

## CAMPBELL'S CORNER

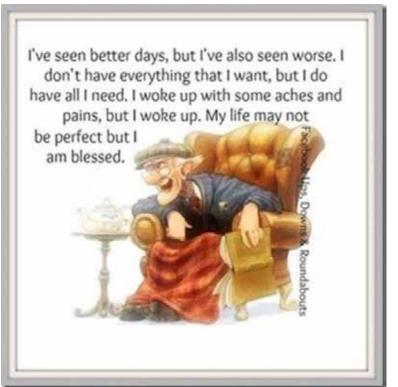
Dear Chapin,

Ahhh.....it's time for the winter newsletter. I just finished taking down our Christmas tree and decorations at home. Alright, you caught me! My wife just finished taking down the Christmas tree and decorations. Lol.....

Chapin is now in the process of reforecasting all our spring sales. As of this writing we are on target. There are so many factors that go into running such a large organization. Most of the time it is constant worry for me. Several questions run through my mind.....has the accounting department put enough money away for the "tax man", have all of the invoices been sent out, are our customers paying us on time, how much have we borrowed from the bank? Those are just questions regarding finance. Then there are other questions..... what is the status of finished goods, do we have enough product, what are we doing about our off-shore vendor, when will the 25 percent tariffs end, oil prices are rising but sprayer prices are going down, someone gets hurt, there was an accident, a small fire started, the rail car came off the rails, flu season is here and many people are out sick, are we asking for too much overtime, gear boxes are failing, welders are running improperly, the roof is leaking. My mind has a ton of questions all at one time. I need to focus on getting everything at Chapin in place.

It is a constant barrage of questions and thoughts in the process of running a large organization. There are many moving parts in an organization this size and in my position I am wholly dependent that everyone here brings their "A" game each day. It is constant worry. However, Chapin is number one in our industry which means we have weathered the storms and found opportunities where others have not.

I am an extremely lucky person to have a total workforce that works to the benefit of Chapin and for each other. I found this cartoon on-line and I think it sums up myself and the Chapin business very nicely.



Sincerely,

—Jim

## CAMPBELL'S CORNER

Estimado Chapin,

Ahhh.....es hora del boletín de invierno. Acabo de terminar de quitar nuestro árbol de Navidad y decoraciones en casa. ¡Bien, me atraparon! Mi esposa acaba de terminar de quitar el árbol de Navidad y las decoraciones. Jajaja...

Chapin ahora está en el proceso de volver a proyectar todas nuestras ventas de primavera. Estamos trabajando en ello mientras escribo estas líneas. Hay tantos factores que intervienen en el funcionamiento de una organización tan grande. La mayoría de las veces es una preocupación constante para mí. Varias preguntas atravesaron mi mente...¿el departamento de contabilidad ha ahorrado suficiente dinero para el "hombre de los impuestos"?, ¿se han enviado todas las facturas, nuestros clientes nos pagan a tiempo, cuánto hemos pedido prestado del banco? Esas son solo preguntas sobre finanzas. Luego hay otras preguntas...¿cuál es el estado de los productos terminados?, ¿tenemos suficiente producto?, ¿qué estamos haciendo con nuestro proveedor off-shore?, ¿cuándo terminará el arancel del 25 por ciento?, los precios del petróleo están subiendo pero los precios de los pulverizadores están bajando, ¿y si alguien se lastima?, hubo un accidente, se inició un pequeño incendio, el vagón se salió de los rieles, la temporada de gripe está aquí y muchas personas están enfermas, ¿estamos pidiendo demasiado tiempo extra?, las cajas de cambios están fallando, los soldadores están funcionando incorrectamente, el techo tiene goteras. Mi mente tiene un montón de preguntas a la vez. Necesito concentrarme en poner todo en Chapin en su lugar.

Es un aluvión constante de preguntas y pensamientos en el proceso de dirigir una gran organización. Hay muchos engranajes en una organización de este tamaño y en mi puesto soy totalmente dependiente de que todos aquí den lo mejor de sí todos los días. Es una preocupación constante. Sin embargo, Chapin es el número uno en nuestra industria, lo que significa que hemos resistido las tormentas y hemos encontrado oportunidades donde otros no.

Soy una persona extremadamente afortunada de tener una fuerza laboral total que trabaja en beneficio de Chapin y entre sí. Encontré este dibujo animado en línea y creo que me resume muy bien a mí y al negocio de Chapin.

Atentamente,



—Jim









## We'd love to hear from you.

Articles and updates in *Chapin Connections* are written by employees. Your thoughts, ideas, and observations are not only welcomed, but needed! To submit ideas, articles, photos—or if you have questions—feel free to email *nmesler@chapinmfg.com*.

—Nick Mesler

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As I write this notice, I'm thinking "*it's only December 20th, we've got a lot of time yet*". That could not be further from the truth, we've just completed our golf tournament kick off meeting. Our first meeting is held to determine whom will become the charitable benefactor for the next tournament.

On November 19th, Genesee Cancer Assistance Executive Director Sue Underwood came to the Chapin golf committee meeting and presented their request for consideration as our tournament benefactor. They had just lost one of their golf tournament chairs so there was concern regarding the ability to pull together the planning structure to run their golf event which is a major fundraiser for them. We certainly understand the enormous effort that goes into the planning and execution of a golf tournament and the need to support a well-known community organization is exactly what we look for.

I am happy to announce for the Chapin Golf Committee, the 13th Annual Chapin Charity Golf Tournament this year will be held to benefit **Genesee Cancer Assistance.** Genesee Cancer Assistance, Inc. is a registered 501(c)(3) not-forprofit, co-founded in 1993 by Mrs. Dorothy Schlaggel & Mr. Russ Romano. Their shared desire was to create an organization through which cancer patients living in Genesee County have access to financial aid and a variety of support services. The organization strives to assist to alleviate the difficulties experienced by cancer patients, their families, and caregivers, by providing financial assistance and a variety of free support services, including counseling and a support group. They



help offer patients the knowledge of where and how to gain access to useful information and other services available and provide patients with helpful resources regarding their diagnosis. This organization does not receive any funding from government agencies, all of their support comes from local businesses, community donations, charitable sources and fundraising events and all the funds stay local which is must important to us. Since its founding, almost 25 years ago Genesee Cancer Assistance has been able to assist thousands of individuals; helping hundreds of patients each year.

It takes a lot of effort and dedication to make it a successful event and based on the continued growth of the golf tournament I'd say it's been an overwhelming success and the success of this event means a great deal to our charity benefactors. Partnering with Genesee Cancer Assistance for the 13th Annual Chapin Charity Golf Tournament to be held on August 8th, 2020 will again show our dedication to support the success of the community. The committee is excited and looking forward to the tournament and moving forward with our planning. If you have head the opportunity to talk any of the prior benefactors or with anyone that participates, I'm sure you have heard that this is one of the best run tournaments around.



Again, I cannot say this enough, it's a great outing and another great organization in the community that will be receiving our support. If you really don't golf, please consider volunteering on the committee and at the tournament, we can always use the extra hands.

Thank you! *Bill Kegler* 



### With much pride, a very special congratulations to Jeff Meisenzahl and Chapin for receiving the Ewing Innovation and Partnership award!

There were 700 people at this awards ceremony; 500 Ewing employees, Ewing board members, and the rest vendors. This is the first time Ewing gave out vendor awards and they only gave out 3. Chapin was one of the few vendors who received an award on January 13th at the Ewing dinner.

It is not just chasing the dollar, but building a partnership for the future.





Jeff's award was achieved through Chapin's unparalleled dedication to the Ewing/Chapin partnership. This is a testament to what complete team effort can accomplish. One of the owner's of the company said, "*It is not just chasing the dollar, but building a partnership for the future*".

Jeff has delivered on their request for excellence in account management! The Chapin Team has delivered on the commitments to our customer. This is a long term win for Chapin and a demonstration of our companies overall capabilities to deliver.

Congratulations on the recognition and award for Innovation and Partnership. And thank you to all Chapin employees for your contributions in making this happen!



OUR BEST CONCRETE NOZZLE OUR BEST STAINLESS TANK OUR BEST SEALS & GASKETS OUR BEST DRIPLESS SHUT-OFF OUR BEST COMPRESSOR CHARGED SYSTEM OUR...



As the industry changes, chemicals become more aggressive, better results are demanded and professionals need to operate more efficiently... CHAPIN EVOLVES.

Introducing the Chapin Evolution Xtreme Stainless Steel Compressor Charged Sprayer. The Evolution™ 19099 Concrete Sprayer sets a new industry standard with its stainless steel construction, Xtreme seals, a Schrader Valve with an 65psi auto pressure release valve, 19" brass wand with dripless shut-off, and a stainless steel Tee Jet fan nozzle. This model takes the best of the Chapin Industrial lineup and combines all the key features into one "top of the line" sprayer. There is nothing comparable in the marketplace today.



### **EMPLOYEE SPOTLIGHT: BECKY YAUCHZEE**

by Scott Fisher



t doesn't matter if you are in the Sales, Purchasing, Quality, Operations, or Shipping department, if you have been with Chapin for a while now, then you have probably worked closely with **Becky Yauchzee** at some point. Becky is the *Master Scheduler* here at Chapin and that means that she is involved with scheduling our production runs throughout the plant.

Becky has over 30 years of Manufacturing and Production Control experience. She started at Chapin in our Customer Service department answering calls, entering orders and helping customers resolve any issues. She also was a Sales Assistant, supporting the Sales team before moving into purchasing in 2006. In 2011, she was offered the position of Scheduler. Over the years Becky has grown in this role and the role itself has evolved into much more than it was.

As Master Scheduler, Becky deals daily with sales forecasts, inventory analysis, capacity constraints, lead times, and many other aspects of production control and supply chain management. Many things go into putting the schedule together for the production floor. We all see what is running today and maybe what will be running tomorrow or later this week. *Becky must concern herself with what will be running four to five MONTHS from now!!!* 

Becky attributes her success to those around her. She values teamwork and says that "We can't be successful without the partnership of all employees here." More than most, Becky understands how teamwork can make or break a department or even a company. Becky tells me one of the things that she likes most about Chapin is that "Everybody works together to make this a successful and profitable business." Chapin is not so large that an employee does not know where to go for help or to get an answer.

When Becky is not making things happen here at Chapin, she enjoys nothing more than making memories with her family. Sadly, Becky lost her mother to Alzheimer's disease about 3 years ago, that being said, she values time with

family above all else. A self-described "Country Girl", Becky enjoys camping and snowmobiling with her family and children, Chris, Courtney, and Cody. During the summer months, you will find Becky on the canal or greenway bike riding with her 79 father, Bill. It is not the activities that Becky loves, it is the time with her family. Time that is truly well spent.

So when you hear about that latest Sales order that just shipped, or see that newly designed product we just produced, or even hear that we have made a record number of sprayers, you should know that the person making sure it got done and got done on-time is **Becky Yauchzee**.



#### 1



**Reinaldo Aponte** FACILITIES MAINTENANCE



Monica Bekiel **BENEFITS MANAGER** 



**Christopher Bennett** QCTECHNICIAN



Tanya Captain TRIMMER PACKER



Jason Carpenter TRIMMER PACKER



**Rob Church** TOOL ROOM







**Brittany Hein** JR CUSTOMER SERVICE REP



Marjorie Richmond HRADMINISTRATOR



Marquis Majors TRIMMER PACKER



Lisa Richmond TRIMMER PACKER



Miranda Morrill METALS



Andrew Ruggles TOOL ROOM



Justin Ribbeck PRODUCTION SUPERVISOR



Timothy Schiefer



# **IOTCHAPIN**



Michael Stack



Crystal Totten JR CUSTOMER SERVICE REP



Jason Wang



Mike Wright



JIII Yanus E-COMMERCE SPECIALIST

Katarina Van Linder TRIMMER PACKER

### **Anniversaries / Aniversarios**

5 years / años Matt Baubie

15 years / años Craig Gates Lena Li Season Meyers

20 years / años Darlene Cobin

#### 25 years / años Mark Volpe Jr

Jeff Stephany Kevin Bacon

30 years / años Jackson Butler

### **Retirees / Jubilados**

Norm Dilcher Facilities Maintenance 42 years

### Welcome to the World! / iBienvenido al mundo!

**Kyra Ann-Marie Keffer** July 16, 2019 / 16 de julio de 2019

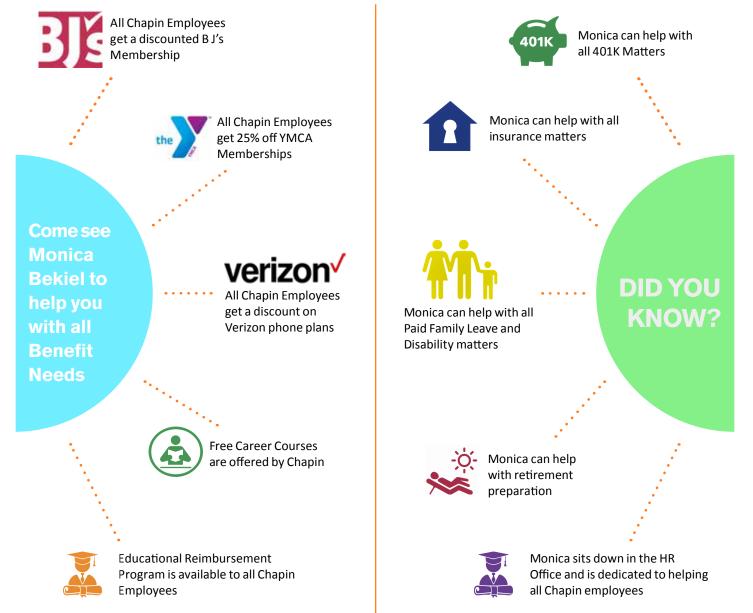
Employee/Father / Empleado/Padre: Tyler Keffer Mother / Madre: Tori Graves



### MEET YOUR NEW BENEFITS MANAGER

Monica Bekiel is the new Benefits Manager. She is from Arcade NY and comes to us with years of experience in Benefits and Insurance. She has two boys, 2 dogs and a husband that keep her busy. She loves living in the country and helping others.





### CONOZCAN A SU NUEVA GERENTE DE BENEFICIOS

Monica Bekiel es la nueva Gerente de Beneficios. Ella es de Arcade, NY, y llega a nosotros con años de experiencia en Beneficios y Seguros. Tiene dos niños, 2 perros y un esposo que la mantienen ocupada. Le encanta vivir en el campo y ayudar a los demás.



101k

Monica puede ayudar

con todos los asuntos

relacionados con seguros

BJš

Todos los empleados de Chapin obtienen una membresía de BJ con descuento

> Todos los empleados de Chapin obtienen un 25% de descuento en las membresías de YMCA

Acudan a Monica Bekiel para obtener ayuda con todas las Necesidades sobre beneficios

### verizon

Todos los empleados de Chapin obtienen un descuento en los planes telefónicos de Verizon

Chapin ofrece cursos

de carrera gratuitos

Monica puede ayudar

con todos los asuntos relacionados con Licencia familiar remunerada e Incapacidad

#### SABÍAN: USTEDES?

Monica puede ayudar

con todos los asuntos

relacionados con 401K

Monica puede ayudar con la preparación para el retiro



Mónica se encuentra en la Oficina de RR.HH. y se dedica a ayudar a todos los empleados de Chapin



El programa de reembolso educativo está disponible para todos los empleados de Chapin

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## WHAT IS **TELEMEDICINE?**



Did you know that as part of our BC/BS health benefit, we have the option of connecting with a doctor online 24 hours day, 7 days a week by live video using your mobile device or computer? These boardcertified physicians review symptoms and medications, perform an exam, and recommend a treatment plan. They are available within minutes or by appointment.

I used this service one Saturday evening this past fall. Through the convenience of the Doctor On Demand app, I video conferenced into a doctor and after a few minutes of her reviewing my chart, asking me some routine questions and seeing through the live video what my symptoms were, she had me diagnosed with poison ivy and a prescription sent electronically to my local pharmacy. The total length of this visit was 8 minutes and 38 seconds and I never left my house or my couch for that matter. The cost was my standard office visit co-pay and was due at the time of service.

Telemedicine is ideal for injury or illness that is not life-threatening and the doctors can treat hundreds of conditions such as pink eye, sinus infections, colds and flu just to name a few.



Visit www.doctorondemand.com/what-we-treat-all for a full list of treatable conditions.

Other benefits of utilizing the doctor online is avoiding the high cost of an after-hours emergency room visit, but my all-time favorite of course is avoiding the doctor's office all together and thereby reducing the risk of contracting some other illness from the germs that can be festering in and around waiting rooms!

I recommend you set up your account in advance so that it is there when need it:



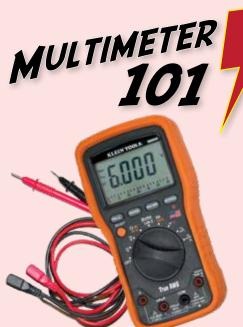
Download the app from the App Store or Google Play and create your account.

Add your insurance coverage by searching "BlueCross BlueShield of Western New York."

Enter your Member and Group IDs (include the 3-letter Member ID prefix).

Providing your medical history and list of medications during the intial set-up process will make future virtual visits more efficient.

If you have questions about your medical plan or telemedicine, please see Monica Bekiel, Chapin's **Benefits Manager.** 





Instructor: Rich Graziano

#### What's a Multi-meter?

A multi-meter or a multi-tester, also known as a VOM (voltohm-milliammeter), is an electronic measuring instrument that combines several measurement functions in one unit. A typical multi-meter can measure voltage, current, and resistance and is also useful for basic fault finding and field service work.

#### Why does someone need a Multi-meter?

Multi-meters are absolutely necessary for any type of electrical work. From installing a ceiling fan to changing a junction box, using a multi-meter helps determine if wires are hot or not (and so much more). Chapin manufacturing operations require certain Chapin personnel to be able to troubleshoot, diagnose and correct electrical problems because Chapin relies on electricity for the

majority of its operations. Whether at home or at work we all rely on electricity to keep us productive.

Multi-meters are designed to measure three fundamental components of electrical energy: volts, amps and ohms. The best analogy to explain these components is water flowing through a pipe. Volts are the pressure of the water (psi), amps are the number of gallons per minute (volume), and ohms are anything that limits the flow. To measure electrical energy, a multi-meter has two wire leads.



Touch them to exposed wires, and they'll give you measurements. Its dial or buttons determine what type of energy you are measuring and at what range. By knowing and understanding these measurements, you can troubleshoot and check just about any electrical issue you may have.

#### Chapin started the first of its series of Multi-meter training classes in January.



Classes were made available to all Chapin employees, Multi-Meter 101 and Multi-meter 201. 101 is for the beginner. The 201 class is for those experienced with a Multi-meter and want to hone their skills. This more advanced class is scheduled to follow. Participants successfully completing the course will receive a multi –meter complements of Chapin.

Understanding how electricity works even when it doesn't... is more power to you!

## mybetterbenefits.org

the card that gives ALL Chapin employees better benefits! ¡la tarjeta que brinda mejores beneficios a TODOS los empleados de Chapin!



If you have not picked up your 2020 My Better Benefits card, then head to Human Resources and see Marjorie Richmond!

Through My Better Benefits employees can enjoy discounts on over 3,000 events, services, or activities.

The card includes your 2020 mBB ID #, the website, a phone #, and an e-mail address if you need to contact them.

Si no han recogido su tarjeta My Better Benefits 2020, idiríjanse a Recursos Humanos y vean a Marjorie Richmond!

A través de My Better Benefits, los empleados pueden disfrutar de descuentos en más de 3,000 eventos, servicios o actividades.

La tarjeta incluye su número de identificación 2020 mBB, el sitio web, un número de teléfono y una dirección de correo electrónico si necesitan comunicarse con ellos.



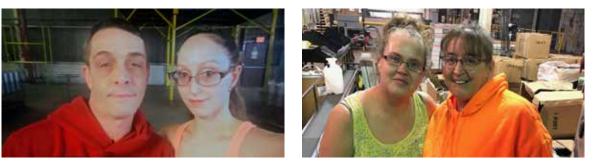
Congratulations to Nick Mesler for winning this year's Maintain Don't Gain Challenge! Thank you to all who participated. Keep on trimming those waists!

## **WORK WITH YOUR FRIENDS!**

Here are the first four recipients of the Chapin Employee Referral Bonus along with the employee they referred.







Get the benefit of this bonus and let others know!

## **CHAPIN HIRES DIRECT!**

Instead of sending your friends to the temp agency, send them to Human Resources.

There's benefits to being hired direct!

- Higher starting wage
- Full Benefits after 30 days
- Eligible to attend all Company Events
- · Fast track to union membership (90 days, not 135 days)
- And... a referral bonus of \$500 for you if they get into the Union (i.e. stay employed for 90 days)

Applications available at front desk or on-line at Chapinmfg.com/jobopportunities. For more information, call Jess in HR at x3028

## **TRABAJE CON SUS AMIGOS!**

Aquí están los primeros cuatro destinatarios del Bono de recomendación de empleados de Chapin junto con el empleado al que recomendaron.







¡Obtenga el beneficio de este bono y avíseles a los demás!

## **i CHAPIN CONTRATA DE FORMA DIRECTA!**

## En vez de enviar a sus amigos a la agencia temporal, envíelos a Recursos Humanos.

- iHay beneficios por ser contratado de forma directa!
- Mayor salario inicial
- · Beneficios completos después de 30 días
- · Elegibilidad para asistir a todos los eventos de la Compañía
- Vía rápida a la afiliación sindical (90 días, no 135 días)
- Y... un bono de recomendación de \$500 para usted si ingresan al Sindicato (es decir, permanecen empleados durante 90 días)

Las solicitudes se encuentran disponibles en mesa de entrada o en línea en Chapinmfg.com/jobopportunities.

Si desea obtener información adicional, llame a Jess de RR.HH. al x3028



















# Congratulations!

When folks ask why Chapin is a great place to work, one of the most common answers is that there are always opportunities to improve and advance yourself. Recently, one of our long time employees, **Mike Hough**, was awarded his Journeyman Plastics Process Technician papers by the New York State Department of Labor. The program Mike participated in was 4 years and many hours of classroom and on the job training.

Mike started with Chapin back in 2004 as a trimmer packer. Like many of the employees who have moved into different roles, Mike always wanted to do more. Finding that the trimming job was not satisfying him, Mike spent time in the metal department on the weld line where his father also had worked many years ago. After the weld line, Mike returned to plastics department and worked jobs in the subassembly area, then became a screen printer on the plastics lines before moving into the role as carton labeler, second shift. Again, not satisfied, Mike took an opportunity to bid on the Plastics Apprentice position when it opened. After passing the required testing the journey to become a Plastics Process Technician started. Four years later and after a lot of hard work **Mike has achieved his goal!** 



One other interesting fact, prior to coming to Chapin, Mike went to culinary school in Pennsylvania and received a certificate in Classical French Cuisine. If you're felling hungry sometime fell free to ask him to whip you up something!



## Chapin's 12th year at the GIE!

That's the Green Industry Equipment Expo for those of you wondering. This show puts Chapin in front of buyers, distributors and end-users in the Lawn and Landscape Industry. These are the professionals that are looking for the latest and greatest to make their jobs easier and more profitable. The 3 day event took place in October and was Chapin's opportunitiy to introduce our latest product innovations. Mixes On Exit<sup>™</sup> Backpack, the Auto-stop tow behind spreader and our new A-frame Landscape series spreaders draw the most attention. Chapin continues to dominate these shows in visability over our competitors.





### **RESTROOM REFRESH!**

As most of you are aware the main women's and men's rooms have been remodeled in the last few months. These projects came about thanks to your input through the employee's surveys and suggestions gathered during our safety meetings. The number one suggestion was an upgrade to the women's room. These types of suggestions are what helped to get the train rolling.

The women's room was the bigger challenge as this bathroom had not been redone in at least 20 years. Which meant we had to start all the way at the beginning. We removed all the old and worn piping and added all new piping behind the walls.





From there we added new fixtures throughout including all the toiles and a contemporary sink. Brand new high efficiency lighting. Complete painting, top to bottom and new stylish waterproof flooring. Then finishing it off with contemporary furnishings.

The Men's room while not the same challenge as the women's room, was still quite a bit of work for our facility maintenance staff. Again working with replacing old and worn fixtures, to upgrading lighting, replacing cabinets and fresh new paint, and replacing the floor with new waterproof flooring.



As with any remodeling project the amount of planning and effort to complete cannot go understated, our facility team did a great job working through many obstacles to ensure they completed the projects in a timely fashion as well as providing us with restroom facilities that are pleasure for all of us to use.

#### - Doug Platt



### **IMEJORE DE LOS BA OS!**

Como la mayoría de ustedes saben, se han remodelado los baños de hombres y mujeres en los últimos meses. Estos proyectos surgieron gracias a su aporte a través de las encuestas y sugerencias de los empleados reunidas durante nuestras reuniones de seguridad. La sugerencia número uno fue una mejora al baño de mujeres. Este tipo de sugerencias es lo que ayudó a poner el tren en marcha.

El cuarto de las mujeres fue el mayor desafío ya que este baño no había sido renovado en al menos 20 años. Lo que significaba que teníamos que comenzar desde el principio. Quitamos todas las cañerías viejas y gastadas, y agregamos todas las cañerías nuevas detrás de las paredes.





De allí, agregamos nuevos accesorios, incluidos todos los artículos de tocador y un lavabo contemporáneo. Nueva iluminación de alta eficiencia. Pintura completa, de arriba a abajo y nuevos pisos impermeables con estilo. Luego, completamos con muebles contemporáneos.

De allí, agregamos nuevos accesorios, incluidos todos los artículos de tocador y un lavabo contemporáneo. Nueva iluminación de alta eficiencia. Pintura completa, de arriba a abajo y nuevos pisos impermeables con estilo. Luego, completamos con muebles contemporáneos.



Al igual que con cualquier proyecto de remodelación, no se puede subestimar la cantidad de planificación y esfuerzo para finalizar. Nuestro equipo de instalaciones hizo un gran trabajo trabajando a través de muchos obstáculos para garantizar completar los proyectos de manera oportuna, así como proporcionarnos instalaciones de baños que sean un placer usar para todos nosotros.

#### - Doug Platt

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