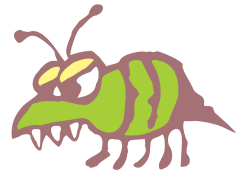




The Dalco Distributor

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

Corporate America's Flu Bug Absenteeism Could Reach Critical High This Winter



In early October, as the hotly contested presidential race was moving into the homestretch, the country's main focus was briefly diverted by the sudden, unexpected announcement of a severe flu vaccine shortage this winter.

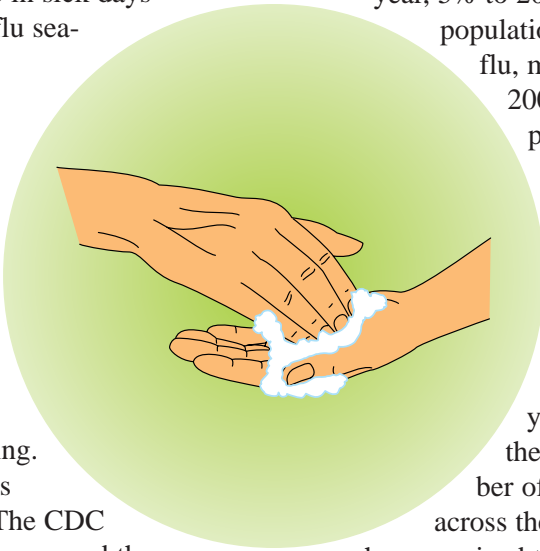
This national dilemma, due a key supplier's contamination issues, caused thousands of employers to cancel their annual workplace flu shot programs because of no vaccine, and many have been bracing themselves for a costly increase in sick days during this current flu season.

According to the Center for Disease Control and Prevention (CDC), the flu season in the United States usually runs from November through March and sometimes into early spring. The flu, of course, is highly contagious. The CDC says that a person can spread the flu starting one day before he or she feels sick and continue to pass the virus on to others for several days after the symptoms start.

In a recent issue of USA Today, it was reported that flu vaccination and wellness programs can save companies up to \$12 billion annually in alleviating absenteeism. Some companies are rationing vaccines only to

workers in high risk situations, but many simply have no vaccines to give. Other companies that have some vaccines, are donating them to hospitals or other organizations that vaccinate at-risk individuals.

Before this flu season ends, the US could have a major flu epidemic on its hands . . . hands being the operative word. Health practitioners have shown that keeping your hands clean and free of bacteria may prevent the spread of cold and flu viruses. Every year, 5% to 20% of the US population gets the



flu, more than 200,000 are hospitalized as a result of complications, and an average of 36,000 die.

Even if you're among the limited number of people across the country who have received the flu shot this year, it is still extremely important to keep your hands clean and free of bacteria..

The American Academy of Family Physicians says that over a hundred different viruses cause colds, while substantially fewer cause flu which explains why there is a shot for the flu, but not for colds. Although colds and flu seem to be more common in

colder weather, you don't actually develop either one as a reaction to colder temperatures. Many experts believe the increased occurrences are due to the fact that people tend to spend more time indoors with others during the winter months, which significantly raises the chances of the virus spreading.

With this year's alarming vaccine shortage, and with January and February traditionally being the most prevalent months for flu cases, all of us need to pay greater attention to our own personal hygiene as well as to our immediate surroundings. Within your work environment, Dalco can assist you with disinfectant product recommendations and technical information, along with training guidance in addressing your daily cleaning objectives, which in turn will help to maintain a "flu-free" workplace.

On a daily basis, or in some cases, more often, disinfecting surfaces that

Continued on page 3

In this issue . . .

Dalco Directions2

T7 High Performance Scrubber . .4

Tips to Reduce Stress5

A Dalco Profile6

Alpha HP: Dream no more7

Dalco Directions

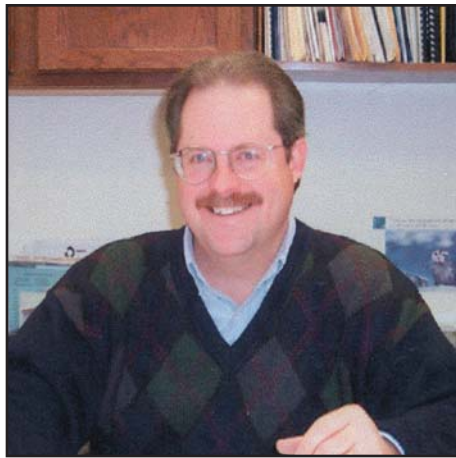
By Ted Stark, III

Communicating effectively with others is one of the most important skills in business. Over time many tools have been developed to help us communicate faster and more efficiently. Communication tools such as the telegraph, the telephone, fax machines, voicemail, computers, and e-mail. But I wonder, is e-mail helping more than hurting our communication with coworkers and business associates?

When I was first introduced to e-mail, like any new technology, I was nervous about learning it and unsure of the value. Soon I became comfortable using it. I started to collect e-mail addresses, and even set up an address book. I really thought I had become a Grand Master when I set up and used my first distribution list. That seems like a century ago, and in technology time, it was.

E-mail is a great tool. I can send a message at any time as soon as I think of it. There are no busy signals, being put on hold, voice-mail jail, waiting for callbacks, or unable to find someone in the building. I also have a written record of my messages and replies which is a great help to my pre-alzheimer's brain. And best of all, writing an e-mail letter lets me think through what I'm really trying to say so I can make sure I say it clearly and make revisions if needed. But something happened to my useful tool while on my way to black belt e-mail status (I'm only a green belt now.)

Like many things that are good and useful, it can also become destructive when used excessively or abused. Just like regular mail, it didn't take long for junk e-mail to appear. E-mail can now contain evil and dangerous items. Viruses that damage your computer and cookies that steal personal information. We now have to buy



additional software to prevent unwanted e-mails and protect our computers and information.

I also realized that one of the worst effects of e-mail overuse is what it does to personal contact and communication. I have been looking more carefully at the e-mails I have been receiving, and quite frankly it is appalling. Punctuation seems to be a thing of the past. I have received e-mails with no periods and no capital letters. Just one long, run-on sentence. From the spelling errors I see, proof-reading and even spellcheck doesn't happen either. Many of the e-mails I receive don't even have a greeting. "Are you talkin' to me?" Some of you may remember learning in school how to compose a business letter. I can't remember the last e-mail I received that had a professional format. E-mail is still mail, and it should be treated as such. Worst of all, it seems like some people bang out the e-mail so fast that they don't complete their thought or give any background information. Mental telepathy is not a feature in e-mail programs.

I recently was copied on a series of e-mails between 2 coworkers. They traded e-mails back and forth, not understanding what the other person was really trying to say and taking things out of context until they became furious with each other and stopped communicating all together. This may be e-mail's biggest evil. We stop talking to each other. When you

don't talk, you can't ask questions for clarification. You can't confirm that you heard what the other person really intended. You don't hear the tone of their voice. You don't have to listen, so you lose those skills. And, you don't develop any camaraderie or personal relationship. There are companies that have banned e-mail between coworkers on Fridays, in an effort to get their people to talk to each other more.

Dalco has always prided itself on being a relationship oriented company. We get to know our customers and associates. We build personal relationships with trust and loyalty. What happens to those relationships when we stop talking? Clear communication with customers, co-workers, and associates is critical to an efficient company. It is sad to see society losing good communication practices. But Dalco doesn't have to slip into that. To my coworkers, I encourage you to use e-mail when it is efficient, but occasionally take time to actually talk to people. When you send an e-mail, make sure you are using good grammar and complete thoughts so you will be understood. To our customers and associates, we value the personal relationships we have with you. Please don't let us become complacent in talking with you personally.

"Seek first to understand, then to be understood."

-Steven Covey

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

Flu Bug . . . continued from page 1

are touched frequently is imperative to a more healthy environment. (including all restroom fixtures, door knobs, telephones, computer keyboards, food service areas, etc., etc.) And because your cleaning staff is truly the first line of defense in combatting the flu bug and other micro-organisms within your work space, it is important to remind them of the vital role they play in maintaining a healthy environment.

To help reduce the spread of influenza in the workplace, Dalco offers a wide range of antibacterial products. These product types include Johnson's End Bac II and Spartan's Steriphene aerosol disinfectant sprays, and SBS antibacterial soaps and Aero Instant non-alcohol hand sanitizer. Dalco also carries a major line of touchless automatic restroom flushing systems, touchless soap dispensers, and touchless hand dryers. For more information on any of our antibacterial products or hands-free restroom systems, contact your local Dalco Account Manager or the Dalco branch in your regional market area.

WINTER'S DILEMMAS - Useful Reminders

Courtesy of JohnsonDiversey Technical Solutions

- ❄ *Start your winter floor care program early.*
- ❄ *If you haven't already, thoroughly clean and apply additional coats of finish to minimize re-coat time later. If stripping is required, apply extra coats of floor finish (3 or 4), in addition to your normal program.*
- ❄ *Keep your floors clean.*
- ❄ *Use a good floor mat program. Make certain you have enough walk-off mats and that they are long enough to do the job. Clean and replace them frequently. Mats are often your best defense against finish damage caused by ice melt compounds, sand, and dirt.*
- ❄ *Vacuum. . . vacuum. . . vacuum!*



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Cormatic®
Designer Series
Towel

Cormatic®
Designer Series
Tissue




Georgia-Pacific

The Tennant T7: A High Performance Scrubber

The T7 Micro-Rider Floor Scrubber from the Tennant Company delivers an advanced state of safety and cleanliness with award-winning FaST™ technology.



The T7 can help you to create a clean, safe, and healthy environment. It boasts exclusive hygienic tanks that allow for easy access and sanitation,

reducing mold, bacteria, and other contaminants that can grow in enclosed tanks.

At only 67 decibels, the T7 has a 75% lower sound level than leading competitive models. In fact, it is comparable to normal conversation levels and allows you to quietly clean in noise-sensitive environments.

Engineered for safety, the T7 minimizes the risk of slip-and-fall injuries because it leaves behind no cleaning solution. With FaST™ (optional) on your T7, just scrubbed floors are clean, dry, and safe for traffic immediately. Even around 180-degree turns, the T7's equal-pressure parabolic squeegee recovers all cleaning solution from the floor.

The ergonomic design of the T7 makes cleaning more comfortable for

your staff and reduces operator fatigue leading to increased productivity. Clear sight lines and simple controls mean operators can focus solely on their cleaning environments. This, in turn, increases scrubbing effectiveness and quality.

The T7's compact design and highly maneuverable handling allows for ease in cleaning of tight spaces and narrow aisles. Plus, with the "no hassle" squeegee system, there are no tools for maintenance and the blade is factory set at the optimum recovery angle.

See for yourself how the T7 scrubber can help you reach a higher standard of cleanliness and safety in your facility.

For additional information, contact your local Dalco account manager.

100,000 VIRUS CELLS AT 100 MPH CAN SLOW EVERYONE DOWN

New KLEENEX® Anti-Viral* Tissue
The only tissue with a treated middle layer that kills 99.9% of cold and flu viruses.*

thank goodness for **Kleenex** tissue.®

What's KLEENEX® Anti-Viral* Tissue?

Only KLEENEX® Anti-Viral* Tissue has a moisture-activated middle layer that is scientifically proven to kill cold and flu viruses.* When moisture from a runny nose, cough or sneeze comes in contact with KLEENEX® Anti-Viral* Tissue's special middle layer, cold and flu viruses are trapped and killed.*

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Tips Everyone Can Use to Reduce Stress

By Justin Thyme

Haven't we all been there? We've got an important call to make, but we're waiting for one more piece of information that was promised to us two hours ago. Time! It always comes back to time. There's never enough time. There are so many things to do and so little time in which to get them done. Reports are due. Project deadlines are coming up. A major client hasn't paid your latest invoice and there are bills to be paid next week. Stress is closing in on all of us. Stress is affecting not only the way we do business, but our bodily health at the same time. While we can't make stress go completely away, there are some things we can do to reduce our stress levels and make us happier and more productive, which reduces our stress levels and makes . . . and so on and so on.

"As health problems go, heart disease, cancer and obesity get all the limelight. But we should pay just as much attention to another serious health issue: stress."

-- 6 Steps to lessen stress, USA Weekend, May 26-28, 2000

Here are some things anyone can do (yes, even you) to reduce stress:

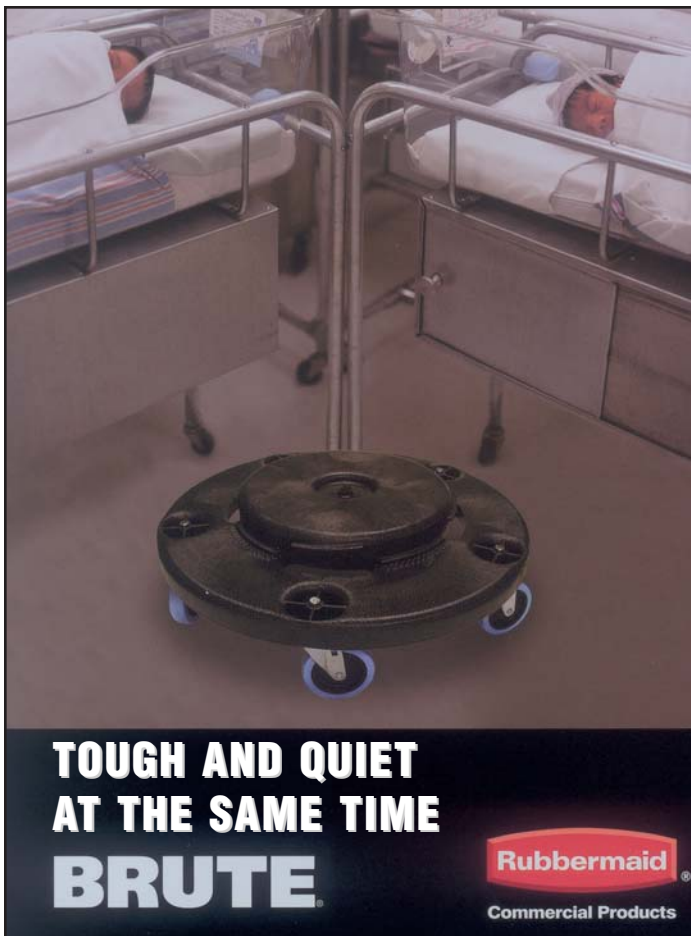
Replace the phrase "I have to . . ." with "I get to . . ."
- Small business writer Don Doman, author of "Out of Work? Get Into Business and Look Before You Leap: Market Research Made Easy", says that when he's feeling overwhelmed and has too many things to do, he starts using the phrase "I get to." "Even the most miserable of tasks seem easier and less stressful if you get to do them. It's kind of like a reward. Ooooo, I get to make cold calls today. It gives you a positive feeling." By removing that feeling that you "have" to do something, you've reduced some pressure and stress.

Cut out the coffee, hot chocolate, and soft drinks -
Caffeine can cause anxiety and make things more stressful.

Write down your stressful situation - By putting your thoughts down on paper (or in the computer) you can transfer your emotions from your mind to something more tangible. After you're done with the writing you can crumble up the paper and throw it away, or light a match to it and let your troubles go up in smoke.

Tackle the most stressful tasks first - As we become tired, our stress defenses go down, so it's best to handle the most stressful events when your body is most alert and rested.

Continued on page 7



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AT THE SAME TIME**

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Never a Dull Moment!
Under a black light you can see the innerglow...

Optically Enhanced Floor Finishes
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Exclusive to Spartan, Patented Polymer Technology that enhances the color and brightens too!
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Optically enhanced polymer technology brings the following benefits:

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- Less cost** - No need to re-coat as often, more "build" for your buck and labor effort!
- SAVE** - Works as both a sealer and a finish.

Enjoy the beauty, strength and reliability that iShine and White Sun offer. These two floor finishes wear tough and strong while maintaining their gloss!

You will be impressed with the glowing results!

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A Dalco Profile Mark Miller

“Breaking bread” in a deli restaurant with Mark Miller, Dalco’s company Sales Manager, provided a great opportunity to get a better handle on both his professional and personal past, as well as the intriguing circumstances that eventually brought him to Dalco almost six years ago.

Mark is an extremely easy guy to talk to. His strong, outgoing personality, and vast product knowledge of our industry is ideally suited for the many demands and complexities of his sales management position.



Dalco, after 45 years in the janitorial supply field, is currently wrapping up its most successful year in business. There are several reasons why and Mark Miller is clearly one of them.

Born in Duluth and raised in Minneapolis, Mark graduated from Wayzata High School in the late 70’s. Then, reflective of his countless childhood trips to Duluth and Lake Superior, he opted to attend UMD (University of Minnesota Duluth), completing a degree in Business and Communications. Based on his career steps, his major in college has served him exceptionally well over the years.

Mark started in the jan/san field in 1990 with Larson Sales, repping national lines such as Rubbermaid and Windsor Equipment. Before long, Mark was calling on Dalco and working with their sales force. Two of Dalco’s senior sales people were Bob Sanford and Don Kennedy, both still with Dalco, and who can very easily recall the young Mr. Miller. “From the get go,” Bob Sanford said, “Mark had a special way about him. he made a real effort to connect with everyone, and in sales, as well as in life, that’s half the battle.” Don Kennedy added, “There were no frills about Mark. He always had his feet firmly on the ground and was a pleasure to deal with”.

Overall, Mark has been in the janitorial supply field going on fifteen years - seven years with Larson Sales, one year with Butcher Products, and one year with former Minneapolis distributor, Upper-Midwest Sales (as an Equipment Specialist and Key Account Manager). In March of 1999, after months of speculation, Dalco acquired Upper-Midwest Sales. Coincidentally, Mark Miller was again serving Dalco, but now as an employee. In due time, Dalco management reassessed his notable attributes and Mark was named Dalco’s company sales manager. Currently, with 45 Account Managers under his direction, Mark is rapidly emerging as one of the truly astute young jan/san sales managers in the country.

In addition to his field management skills, three years ago, Mark, with the assistance and support of Joni Miklya, Marketing Manager, initiated semi-monthly customer training seminars at Dalco’s New Brighton location on a variety of subjects. These sessions have generated broad interest within the Twin Cities customer base. During 2004, attendance averaged almost 100 customers per seminar, a figure well above the national average for distributor seminars.

Rod Dummer, Dalco’s Vice President of Sales, who works in close concert with Mark, has the utmost respect for his abilities. “Mark is totally professional,” Rod said, “and keenly versed in every aspect of our business and he relates extremely well to our many customers.”

While still at the deli, Mark suggested, “My favorite part of this business are new products. They are our lifeblood, the ongoing quest for a better way to clean. I bet I’ve personally tested 300 new cleaners in my day and I presently have at least 100 sample bottles still at my house. Just ask my wife, Annie”.

Relative newlyweds, Mark and Annie Miller live in a western Minneapolis suburb. Annie is an Interviewer Trainer for Cornerhouse in Minneapolis. Annie also has two children, Jennifer, 24 and Matt, 18. Weather permitting, Mark’s favorite pastime is camping along the North Shore and kayaking in the challenging waters of Lake Superior. Mark is also a motorcycle buff. Except, unlike some of our other Dalco colleagues, he has never made it out to “hog heaven” in Sturgis.

To date, would you believe, Mark’s most memorable Dalco moments have been when he has had the opportunity to work with our more senior account managers. “The old timers at Dalco,” he said, “are quite the characters. They are all enthusiastic and full of life. They all have great stories about their selling experiences and are true pro’s in every sense of the word”.

Just the same, even though Mark Miller, chronologically, is years away from being called an old timer, the “true pro” salutation already fits him like a glove. And Dalco’s account managers, young and old alike, have known that for some time now.

Exercise - Exercising for just a couple minutes can reduce stress remarkably. If you can get away for a walk, that's even better. Think about pleasant thoughts and not about your problems -- that helps, also.

Get some oxygen into your body by breathing deeply - Headache expert Dr. Jeffry Finnigan in his book *Life Beyond Headaches* says that one of the main keys to a healthy body is getting oxygen. Take a few minutes to close your eyes and breathe deeply and slowly. If you can stop and breathe deeply for ten minutes a couple times a day, you can reduce your stress dramatically.

"Breathing becomes short and shallow when we start stressing out," says Deborah Johnson, Ed.D, an assistant professor at Baylor University in Waco, Texas. "The quickest way to break this tension loop is to start drawing air deeply into your lungs, which allows oxygen to flow throughout the body. You should feel a difference almost immediately."

-- from *Soothe Your Stress Spots, Fitness*,
November 1998

Make yourself at home - Personalize your workspace with photographs of home, posters from favorite movies or plants and flowers. Familiar, homey-objects, help relax tensions.

Drink some orange juice - Scientists have discovered that vitamin C can reduce the production of stress hormones.

Sing a song - This tip does double duty, music and singing relaxes the body, AND by singing you breathe more deeply. Depending on your voice, however, you might create more stress for the people around you.

Innovative Chemistry Sets Alpha HP Apart

What would the value to you and your facility be if you only had one cleaning chemical to clean most everything in your facility? Think it's a dream?

Dream no more!

Introducing Alpha HP from JohnsonDiversey.

ALPHA HP is a **patented** blend of commonly used, safe ingredients that when combined with low levels of hydrogen peroxide **dramatically** increase its germicidal potency and cleaning performance.

ALPHA HP meets Green Seal GS 37 Standard. It boasts no NPE's, no carcinogens, no APEs, is biodegradable, non-toxic, a non-irritant to skin and eyes, and has no aquatic toxicity.

Innovative chemistry sets Alpha HP apart from anything else available today.

Versatility: One product, multiple surfaces - including glass, hard surfaces (including stainless), floors, carpets. **Inventory reduction.**

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Ease of use equates to fewer mistakes from using the wrong product. There is no dispensing equipment and no hidden costs. One product, built-in safety program. Green Seal equates to facility compliance and peace of mind.

Lower toxicity Profile. No gloves required for normal use. Active breaks down to oxygen and water.

Costs control.

Concentrated to lower costs in use. Optimized to adjust for soil levels.

Outstanding cleaning results equals increased workers' productivity.

Available in wipes, J-Fill or the new RTD dispensing system from Dalco. Contact your Dalco Account Manager for more information.





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