



The Dalco Distributor

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

Dalco Minneapolis Moves To New Corporate Facilities in New Brighton

For a majority of long-standing employees at Dalco Minneapolis, Friday, May 18, through Monday, May 21, was a bittersweet passage in time. By Sunday evening, when the last moving truck was on its way, Dalco's corporate offices and central warehouse of the past thirty-three years at 3010 NE Broadway, was officially history. The building, from stem to stern, with the exception of scattered partitions throughout the open office areas, and the skeletal remains of the warehouse racking system, stood eerily empty. Strangely quiet. Only memories lingered - mostly great ones; some sadly reminiscent . . .

As the hours on that first day slowly rolled over into the next and beyond, apprehension about the move began to dissipate. A growing sense of appreciation was emerging.



The new Twin Cities Dalco facility presents an impressive facade at its new location in New Brighton, MN

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On Monday morning, May 21, 5.6 miles north of the vacated premises (at 300 5th Avenue N.W. in New Brighton) the mood was strikingly different. A new Dalco era was unfolding in a rush of bustling activity. Inside personnel and numerous sales colleagues were in their respective areas, unpacking boxes, setting up personal work stations, and trying to solve minor installation issues, while in between, answering customers' phone calls.

Dalco Management had truly done a masterful job in helping to design a new facility that will greatly benefit our employees and customers for many years to come.

The vastly increased warehouse capacity, an expanded repair/parts department, a retail store, and the well-conceived 2,200 square foot training center promise to boost Dalco's service levels throughout our regional market area.

Dalco's newly constructed 77,428 square foot corporate headquarters is two and a half times the size of the old location. The congestion we contended with over the past several years is now a thing of the past. Everything is so much more efficient and there are windows everywhere - even in the warehouse! Employee morale, although good before, has improved dramatically.

As with any move of this magnitude, there are many people within the company who played key roles in successfully finalizing this major step.

Over the past eighteen months, Ted Stark, III, Dalco's new President and Chief Financial Officer coordinated the Project

Continued on page 3 . . . Dalco Move . . .

*Dalco,
"Your First
Choice in
Cleaning
Solutions!"*

Dalco Directions

By Rod Dummer

As many of you long-time Dalco customers might still remember, as recently as ten years ago, if you asked your Dalco Account Manager about ordering towel, tissue, or trash can liners from us, you may have detected a note of hesitation. At that time, Dalco's primary lines were in cleaning chemicals, equipment, and other housekeeping related items, with much less emphasis on paper and plastic products.



Rod Dummer
Vice President of Sales

Over the last ten years, along with our traditional lines, Dalco has evolved into a major distributor of paper products and can liners. These two specific categories reflect the largest growth increase for Dalco over the past several years. Our principal suppliers in these two areas are major paper manufacturers Kimberly-Clark and Georgia Pacific (Formerly Fort James, formerly James River), and Tyco for trash can liners.

At Dalco's new Twin Cities facility in New Brighton, the majority of space, 44,750 square feet, is dedicated to the warehouse. This is a direct result of the volume of paper and plastic we now inventory. Dalco's increasing sales numbers in these areas have allowed us to purchase national brand lines as competitively as any other distributor in the marketplace.

Even though restroom paper products and trash can liners are not exactly "glamour" lines, they are a major part of every facility's annual budget. We follow the same professional approach when recommending the best paper and liner products for your facility as we do for the other cleaning products we sell. Consequently, we have a growing number of customers who conveniently "one source" all of their janitorial supply needs through Dalco.

If you are currently buying your cleaning supplies from Dalco, but not your towel, tissue, and can liners, let us show you what we have to offer. Find out if taking advantage of "one-sourcing" is right for you.

ERGONOMICS

UPDATE:

The OSHA Ergonomic Standard, which was signed into law January, 2001, has been nullified by the current congress and President Bush. As of today, there is no OSHA Ergonomic Standard, but OSHA can still cite companies under the General Duty clause (5.1.a) for ergonomic related issues. Prolonged standing on hard surfaces is considered a risk factor for injuries and matting is still considered an abatement method.

It is also important to know that California has an ergonomic standard and that twelve states are or will be starting to develop their own ergonomic standards. Many states stopped the development of their ergonomic standards because they felt that the federal standard would be in place in just a few years. With the standard terminated, many states have started the process again.

Dave Sebesta, 3M Technical Service

We've filled the hole in the tissue . . .



Kimberly-Clark

Automatic Spray Dispensing System



Johnson wax
PROFESSIONAL

Dalco move . . . continued from page 1

Committee in conjunction with the architects and builders from Ryan Construction Company. Before and after breaking ground last October, many long hours went into this often complicated and demanding process.

The foyer of Dalco's new corporate headquarters in New Brighton boasts a soaring two-story ceiling. Pictured at right, Account Manager Buzz Connor checks in with Receptionist Michelle Meados.



With the monumental job of transferring Dalco's staggering product inventory to the new location, Larry Tranberg, Vice President of Operations and his entire warehouse staff deserve special recognition. Between 4:00 a.m. on Friday morning, May 18, and Sunday evening, May 20, Larry and his staff transferred 97 tractor trailer loads to the new site. Just the same, even though our offices were closed that Friday, Dalco's delivery trucks never missed a beat, making their normal Friday runs.

Dalco Minneapolis warehouse personnel include: Warehouse Manager, Cary Tranberg; 2nd Shift Supervisor, Eric Cress, and Warehousemen Larry Johnson, Adam Blocher, Pat Boggs, Steve Martinson, Rick Arneson, Alan Martinson, Ben Leslie, Joe Schmidt, Darin Tranberg, and Brian Bushey. Take a bow guys! It is richly deserved!

In September of 2001, Dalco will host a Grand Opening/Full-Line Vendor Trade Show. Announcements will be mailed out several weeks in advance.

We are well aware that without the tremendous support of our customers throughout our regional marketplace, the construction of Dalco's new corporate facilities would never have been possible. We sincerely thank each and every one of our loyal customers for helping to make our new facilities a reality.

Please stop in and visit us. If not over the summer, then in September for the Grand Opening/Trade Show!

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Carpet/Tile Adhesive Failure

Courtesy of Johnson Wax Professional Customer Technical Support

There are many complex variables that can determine the failure of an adhesive. So much so, that each one may have to be investigated case-by-case. There are many facts and all too much fiction regarding this subject.

In most cases the blame lies with the installer or the concrete contractor. If the blame doesn't stick with either of them, there is always "Mother Nature" bringing alkalinity into the concrete, freezing and thawing it to extremes, and days of rain being pounded into the concrete by heavy winds. The location of the building can play an important role. Is the building in a valley or on a hillside or next to a river or an underground stream or built on swamplands? These could all be factors. The issue of adhesive failure can be very complex with many contributing variables.

Improper Installation:

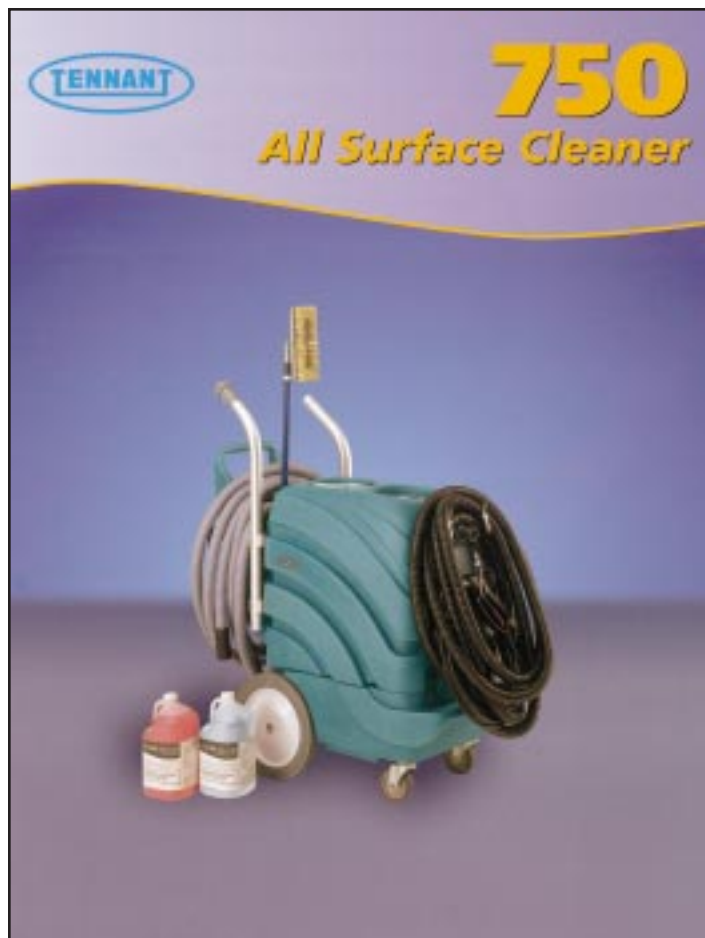
Adhesive used is not recommended by carpet or tile manufacturer. Most manufacturers produce their own adhesive to be used when installing their substrate. In some instances the warranty would be voided if any other adhesive were to be used.

Improper trowel or cheater trowels being used in spreading adhesive. Even when the proper trowel is used, it gets dull over a period of time. A contractor should, at this point, use a new trowel, but more often than not, will use a file to sharpen it. As a result, the space between the notches become larger, allowing more adhesive to be applied than is recommended and shortening the distance between beads of adhesive.

Vapor Emission Testing (Calcium Chloride Test):

Taking a Vapor Emissions Test before laying adhesive (which is generally required by most manufacturers) could help lessen the frequency of adhesive failure. This test is designed to determine the amount of vapor emission that travels through the concrete. If the results of this test are higher than recommended, there is a very good chance that the adhesive will never cure properly.

Solvent Residues: Another variable for adhesive failure is solvent residue having been left on the concrete when the adhesive is applied. In a remodeling situation, contractors often use solvent-based products to get residual adhesive off the floor after tile or carpet is removed. Being porous, there is a good chance that the concrete absorbs the solvent. If not rinsed thoroughly, the solvent



can wick up through the concrete and attack the adhesive.

Alkaline Salts: Another variable exists where alkaline salts, which are in the ground, come to the surface through the concrete. Once they form on the surface of the concrete, they expand and their alkalinity slowly begins to deteriorate the adhesive, resulting in failure.

Gypsum Patching Compounds: Most installation instructions state that Gypsum type patches should not be used on concrete which a substrate will be laid over. Gypsum can lead to alkalinity problems and mold issues.

Dewpoint and Installation: Dewpoint effects are largely controlled by a natural hydrological cycle. Dewpoint can occur as the concrete temperature cools. Moisture begins to condense in and on the concrete surface. If the surface continues to cool and reach dewpoint, the concrete surface can literally become saturated with moisture, having potentially devastating effects on adhesives.

Obviously, there are many, often uncontrollable variables contributing to adhesive failure. As a proactive measure, when dealing with a newly installed floor or carpet, make sure to follow, specifically, the instructions for proper maintenance.

Ready-To-Use Price Calculator For True Cost of Cleaners

Courtesy of the 3M Commercial Care Laboratory

Cost per/gal	Cost per Diluted Gallon (128 oz. gallon)											
	1:2	1:4	1:5	1:8	1:10	1:20	1:32	1:40	1:64	1:128	1:256	1:365
\$2.00	0.67	0.40	0.33	0.22	0.18	0.10	0.06	0.05	0.03	0.02	0.008	0.005
\$4.00	1.33	0.80	0.67	0.44	0.36	0.19	0.12	0.10	0.06	0.03	0.016	0.011
\$6.00	2.00	1.20	1.00	0.67	0.55	0.29	0.18	0.15	0.09	0.05	0.023	0.016
\$8.00	2.67	1.60	1.33	0.89	0.73	0.38	0.24	0.20	0.12	0.06	0.031	0.022
\$10.00	3.33	2.00	1.67	1.11	0.91	0.48	0.30	0.24	0.15	0.08	0.039	0.027
\$12.00	4.00	2.40	2.00	1.33	1.09	0.57	0.36	0.29	0.18	0.09	0.047	0.033
\$14.00	4.67	2.80	2.33	1.56	1.27	0.67	0.42	0.34	0.22	0.11	0.054	0.038
\$16.00	5.33	3.20	2.67	1.78	1.45	0.76	0.48	0.39	0.25	0.12	0.062	0.044
\$18.00	6.00	3.60	3.00	2.00	1.64	0.86	0.55	0.44	0.28	0.14	0.070	0.049
\$20.00	6.67	4.00	3.33	2.22	1.82	0.95	0.61	0.49	0.31	0.16	0.078	0.055
\$22.00	7.33	4.40	3.67	2.44	2.00	1.05	0.67	0.54	0.34	0.17	0.086	0.060
\$24.00	8.00	4.80	4.00	2.67	2.18	1.14	0.73	0.59	0.37	0.19	0.093	0.066
\$26.00	8.67	5.20	4.33	2.89	2.36	1.24	0.79	0.63	0.40	0.20	0.101	0.071
\$28.00	9.33	5.60	4.67	3.11	2.55	1.33	0.85	0.68	0.43	0.22	0.109	0.077
\$30.00	10.00	6.00	5.00	3.33	2.73	1.43	0.91	0.73	0.46	0.23	0.117	0.082
\$32.00	10.67	6.40	5.33	3.56	2.91	1.52	0.97	0.78	0.49	0.25	0.125	0.087
\$34.00	11.33	6.80	5.67	3.78	3.09	1.62	1.03	0.83	0.52	0.26	0.132	0.093
\$36.00	12.00	7.20	6.00	4.00	3.27	1.71	1.09	0.88	0.55	0.28	0.140	0.098
\$38.00	12.67	7.60	6.33	4.22	3.45	1.81	1.15	0.93	0.58	0.29	0.148	0.104
\$40.00	13.33	8.00	6.67	4.44	3.64	1.90	1.21	0.98	0.62	0.31	0.156	0.109
\$42.00	14.00	8.40	7.00	4.67	3.82	2.00	1.27	1.02	0.65	0.33	0.163	0.115
\$44.00	14.67	8.80	7.33	4.89	4.00	2.10	1.33	1.07	0.68	0.34	0.171	0.120
\$46.00	15.33	9.20	7.67	5.11	4.18	2.19	1.39	1.12	0.71	0.36	0.179	0.126
\$48.00	16.00	9.60	8.00	5.33	4.36	2.29	1.45	1.17	0.74	0.37	0.187	0.131
\$50.00	16.67	10.00	8.33	5.56	4.55	2.38	1.52	1.22	0.77	0.39	0.195	0.137

Bargain cleaners are often more costly than a concentrated cleaner. This chart makes it easy to compare the true cost of ready-to-use cleaners. For example, the bargain cleaner priced at \$8.00/gallon with a recommended dilution ratio of 1:8 costs \$0.89 for a ready-to-use gallon. To determine this quick calculation, search down the left-hand column for \$8.00 per gallon concentrate price and then across to the 1:8 dilution ratio.



A Dalco Profile . . . Rebecca Bosch, Purchasing Manager

No one, we suspect, realized it at the time, but when Dalco's current Purchasing Manager came to work for Dalco Minneapolis in her early twenties, the fall of 1989, she had actually been honing her interpersonal communication skills since she was "eye-high to an end table". Such a phenomenon can easily be explained. Rebecca Bosch, you see, is the youngest of 14 children. Maybe that's why reaching out to others has always seemed so natural to her. . .

itorial cleaning supplies and equipment in the Upper-Midwest, Dalco represents over 300 vendors, constituting approximately 12,000 individual line items. Obviously, sound purchasing practices are paramount to Dalco's continued success.

Once again, as was true within Customer Service, Rebecca's impact in Purchasing was immediate and impressive. Her accelerated pace of learning her

our continued company growth have been immeasurable.

When it comes to the Twin Cities sales force, there is not enough space in this column to enumerate the many positive attributes that the 18 various account managers feel Rebecca demonstrates in her day-to-day performance. Here's but a sample of some of their comments: "Rebecca's the greatest. She's such a help. She's one of a kind, a true professional. She cares, like no one I've ever worked with. She is warm and sensitive, and sharp as a tack. She is so organized she should be running General Motors. She gets answers where there aren't any. If I ever started my own business, she'd be the first person I'd try to hire".

In February, at Dalco's annual company-wide Sales Recognition/Vendor Appreciation Day, Rod Dummer, Vice President of

Purchasing said, "Rebecca is a very proud person who not only cares about the job she does, but she also cares how the company is doing".

Rebecca lives in suburban Minneapolis with her eighteen year old daughter, Amanda, who just graduated from high school and her significant other, Cary Tranberg. Rebecca's all-time favorite movie is Titanic and her hobbies include gardening, cooking, biking, and bowling. She is also a staunch Green Bay Packer fan, which one Twin Cities account manager says is her only negative point!

When asked what it was like growing up the youngest of fourteen (seven boys and seven girls), Rebecca responded "Being the youngest was both the best and the worst at times, depending on the situation. Christmas was always good though". Five or six years ago, her extended families had an all-family reunion in



Rebecca Bosch, Dalco's Purchasing Manager, has worked for the company since 1989.

Rebecca's first job at Dalco was in our Customer Service Department as an order-entry person. Almost overnight people started taking notice of her rapid learning curve and her engaging personality. Rebecca had potential, serious potential.

Less than two years later, Rebecca's "serious potential" was validated by Management when she was offered a position in our Purchasing Department. As the largest distributor of jan-

assigned lines, her solid communication skills, and her rapport with the sales force soon set a new standard in the department.

By 1995, to absolutely no one's surprise, Rebecca was named Dalco's Purchasing Manager. She has two employees working under her in New Brighton and she interacts on a regular basis with Dalco's other three branches. In the six years that she has been Purchasing Manager, Rebecca's contributions to

"Rebecca's the greatest. She's one of a kind, a true professional".

Sales, traditionally addresses the efforts of key individuals in each Dalco branch. His comment about Rebecca Bosch was, "We could give Rebecca a Sales Support Award plaque every year and it still wouldn't do justice to her annual contribution".

Peter Stark, Vice President of Customer Service and

Sisston, South Dakota, where she grew up. Over 500 people were there, all wearing different colored T-shirts to I.D. their family connection.

We've never had the opportunity to meet Rebecca's parents, but based on how their youngest child turned out, they must be something very special.

What's New in the Industry . . . Upright Spotting Extractor

Lightweight and easy to transport, the new AV 4X upright spotting extractor by North American is both versatile and efficient. Designed for convenience, this machine features a compact build for easy storage, a twist grip solution control, an adjustable handle height, and a brush/squeegee attachment on the vacuum shoe for hard floor cleaning.



The AV 4X weighs only 29 pounds making it easy to maneuver. It has a four gallon solution tank, paired with a 4 gallon recovery tank.

Optional accessories include an 8 foot vacuum and solution hose assembly, hand tool, and extraction wand.



For more information on this exciting new product, contact your local Dalco Account Manager.

Bike Season is Here - Think Safety

Reprinted from 3M Stemwinder, April 24-May 7, 2001

For many Minnesotans, Spring is a catalyst for a shift to outdoor activities. One of the most popular exercise and recreation options for children and adults continues to be bicycling. Whether you are a new biker or have been enjoying the activity for years, now is an excellent time to review the following bike safety tips from the Minnesota Safety Council:



- Obey traffic rules. Bicyclists must follow the same rules as motorists.
- Know your bikes physical capabilities.
- Ride in single-file formation with traffic, not against it. Stay as far right as possible, watching for opening car doors, sewer gratings, soft shoulders, broken glass and other debris.
- Keep a safe following distance from vehicles and other bicycles.
- Make safe turns; cross intersections with caution. Signal your turns half a block before the intersection. When traffic is heavy and the cyclist has to turn left, it is best to dismount and walk the bike across both streets at the crosswalks.
- Before riding into traffic, stop, look left, right, left again, and over your shoulder.
- Always be seen. During the day, cyclists should wear bright clothing. Nighttime cycling is not advised, but if riding at night is necessary, wear retroreflective clothing.
- Make sure that the bicycle has the proper safety equipment, including reflectors, a horn or bell, and a rearview mirror. A bright headlight is recommended for night riding.

This article provided by 3M LifeScapes, 3M Corporate Safety and the Minnesota Safety Council.



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Hey everyone!
How are things back at work? I'm at the 3M Commercial Care Web site. Wow, there's a lot to see here. Yesterday I checked out the interactive product selection guide. Very impressive! today I'm gonna hit MSDS and FAQs, and see what kind of training program they've got. Anyway, you should come and visit. I think you'll find things that'll help make your job a lot easier. I know I did.

Wish you were here,
Colleen Floors

Greetings from
www.3M.com/commcare

3M Innovation