one is done promptly, accurately, and efficiently. We are not perfect, but we strive to be the best. We have recently taken on several initiatives that have the goals of providing value to our customers and improving company efficiencies.

During 2005, we have put much effort into our website technology. We now have a state-of-the-art web catalog and customized customer ordering capabilities. In 2006, we will complete enhancements to our web site and catalog to create an even more valuable information source. Our equipment service and repair department has always been a strong focus for Dalco. We are consistently among the leading equipment distributors in the country. We have acquired new software, which will be installed in 2006, and will allow us to help customers track their mainte-



On Base is a metal crosslinked polymer emulsion formulated to seal and recondition resilient tile flooring.



nance equipment purchases and historical service and repair work. This will help customers in accurately tracking the value of their equipment investments.

Products are also a large part of our business and inventory is one of our largest assets. In 2005, we installed new inventory management software which we will fully implement in 2006. This will help us better manage our inventory so that we have the right products to our customers at the right time.

Speaking of the right time, that gets us into delivery and shipping. Another 2006 initiative for Dalco will be a logistics and delivery routing program that has the objective of making our delivery even more efficient and timely, thereby providing better customer service and reducing our fuel costs.

These may not sound like "little things". They are not. Each of these initiatives will take time, effort, and creativity. However, they will provide Dalco coworkers with information and tools to find those "one or two drops of solder" that will create value for Dalco customers and keep Dalco operations as efficient as possible.

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first NSSA Convention was held in 1924, in Fort Wayne, Indiana, supported by just a handful of distributors along with a similar number of manufacturers who, at the time, were only deemed associate members and could not vote. During that first convention, however, the small but dynamic distributor membership group adopted a constitution and officially christened their new organization the “National Sanitary Supply Association”.

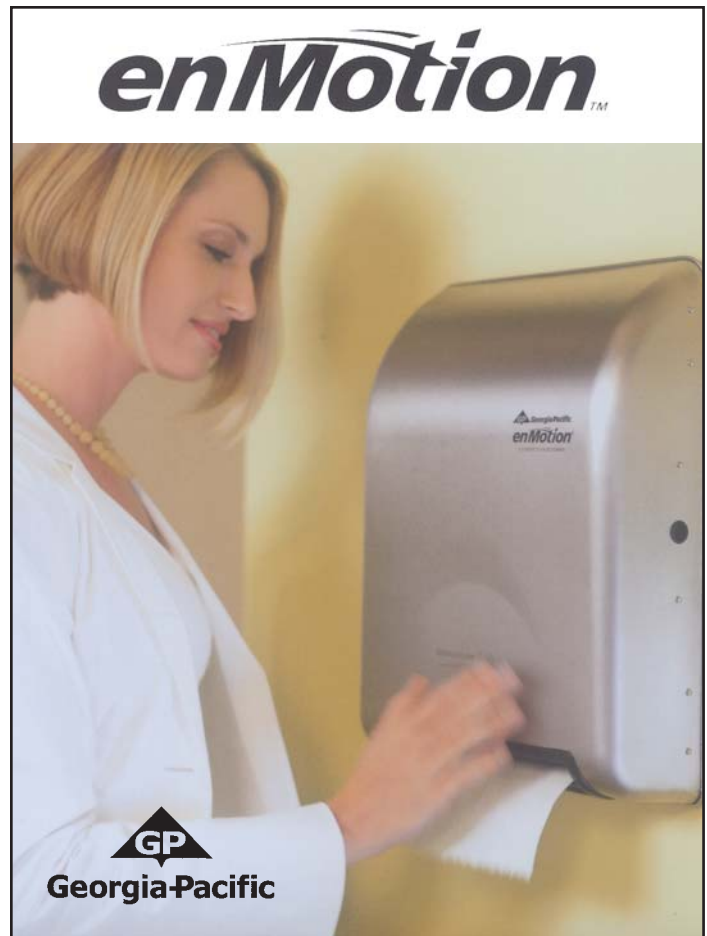
By 1945, the NSSA had approximately 350 members across the United States. The membership number was still a far cry from today's 5000 plus, but in view of the depression years and the 2nd World War, the progress was impressive. During the ensuing years as memberships increased significantly around the world, the association, in 1966, changed its name to the International Sanitary Supply Association (ISSA). At the 1976 San Francisco Convention, Alfred Richter was awarded Honorary Membership in the International Sanitary Supply Association, 53 years after the first meeting in St. Louis . Mr. Richter had lived long enough to see the Association grow beyond his wildest expectations and to see the industry and society continue to evolve towards a much more sanitary way of living .

Dalco has been in business since 1959 and an NSSA/ISSA member since 1961. Currently, Dalco's President, Ted Stark III, a member of the ISSA Board of Directors, is also the ISSA's North Central District Director. Geographically, the North Central District of the ISSA includes Minnesota, Wisconsin, North and South Dakota, Iowa, Illinois, Kansas, Nebraska, and Missouri. Ted's primary duty as the North Central District Director entails acting as a communication link between ISSA members in his district, the Board of Directors, and the Executive Director in promoting and supporting ISSA programs and services .

The ISSA offers the largest annual trade show in our industry, educational tools, legislative and regulatory services, and periodicals that specifically focus on cleaning techniques and preventive maintenance procedures. The 2006 convention will be held October 4 - 7 in Chicago. If you have any questions or want more information about the ISSA , contact ISSA Headquarters at [ISSA .com](http://ISSA.com) or call Ted Stark III at Dalco New Brighton, 651-251-2966.

Visit us at
www.dalcoonline.com

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



Johnson Diversey Floor Care Array Joins Lineup of Green Seal-certified Products

Excerpted from "Point-to-Point", Volume 2, Issue 16

JohnsonDiversey's drive to help customers create healthy, high performance facilities has taken a significant step forward with the Green Seal certification of their floor finishes and strippers.

Green Seal is an independent, nonprofit certification organization that assesses products' impact on the environment in areas including reduced toxic pollution and waste, conservation of resources and habitats, and minimization of global warming and ozone depletion. Products that meet Green Seal standards for minimal negative impact on the environment are certified to bear the Green Seal mark.

"Many companies and institutions are now seeking solutions with minimal environmental impact due to recent governmental mandates and strong corporate environmental awareness." said Tom Gartland, President of JohnsonDiversey's North America region. "By offering customers a complete Green Seal floor care program, we make it easier for customers to meet green building standards and earn LEED for Existing Buildings certification."

LEED (Leadership in Energy and Environmental Design) qualifications are established by the U.S. Green Building Council and are the industry standards for measuring green buildings. It is independent of Green Seal certification, but use of Green Seal products can help customers meet LEED qualifications.

JohnsonDiversey products recently certified by Green Seal are Freedom SC floor stripper and Aquaria floor finish under the Johnson Wax Professional brand, and G-Force floor finish and stripper under the Butcher's brand.

In addition to high product performance and the Green Seal certifications, the strippers also provide another advantage to customers: They are available in spill-proof RTD (ready to dispense) packaging, which assures correct dilution for better product performance and an extra measure of worker and environmental protection.

For more information on JohnsonDiversey Green Seal certified floor care products, contact your Dalco Account Manager.

Are You Throwing Money Away?

Step 1: What kind of bag do you need?

Make sure you choose the right resin type for how your bag will be used. Tyco has many brands to meet your various usage needs.

Step 2: How much does it need to hold?

Choose the gauge that can carry your load. If your bag will be moved with the container, use the lowest available gauge offered within the appropriate brand. If you need your bag to carry a load, make sure you choose a heavier gauge appropriate for the weight of your load.

Step 3: What size do you need?

Don't buy more bag than you need. There's nothing worse than a bag that falls into your trash container because it's not big enough. Yet buying a bag that is too large for your container can be a costly mistake. Measure the container to get the best fit.

Refer to Tyco Plastics'

"A Guide to Managing Your Can Liner Budget" for more detailed information.

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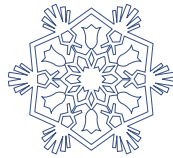
Ice Melting Products . . . “Melting” the Mystery of How They Work

Courtesy of Del Davis, Morgro, Inc.

Choosing the best ice melter has become a bit more confusing in past years due to the number of new manufacturers and the various claims being made. When considering an ice melter for effectiveness, its properties must be evaluated in regard to melting point, particle size, tracking, and its effect on trees, shrubs, and concrete. Many of these characteristics are inter-related.

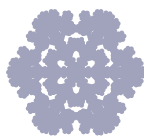


Melting points are a source of frustration to many end users. There are practical as well as maximum freezing points that are discussed throughout the industry. Maximum freezing points range from -2 degrees to -59 degrees below freezing. Products that have very low melting points do not always show the same advantage when the melting point is determined using the manufacturer’s recommended rate of application. For example, calcium chloride melts down to -59 degrees if applied at the rate of one part calcium chloride per two parts ice and snow (a 30% solution). At the recommended rate of use, one part ice melter per nineteen parts ice and snow (a 5% solution), calcium chloride would melt down only to 28 degrees F. General practical working ranges should be 5-6 degrees below the freezing point.



Particle size is another important parameter to consider. The product should be uniform in size somewhere between 1/8 and 3/16 inch in diameter. When particles exceed 3/16 inch, they will not react quickly because of their low surface to volume ration and will be left behind to be removed with the snow and ice or worse, to be tracked into the facility. Particles that are less than 1/8 inch tend to expend themselves before they can drill through the ice and break the bond between pavement and ice and snow. Beware of products that have a large range of particle sizes. In many products, 10-25% of the container may be ineffective for melting purposes.

Tracking occurs when particles are mechanically carried into the building via foot traffic. All products will track if they are left around after snow and ice are removed. Generally tracking occurs if the product is over-applied or contains large particles that remain after they have bored through the snow and ice. Choosing a product that has a colorant produces the applicant a reference point as to how much has been dispensed. Avoiding products that have a particle size greater than 3/16 inch diameter will also help to minimize tracking.



Trees, shrubs, and grass can be damaged if the runoff of ice and snow that is removed tends to accumulate in confined areas. Avoid this by using the recommended application rate. Don’t be fooled by products that make fertilizer claims. They often burn trees, shrubs, and lawns as fast as ordinary ice melters.

. . . you are not trying to melt all the snow and ice . . .
you are trying to bore down to the pavement so that snow and ice can be easily removed. . .

Concrete damage occurs when moisture from melting snow and ice is absorbed into the concrete. As the pores of the concrete are filled with liquid, they refreeze when temperatures drop. The expansion that occurs when water changes from a liquid into a solid creates enough stress to break the concrete after a number of freeze-thaw cycles. Removing snow and ice quickly after application will help to minimize this problem. The risk of concrete

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A High-Performance Scrubber to Meet Your Higher Cleaning Standards

Reach a higher level of safety and cleanliness with the superior T7 micro-rider scrubber. With the T7, you can:

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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.

A Dalco Profile

Paul Tupy

Take it from Kevin Campeau, Dalco New Brighton's highly regarded Equipment Repair Service Manager, first impressions of a newly hired colleague can oftentimes be downright deceptive. Over thirteen years ago, now, when Paul Tupy first came to work for Dalco as a bench mechanic, Kevin, who at the time was one of our Minneapolis Field Service Technicians, had some serious reservations about the department's newest addition.

"Initially," Kevin said, " Paul just didn't look like he was going to fit in at Dalco . He was a nonconformist in every sense of the word and for all intents and purposes marched to his own drummer . He was hard to figure out." Nevertheless, despite his unconventional style, Paul started changing

peoples' early perceptions of him by demonstrating a real genius for solving the most complicated repair jobs, in a most timely and efficient manner . Such mechanical expertise has a way of making management take notice. Slowly, but surely, Paul found his niche in the department. Ironically, after all these years, Kevin Campeau (Paul's direct supervisor today) now considers Paul to be the most accomplished mechanic he has seen in his nearly twenty years at Dalco .



In fairness to the historical facts, however, the turning point between Paul and Kevin didn't really come full circle until some six years ago . And it happened when Kevin decided to make Paul a Field Service Technician (the same position, as we already indicated, Kevin Campeau had occupied for several years before he eventually was named the Repair Service Manager in Minneapolis first / now New Brighton . At first, Paul honestly felt being a Field Service Technician was the last thing at Dalco he ever wanted to be. And for two very dire reasons . Before coming to work for Dalco, he had had two especially negative experiences with major companies servicing home appliances, where he had to interact with more than a few irascible home owners . But, miraculously, Paul soon discovered there was a world of

difference between directly dealing with customers in the janitorial supply field and home owners per se . By and large, on-site cleaning supply customers generally welcome him with open arms because he's at their facilities to provide key "preventive maintenance services" that keep their labor saving cleaning equipment running efficiently.

Today, you couldn't pry Paul Tupy away from his Field Service Tech job with a crowbar . He loves his job and the many great customers he's gotten to know throughout the greater Twin Cities metro area, where he averages 650 service calls a year. "I can't believe it," he told us, "a job I thought I would probably end up detesting, has hands down, turned out to be the best job I've ever had. I look forward to coming to work every day. No one believes me, " he said, " but I've told friends, if I ever won the lottery, I would still continue in my job. At least part-time," he grinned. And Paul's relationship with Kevin Campeau has matured into an undeniable bond of respect for each other. "Paul's the best Field Service Tech in our industry," Kevin says proudly. "He's in a class by himself."

According to Rod Dummer, Dalco's Vice-President of Sales, "Paul Tupy is a prime example of the value of a great service person who has the ability both to repair cleaning equipment in a highly technical manner, as well as to communicate to the customer why he's doing what he's doing and give them the confidence that what's being done is exactly what is needed. We've had numerous customers sing the professional and ethical praises of Paul Tupy. With employees like Paul, Dalco is assured of maintaining tremendous credibility with our customers."

Lest someone gets the wrong idea, however, as much as Paul is devoted to his job, he's by no means "all work and no play." Musically inclined, he's been playing the electric guitar since he was a young lad. As one of his repair department cronies told us, "He may not be in the same league as Carlos Santana, but he's very good." Plus, Paul in recent years has taken up an outdoor sport that the average Upper-Midwesterner may not be too familiar with: namely "sand-dunning," much like the seasonal opposite of snowmobiling in our neck of the woods, minus the frost bite .

Over this past Thanksgiving, Paul, with a close buddy and his son, went to Little Sahara Park in Waynoka, Oklahoma, one of the most popular sand-dunning venues in the country. The trio, with innumerable other bikers, relished every twist and turn of the spectacular and magical setting, blasting around the 1,520 acre sand playground on their SportQuads at speeds as high as 50 mph.

Paul and his "significant other" Kathy Kelley, a financial assistant for Hennepin County, live in the Minneapolis suburb of Bloomington where they get along famously, Paul said, except when, from time to time, he goes a little bonkers in their modest size apartment with his electric guitar and a "hard rock" number or two.

Paul's wry sense of humor and job dedication can be best summed up in his response to our final Dalco Profile Questionnaire query pertaining to personal and professional goals. Paul simply added, "Keep winning my battle with machines."

In Winter, Floors Can Be Shocking!

Most static electricity is produced by friction created by moving objects. As all moving objects are connected in some way to the floor, the static electricity tends to build up on the floor surface. Under normal circumstances, electricity discharges slowly and no problems arise. However, in winter months, when relative humidity is at its lowest due to artificial heat, static charge can build up. Generally, when humidity levels fall below 40%, the conditions are right for static sparks to occur. Any steps that can be taken to increase the humidity level should be done. In some cases, more frequent auto-scrubbing is advised as it will add moisture to the floor as well as to the air.



Tips on dealing with Chronic Complainers

It's hard to remain patient when a co-worker habitually seeks you out to whine and complain. The situation won't improve unless you act. These strategies will help:

Share your frustration. Tell your co-worker that you'd like to spend time together when the person is feeling positive and not only when he or she is upset about something.

Don't try to find solutions for chronic complainers. You'll only become more frustrated when you hear that nothing will work (which is often what they will insist).

Instead, put the ball in the complainer's court: "I hear that you're angry about _____. What are you going to do about it?" If the person continues complaining, ask the same question again.

If the complainer's not interested in solutions, he'll tire of your routine and complain to someone else.

-Adapted from "Good and Mad", Jane Middleton-Moz, Lisa Tener and Peaco Todd, Health Communications, Inc.

10-Minute Plans to Improve Efficiency

Tired of disorganization and clutter? Here is a simple idea you can use to become more organized at work:

Get a grip on daily routine by creating a 10-minute chore box for yourself. Your box should contain specific chores or tasks that need to be completed and that take no more than 10 minutes to accomplish.

Write each chore on a separate slip of

Ice Melters Continued from page 5

damage can also be lessened by sealing concrete every season. There are also ice melting products available which contain a chemical additive which combines with water to prevent its absorption by the concrete.

The ideal time to apply snow and ice melting products is at the beginning of a storm. The ice melter will form a barrier between the snow and ice and the pavement, inhibiting the adhesion of the snow and ice to the concrete even when packing has occurred. Temperatures are usually moderate at the beginning of a storm which enhances the rate of melting which translates into less product required.

If an ice melter cannot be used until after the storm has passed, follow the manufacturer's recommended directions for use. Remember, you are not trying to melt all the snow and ice, you are simply trying to bore down to the pavement, breaking the bond, so that ice and snow can easily be removed.

For additional information about ice melting products, contact your Dalco Account Manager.

paper and put them in the box. Each day, draw out a slip as you have 10 minutes to complete the task it describes. Discard the slips of paper as the chores are completed.

When the box is empty, refill it with a series of new tasks and begin the process over again.

Adapted from "10 Minute Organizing Tricks", Maria Gracia, Get Organized Now!



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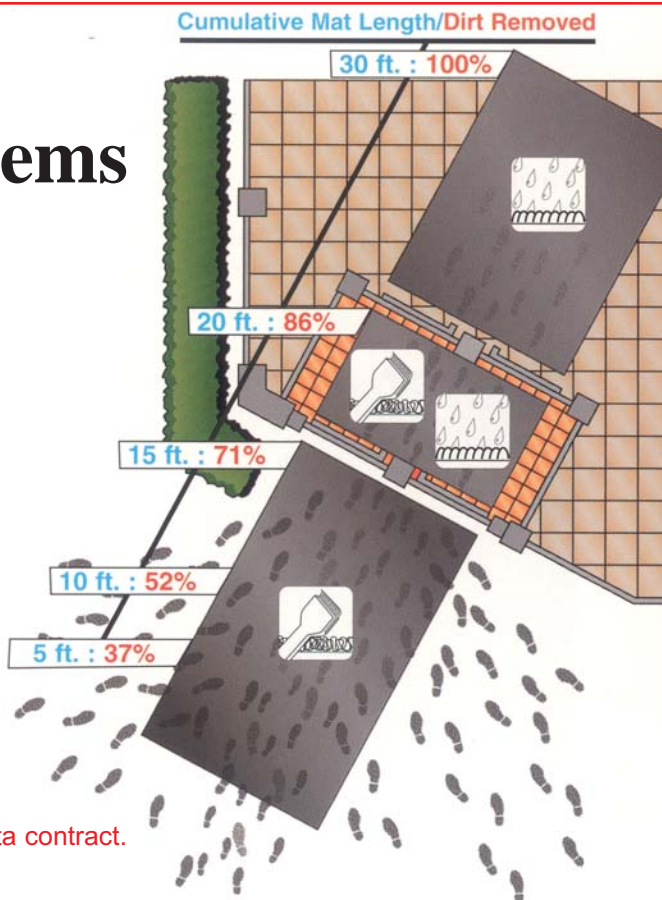
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- Safer floors



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