



CHAPIN[™]
CONNECTIONS

Campbell's Corner

There is a great article in this newsletter written by Scott Fisher on ISO 14001. ISO 14001 is the international standard for auditing a facility for compliance and adherence to sound environmental practices.

With this in mind, I thought people might find it interesting to hear about another environmental area we work on. My assistant, Debbie Lakas, is our first person to head up our sustainability effort. Right now, she handles this alone and works with outside agencies.

The very first project was to calculate our Carbon Foot Print.

The first question asked was, “what is a carbon footprint?”

Answer: We all create CO₂ emissions in our everyday activities, which add up to our carbon footprint. The total amount of CO₂ (and other greenhouse gases) emitted in a year is our footprint. When you drive your car, charge your phone, or turn on your lights, CO₂ is released into the atmosphere, contributing to your individual carbon footprint. In fact, any action that requires the burning of fossil fuels releases a large amount of CO₂.

We were very interested to find out what Carbon Footprint is here at the Chapin Batavia, NY location and to find a benchmark on what would be a good number.

Well, Debbie was very successful in calculating our Carbon Footprint, however, there is no standard set by the government for manufacturing facilities. The only data you will find is about getting to zero. Below is the data Debbie put together. It does turn out Chapin does a very good job.

The Chapin Batavia, NY location generates 2,257 metric tons of Carbon Dioxide (CO₂) per year. This information is based on data gathered from 2020 and 2021.

That is equivalent to:

- 1,129 cows farmed per year
- 432 cars on the road for a year
- 253,898 gallons of gasoline
- 274 homes provided electricity for a year (based on the national average)
- 226,229 ft. energy star office building HVAC & electricity for a year

According to the Arbor Day Foundation, in one year a mature tree will absorb more than 48 pounds of carbon dioxide from the atmosphere and release oxygen in exchange. To compensate one (1) ton of CO₂ generated, approximately 31 - 46 trees would need to be planted. Therefore Chapin would need to plant between 69,967 - 103,822 trees in order to offset the CO₂ generated per year. [Note: not all trees absorb the same amount of carbon dioxide. Oak is the genus with the most carbon-absorbing species.]

The top three Chapin location-based emission sources come from heating and process fuel, electric, and fuel (mobile).

Due to data not being available, we were not able to find a comparable manufacturing company the size of Chapin. It appears the only way to find a comparable carbon footprint comparison is if the company reports its data to the EPA.

We were able to find a local company that is very close to Chapin for comparison. These are the numbers that were reported. The total facility emissions in metric tons of CO₂ was 27,727. Included in that number was 27,699 carbon dioxide, 13 methane, and 15 form nitrous oxide. This is more than 10 times higher than Chapin.

We will continue to monitor and look for ways to reduce our Carbon Footprint and be good corporate citizens. Please remember to be friendly to the environment

James W. Campbell





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 wsmith@chapinmfg.com.

—Walter Smith

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It's the best time of year here in Western New York! The Autumn Season is upon us at the Clarence division of Chapin. The leaves start changing, there is a nice chill in the air and spooky season starts with many different Halloween activities. From haunted hay rides to Halloween parties, to football season in full swing, here at Chapin Clarence it means the start of salt season for spreaders: the busiest season of the year for us.

With salt season, every year we start to see new faces rolling in, as we need the extra help to run lines and keep things moving along. Bringing in new faces also means that there are new challenges to face this time of year. Seasoned employees help train the newcomers to make sure that they are given the best opportunity to learn their job and succeed, but everyone—old and new—understands what needs to be done to get through the busy salt season once again. Our team strives for unity and to make our products with pride.

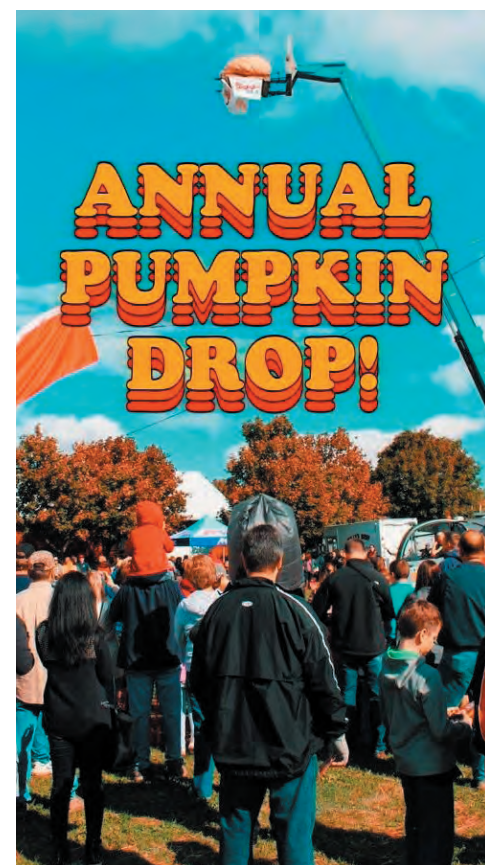


Columbus Day @ The Great Pumpkin Farm

Newcomers find out, though, that fall brings the best day of the year here for Clarence, which is Columbus Day! Every year on Columbus Day, there is a big Halloween celebration next door at the Great Pumpkin Farm and since there is no school that day a local radio station and the farm put on an amazing

News & Updates from our Chapin Manufacturing location in Clarence, New York

by Skyler Baker



event and everyone is welcome - young and old.

The highlight of the day is around Noon every year, when they drop a **1000 pound pumpkin** off a crane from about 35 ft in the air and it explodes on the ground. Before it is dropped, the pumpkin is stuffed with candy, and the kids that show up can dig through the pumpkin crater to take as much candy as they can hold.

It's pretty cool getting to experience it every year, and the pumpkins keep getting larger as well, making for an even better show!

At the Chapin Clarence location we have our lunch during the pumpkin drop every year so the employees can watch it and have fun at lunch. With food trucks, carnival rides and gift shops full of trinkets and cool collectibles, its a great start for the spooky season.

In my own opinion, it is the best day of the year to come to work, and everyone has a good time as it helps kick off the Fall season with a bang (or at least a big "splat").

In short, even though we here in Clarence are entering our busy season with salt spreaders, our team—new faces and seasoned employees—are going to do our best to get through this season maintaining great production and quality, while still having some fun along the way.

CHAPIN™ KENTUCKY

CONNECTIONS



The Kentucky division has spent a lot of time the last 20 months ramping up production, adding machines, training people, adding a full shipping warehouse and putting in a lot of long hours and hard work getting to the point we are today.

I would like to thank everyone for their hardwork and dedication getting us to this point.

As we roll into our new fiscal year:

We continue to grow! With our sales team winning many new opportunities, we will look forward to expanding and growing even more. We will be ramping up production on blow molders 9 and 10

to be running both lines continuously for two new large-volume contracts and adding new backpacks, SureSpray, ATV and hose-end products as well.

Blow molder 17 will start running full production as well as the Kautex. Then we will begin to bring blow molder 19 online for added capacity. This will be a little challenging, but with continued focus and dedication, there is nothing we can't handle.

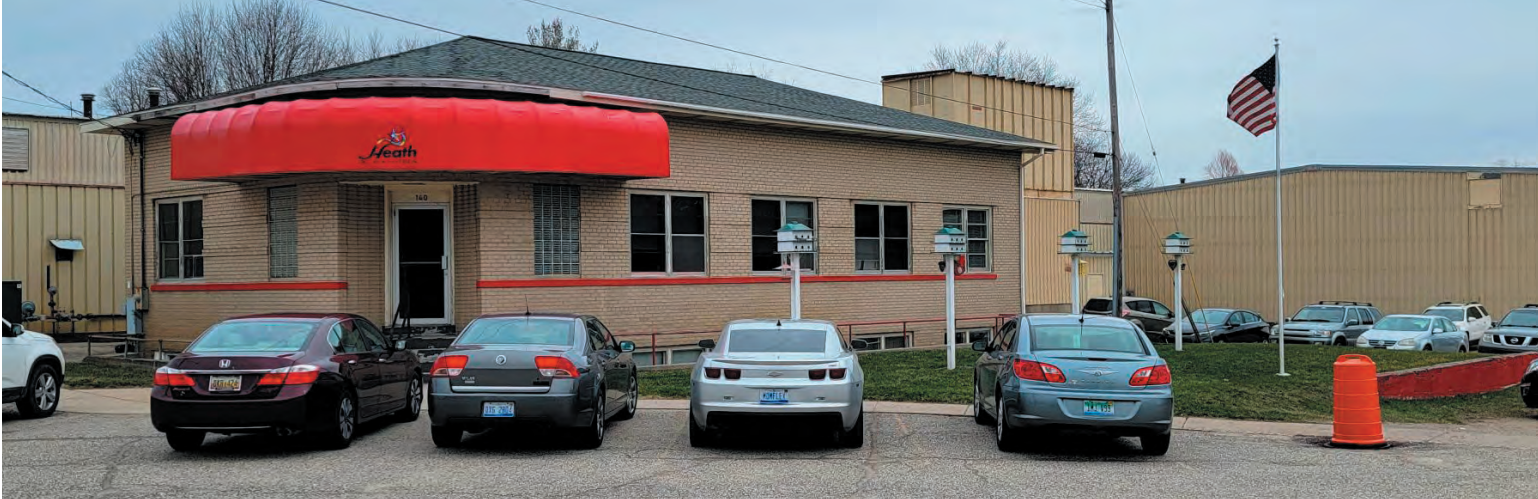
I would also like to Congratulate **Bryan German** on his promotion to Plant Superintendent. Bryan is dedicated, hardworking and will do a great job helping to ensure our production teams reach even higher goals. Well deserved Bryan!

In July we took a day to celebrate our achievements and held our **FIRST ANNUAL SUMMER PICNIC**. I especially enjoyed getting to meet everyone's families and just spending a day relaxing. It did happen to be probably the hottest day of the year, so thankfully the splash pad was operational for kids and adults to cool off and have some fun. A special "thank you" to Marci and Katie for planning and putting this together. We look forward to continue this and other events in the future.

News & Updates from our Chapin Manufacturing location in Mount Vernon, Kentucky

by Doug Platt





2022 is over and we are beginning our new year. In 2023 Heath focus will be on developing and selling the things Heath does well. The push on our purple martin, suet and seed cakes, and wood products.

Purple Martin Season

The purple martin category will return in full force for 2023. We are back in stock with our Iconic Aluminum Houses. In addition a new Hybrid Aluminum /Plastic house will be introduced with easy assembly, and better cleaning options.



The plastic house (PH-12) will be available again in October 2022. Heath has a new 2 piece single pack gourd to replace the PMG-1. The new gourds are made in the USA. Heath is working with the Purple Martin Conservation Association on a new deluxe gourd to replace the PMG-2. Heath has the new MP-19 pole in stock, this pole replaces both the MP-15-4, and the MP-15G.

Suet and Seed Cakes

We will modify our seed cake program. We will be reducing the case pack sizes. This reduction should help the retailers turn product quicker resulting in fresher products being on their shelves. We will also be looking at slow movers to discontinue blends, and fill in missing item with our top selling blends. This again will help alleviate dead stock on the shelves, and carry only the top selling items.

Wood Products

We will continue to focus on Heaths strong points. We expanded the wood offering with the Game Keeper line of house and feeders. These are now in stock and ready to sell.

We will be launching our new chicken feeders and waters in 2023. Heath is off to a good start and will be busy selling product in 2023.



News & Updates from our Heath Manufacturing location in Coopersville, Michigan

by Ken Daly & Steve Hickey



Staff Update:

We also added some new people to our team so join me in welcoming our new new hires!

Sean Kersting, *Manufacturing Dept., Material Handler*

Kyle Kuharevicz, *Plant Manager*

Retiring: Brenda Clewley

In early September we celebrated the retirement of Brenda Clewley. Brenda worked at Heath for a little more than 33 years. She had quite a storied career at Heath. She experience the manufacture of suet cakes at a very manual level. Batches were manufactured using small kettles, adding all ingredients by hand, hand pouring suet cakes into trays, and removing and packaging the cakes from the molds or trays once they had cooled. Today's process is much more advanced as we fill 8 trays at a time in about 6.5 seconds. Brenda also gained experience in wood manufacturing as Heath did make its own cedar houses, and feeders for many years. She had experience in the shipping Department, and finished her career as the Supervisor of the Assembly Department, which today works on a wide range of product offerings from variety pack suet cartons to retail flag kits to purple martin houses, poles, gourds and accessories. She will be missed. Brenda was a valued team member with a great deal of experience. In retirement she will be enjoying her small farm and animals, as well as more time with her family.



CHAPIN OHIO

CONNECTIONS



The end of the 2022 fiscal year was filled with challenges for the Elyria Plant. This is the time of the year that our orders start to taper off. Although this pulled our sales down, it also gave us an opportunity to tighten up on some policies and procedures and invest time into some people.

As a team we were able to provide people with an opportunity to cross train on some jobs. This enabled our employees to train in some areas that they may be interested in moving to when an opportunity arises. This also gave the trainers an opportunity to see if they are a good fit. In addition this allowed us to properly prepare for call-offs on some of the support jobs and then have a backup prepared to step in when needed.

We were also able to evaluate some of our procedures and policies to see what was working best and what needed to be revamped. Procedures that needed revision were done to reflect best practice and what mirrored Batavia for consistency between plants. Chet Miller was instrumental in this. Chet was able to determine what was and what was not an upgrade

when comparing Batavia and Elyria's procedures. He took the best of both worlds and combined them. Chet bounced between shifts to ensure that all of the training was being done and the new policies were being sustained. He has made himself available for all shifts throughout this entire year, and has also been instrumental in changing the culture about regrind, which has had a huge impact on the reduction of the regrind in the plant.



News & Updates from our Chapin Custom Molding location in Elyria, Ohio

by Melissa Brown & Michael Wolfert



CCM also had its first open house for employees and their families. We wanted to give employees a chance to show their families what they do, give them an opportunity to tour the plant, and give our "work families" a chance to meet their "home families," and have the employees to brag a bit about all the great changes they work so hard to incorporate.

We appreciated all who helped out to make this such a fun time. Thank you for all your hard work!

CHAPIN™ LIDHJE

OHIO



Fundi i vitit fiskal 2022 ishte i mbushur me sfida për Uzinën Elyria. Kjo është periudha e vitit që porositet tona fillojnë të zvogëlohen. Megjithëse kjo uli shitjet tona, na dha gjithashtu një mundësi për të forcuar disa politika dhe procedura dhe për të investuar kohë te disa njerëz.

Si ekip ne ishim në gjendje t'u ofronim njerëzve një mundësi për t'u trajnuar në disa punë. Kjo u mundësoi punonjësve tanë të trajnohen në disa fusha ku ata mund të jenë të interesuar të lëvizin kur të lindë mundësia. Kjo gjithashtu u dha trajnerëve një mundësi për të parë nëse ata përshtaten mirë. Përveç kësaj, kjo na lejoj të përgatiteshim siç duhet për thirrjet në disa nga punët mbështetëse dhe më pas të kishim një rezervë, backup të përgatitur për të ndërhyrë kur të jetë e nevojshme.

Ne ishim gjithashtu në gjendje të vlerësonim disa nga procedurat dhe politikat tona për të parë se çfarë funksiononte më mirë dhe çfarë duhej përmirësuar. Procedurat që kishin nevojë për rishikim u bënë për të pasqyruar praktikën më të mirë dhe atë që pasqyronte Batavia për qëndrueshmërinë midis bimëve. Chet Miller luajti një rol të rëndësishëm në këtë. Chet ishte në gjendje të përcaktonte se çfarë ishte dhe çfarë nuk ishte një përmirësim kur krahasonte procedurat e Batavia dhe Elyria. Ai mori më të mirën prej të dyjave dhe i kombinoi

ato. Chet ndërronte turnet për t'u siguruar që i gjithë trajnimi ishte duke u bërë dhe politikat e reja ishin duke u aplikuar. Ai e ka vënë veten në dispozicion për të gjitha turnet gjatë gjithë këtij viti, dhe ka qenë gjithashtu i dobishëm në ndryshimin e kulturës për ripërpunimin, e cila ka pasur një ndikim të madh në reduktimin e ripërpunimit, pra regrindit, në fabrikë.



Të Reja & Përditësime nga Lokacionet tona të Chapin Custom Molding në Elyria, Ohio

by Melissa Brown & Michael Wolfert



CCM gjithashtu pati shtëpinë e parë të hapur për punonjësit dhe familjet e tyre. Ne donim t'u jepnim punonjësve një shans për t'u treguar familjeve të tyre se çfarë bëjnë, t'u jepnim atyre një mundësi për të vizituar fabrikën dhe t'u jepnim "familjeve tona të punës" një shans për të takuar "familjet e tyre në shtëpi" dhe t'i bënim punonjësit të mburren pak për të gjitha ndryshimet e mëdha që ata punojnë shumë për t'i kryer.

Ne vlerësuam të gjithë ata që ndihmuan për ta bërë këtë një kohë kaq argëtuese. Faleminderit për gjithë punën tuaj të palodhur!



AT THE FAIR

by Carissa Perkins

On July 26th, Kali and I had the opportunity to represent Chapin at the Genesee County Fair on Chapin Day. We had a lot of great exposure, since most people who walked through didn't know that Chapin was located right here in Batavia! Many were also pleasantly surprised that Chapin products were sold in so many local stores.



While at the booth, we heard stories of how people use their Chapin sprayers, talked to former employees, and educated people on everything Chapin has to offer. There was a good amount of interest in the job applications, as Chapin is known for having great benefits and competitive pay.

The bean bag toss was a huge hit among the kids!

They loved the challenge of having to play before getting a free giveaway, with most of the kids taking hats to wear around on the warm day. Most of the interest among the adults was on the backpack and ATV sprayer, which was fairly predictable given the demographics of the fair crowd.

We were also informed of a pretty widespread use for the 1003: Pigs! Due to the warm weather, Kali and I had a person approach us to ask where to buy the Chapin 1003, as everyone else in the barn was using this exact sprayer to wet down their pigs and it worked perfectly!

Towards the end of the night, we drew names from our 1003 sprayer to announce our giveaway winners! Our participants were ecstatic to learn that they were the winner of a Chapin product, with many informing Kali of all their uses for their new toys.





With the fall show season winding down, this year's Green Industry Expo, now known as the EQUIP Expo, in Louisville, KY, showed great promise for the coming year, with excellent attendance.

Held October 19-21, the show provided an ideal opportunity for our sales team to present new and innovative products on the horizon. The sales team got customers and buyers alike excited for some of the following;

- **63954 – 24-volt Rechargeable Mixes on Exit Backpack Sprayer**
- **98003 – 40 gal. 7' boom & spot sprayer with 5 GPM pump & 3-pt. hitch**
- **97080 – 8 gal ATV spot sprayer**
- **97124 – 8 gal ATV with 24-volt battery**
- **27500 – 2 gal. Rechargeable Internal Battery Sprayer**

Other items new to the show this year, the irrigation line and salt shaker spreader, were big hits and drew a lot of interest. The shakers were so well liked it seemed like every time the team turned around at the booth there was one missing out of the display... I guess people just couldn't go through another winter without them!

The Chapin sales team visited with reps from Rural King, Orgill, and Runnings, among others--some of our top retail customers. Some competition that was in attendance included Fountainhead (Smith sprayers), Solo, Fimco, Delevan, and Jacto.

Overall, many feel as though the Equip Expo could be poised for a very bright future as a result of the National Hardware Show's recent decline. For Chapin, there is a strong likelihood of the NHS being replaced by the Equip Expo as the "main show" for lawn and garden in the near future.

CHAPIN REP MEETING 2022

by Chris Rumfola

Historically, Chapin used to hold three meetings with our supporting Representative Agencies during three major tradeshows: the GIE (Green Industry Expo), the World of Concrete, and the National Hardware Show. The significant time and cost involved in putting these meetings together gave us a great incentive to unify these proceedings into one big event: the Annual Chapin Rep Meeting, here in Batavia.

The purpose of holding this meeting is two-fold:

1. For us to gain an understanding of our customers from our reps (territory specific) and
2. For our reps to gain an understanding of our strategic position in the marketplace.

The large number of reps (28 in total) called for an organized assault on three fronts:

1. A plant tour of the Batavia Facility
2. A marketing review including our Rep Portal, shows & MAP (Minimum Advertised Price) program
3. A review of Forecasting, Program Control Forms & Customer Service

Hopefully, you noticed "strangers" getting tours of the Batavia facility on October 13th, led by Bill Kegler. Our reps were impressed by the the improvements made in our manufacturing/shipping areas, our new automation technology and the positive greeting from Chapin workers in each location of the Batavia facility.

The Marketing Department, led by Vince Vollo, helped to expand their knowledge of Chapin's recent rebranding, marketing/sales support information available to each agency, and expectations for shows that occur in their individual territories. The rebranding made a big splash, as the reps walked down the hall out into the manufacturing area, not to mention the updated packaging on each of our product lines!

The Forecasting, Program Pricing and Customer Service review

confirmed our policies and procedures, Demand Planning, Order Center requirements & Sales Operations necessities to perpetuate a fundamental symbiotic relationship between the Chapin customer, rep force & Chapin Manufacturing. As you all know, we manufacture to forecast, so gaining an edge on customer demand is paramount to production success.

In addition, the reps (Industrial, Retail & Heath) were separated for individual territorial & customer reviews. The Sales Directors and Managers worked with each agency reviewing total sales, a breakdown by top ten accounts, then were given a drilled down review of their top 10 accounts by SKU. This proved to be a strong tool for identifying the SKU's that are up/successes or down/challenges in their market along with enabling the review to yield a foundation for growth for the upcoming year. Moreover, goals for 2023 were communicated with an intensity for full execution.

New product introductions were also key to the meetings. Discussions were shared on the new items, effective selling techniques & details for successful market entrances to a specific marketplace. Those items include Chapin's 60124 20V internal battery backpack, the 19099 Extreme Evolution concrete sprayer, the 63541 MOE battery backpack, 63950 MOE backpack, G6015 Wet/Dry hose end, 5010 Rose Duster, the new Chapin Sanitizing/Disinfecting line of sprayers, Shaker Spreader (ice melt & fertilizer), the 78005 low profile Oil Drain Container, New ATV 8-gallon sprayers, New large capacity ATV sprayers (40/60 gallon), and a host of new irrigation items.

The aftermath of the meeting has proven a success. Our underlying communication from the meeting can be summarized by one word – **GROWTH**. Chapin is the leader in sprayer manufacturing and we're going to continue fulfilling our long-term goals; to expand products, product lines in different markets while retaining our dominance in the sprayer and birding marketplaces!

So, I wonder where will we hold our next meeting...Kentucky maybe? I'm not sure, but we'd look forward to a centrally located meeting in the Blue Grass State!



WELCOME!

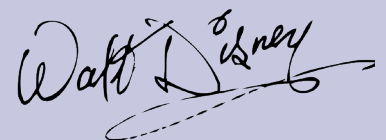
**Gwenivere Rose Gallaway,
born September 7, 2022**

Parents: Brittany Hein and Adam Gallaway

*"We keep moving forward, opening new doors,
and doing new things, because we're curious
and curiosity keeps leading us down new paths."*

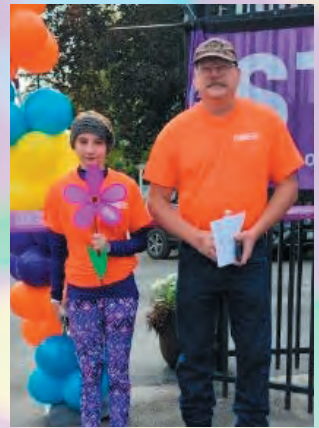


*Chapin presents one share
of Disney stock to each
employee baby upon
their arrival*



WALK TO END ALZHEIMER'S

alzheimer's association™





ANGEL LETTERS

by Season Meyers

When it comes to where to purchase items today, our customers have unlimited choices. In today's economy customer loyalty matters.

Our Customer Service team fields numerous calls a day from customers and end consumers regarding a variety of issues ranging from placing orders, defective product and missing parts. It's gratifying when we can solve a customer's issue with something simple like replacing a seal at no charge.

When we offer to send out a replacement seal at no charge, the customer is very surprised. We often hear, "Companies just don't do this anymore, thank you so much" or "Really, you're not going to charge me for the seal?" Once the shock wears off then they tell us "We will only ever buy Chapin sprayers, thank you so much".

These thank you letters from our customers are a nice reminder that a little kindness goes a long way.

Below are a few letters we have received already this year:

I wanted to send a thank you note to you three and please include Sarah, who I don't have an email for. All of you have been most helpful and patient in trying to get my pump issues resolved. The pump is now working fine, so if you would pass on to your supervisor and/or supervisors that I am a very satisfied customer and, as the need arises, I will always use Chapin products.

Thanks again for your help.

Blessings,

Jim Gholson

Tracy Tomascik sent a message in Facebook.

"I just had what may be my best ever customer service experience when I called Chapin today. I really like your products and will continue to buy them."

You all are awesome!

Just a note to thank you for continuing to make a quality product at a time when the trend is to "throw it away" when anything minor goes wrong.

After twenty-plus years of owning and operating a nursery, I must have purchased dozens of handheld sprayers from companies like Gilmore, Spray-doc, etc, and continually had problems keeping them serviceable.

About five years ago I found my first Chapin sprayer and now I have six. I loved the sprayers then and still do. I use them regularly and had only one problem in all that time. Recently, two of the pumps locked up and quit working. All of the other parts still work fine.

If you will, I would appreciate your sending me two pumps for my Chapin Sure-Spray Deluxe Sprayers along with your invoice. I will remit my check for payment immediately. My thanks to your for your kind attention.

Sincerely,
George Pippen

Thank you so much for sending me the new sprayer after my old one split out. You restored my faith in mankind.
Brad



INTERNAL BATTERY BACKPACK SPRAYER

By Troy Linke

and water than previous generations of phones with removable batteries. This trend has not only followed the phone markets but also in the battery-powered sprayer market.

Chapin has introduced a new version of our battery-powered backpack with an internal, non-removable battery pack. There are several reasons for following such a trend in the sprayer market. One of the reasons, like in the smartphone market, is the ability to protect the batteries from contamination and fluid. By bringing the batteries into a package that resides above the pump there is 360 degree protection from any elements from reaching the batteries or their connections.

Over the past several years, the mobile phone market has been moving in a direction of using a non-removable battery. This latest trend has led to newer smartphones with a better feel and design along with better protection from dust

Another reason to trend away from removable batteries are the design elements. In the Chapin design, we were able to close in the bottom area below the pump and allow the sprayer hose to come out with a cleaner look which comes directly out of the middle making it easy to use for either right or left handed users. Along with the cleaner look, in eliminating the external battery there are fewer components which lends itself to a less expensive package making the finished product more competitive in the marketplace.



When the internal battery is depleted, the sprayer is simply plugged into a charging port without the need for a larger battery charger. You'll never have to worry about mixing or misplacing batteries as it is always there. Although you don't have the benefit of being able to remove and replace the battery pack, the backpack does have the capacity to spray for over 2 hours so it's still perfect for most homeowners to get the job done.

WINTER IS COMING!

The winter issue of Chapin Connections will be out in the new year and will feature some of our favorite cold-weather recipes. Have a favorite? Submit your winter recipes to Teresa Wozniak at twozniak@chapinmfg.com

Corn Roast BBQ

**FRIDAY
SEPTEMBER 10TH**
Batavia Employees
enjoyed the Annual
Corn Roast BBQ





CONGRATS TO OUR APPLE PIE CONTEST WINNERS!

1. CINDY KEGLER
2. SEASON MEYERS
3. JUSTIN RIBBECK



WINTER SAFETY AT CHAPIN

by Justin Ribbeck

Winter is upon us and inclement weather is inevitable, making parking lots more dangerous than any other time of year. Employee safety is of utmost importance and we will be working diligently to keep lots and walkways clear.

Helpful Winter Safety Tips:

- Don't rush. Drive slowly and be observant.
- Obey parking lot speed limits, stop signs and lane designations.
- Look out for snow plows, snow blowers, and snow shovelers.
 - Enter and exit your vehicle carefully.
- Wear proper footwear with slip-resistant soles.
- **Walk like a penguin.** Take small, shuffle-like steps so you can quickly react to a change in traction.
 - Put your phone down and keep your hands free to balance yourself should you slip.
 - *Report any unsafe conditions and/or concerns to Justin Ribbeck*

Parking: a reminder on snow removal from the parking lots

- Office personnel please do not park in the front lot until after 7:00 am. This will give us enough time to have the snow removed and salt down.
- If you arrive before 7:00 please use the primary parking lot on the east of the building, and enter through the main employee entrance.
- Production personnel please be mindful of the plows. Park in rows out of the way, to allow the plows to make a clean and clear lot for your safety.
- Any questions or concerns please contact Justin Ribbeck

**Chapin closing Info can be found at radio station WBTA 1490AM
and online @ www.thebatavian.com**

Colleen Coogan, Sales Operation Manager

Colleen Coogan has a critical and challenging position as Sales Operation Manager and she does an outstanding job in her role. Colleen assists our Sales Managers with key corporate accounts with major retailers and distributors. She supports our sales team in maintaining and strengthening our relationships with these important customers. Her goal is to keep the sales process running smoothly by making sure Chapin and customer pricing, back ends, product shipping and key contact information are aligned. Colleen acts as a liaison between Sales, the Order Center, Shipping, Technical Support and Accounting on a daily basis. Her job also involves trouble shooting potential liability issues, handling complex product returns, setting up new customers, and updating customer accounts when they are acquired by another company.



Colleen has been with Chapin since February, 2017 and her career path to Chapin has an interesting history. She previously worked in the hotel and hospitality world as Director of Sales and Marketing for companies in Rochester and Massachusetts. Colleen subcontracted with Chapin as the event planner for our 125th Anniversary celebration. Her work made such a favorable impression that she was eventually offered a management position here.

Colleen's interest outside of work is training her German Shepherds in Schutzhund, (German sport extensive training in obedience, tracking and protection work). She has participated in Schutzhund trial and competitions demonstrating the skills of the dogs she has trained. Reading and gardening are other more relaxing activities she enjoys. Thank you Colleen for all of the great work you do at Chapin!

Know the Difference:

Travel Advisory:

Roads are not closed. No unnecessary travel is advised. Travel advisories are generally issued based upon such factors as poor visibility, slippery roads, numerous accidents, blowing and/or drifting snow are on the roadways. Example: A trip which could wait until the advisory is lifted should not be made; a trip to the store for non-essential items; a trip to rent a movie, etc.

Travel Ban:

Means the roads are officially closed. Only emergency travel is allowed (police, ambulance, fire, doctors, nurses, etc.). Non-emergency travelers may be cited for a violation of law when traveling during a travel ban. Note: Countywide travel bans are rare.

Road Closing:

Road closings are issued when road(s) are impassable. Often times these road(s) are barricaded, or law enforcement is physically present blocking the roadway. Individual roads may be closed due to a number of factors (ie. an accident, blowing/drifting snow, poor visibility, etc.). You may be cited for a violation of law if you travel on a closed road.

MILESTONES

WELCOME TO CHAPIN



Frank Bellucci
Tool Room Electrician



Jody Wilcox
Accounts Receivable
Collections Analyst

ANNIVERSARIES ANIVERSARIOS:

20 years /años:
Amy Coopenberg
Larry Dubois

10 years /años:
Denny Boyce
Scott Fisher

5 years /años:
Walter Smith

RETIREEES JUBILADAS:

David Checlosky – Metals General Maintenance



WELCOME!

Arabella Ann MacLaren,
born July 5, 2022

Parents: Andrew MacLaren and Shelby Puett

*"We keep moving forward, opening new doors,
and doing new things, because we're curious
and curiosity keeps leading us down new paths."*



*Chapin presents one share
of Disney stock to each
employee baby upon
their arrival*





What's the Deal with ISO?

by Scott Fisher

Chapin International holds protecting the environment as one of its core values. Chapin took its commitment to protecting the environment to a new level in 2015 when it was decided that we would become certified to the ISO (International Standards Organization) 14001-2015 standards for our Environmental Management System (EMS). Jim Campbell and the senior staff made this decision a top priority and put together a Chapin Management System (CMS) team to accomplish this. In the fall of 2016 Chapin became ISO 14001-2015 certified through an External audit performed by Bureau Veritas. Bureau Veritas is an independent organization that is used to audit companies to several ISO standards and either recommend the company for certification to that standard or not recommend the company because the company does not conform to the standard.

Being certified to the ISO 14001-2015 standard means that Chapin's EMS must be audited on an annual basis for compliance to the standard. This includes two yearly surveillance audits followed by a recertification audit the third year. This September a recertification audit was conducted, again by Bureau Veritas, and Chapin was recommended for continued certification to the ISO 14001-2015 standard.

The process of a recertification audit can be a grueling one. The auditor from Bureau Veritas was onsite for 4 days, in which time he reviewed our entire EMS for compliance to the ISO standard. The auditor spent a lot of time reading our policies and procedures, touring our facility, and interviewing employees as he looked for evidence that Chapin complies with its own EMS and with the ISO standards. Justin Ribbeck, our Environmental, Safety and Health Manager (ES&H), and myself represented the company during the audit.

The auditor reviewed over 100 documents in total. These ranged from the Environmental Policy itself down to individual forms used on the production floor. It also included over twenty procedures that are found in our EMS Manual. More than a dozen employees were interviewed during the audit, some from the production floor and some from the offices. You might be asking yourself, "What would I say to the auditor?" or what do I need to know regarding our EMS Manual or ISO 14001. Here are some things that everyone here at Chapin in Batavia should know regarding our EMS.

1. You should know that we have an Environmental Policy.
2. You should know at least one place that it can be found. Such as the monitors in the breakrooms, the employee portal, our company website, or on our T Drive.
3. You should know what you do as an individual that helps protect the environment. Such as recycling paper and/or cardboard, conserving energy by shutting things off when not in use, and following the proper procedures for waste.

Knowing those 3 things and following all of the procedures given to you by your manager is the best way to support Chapin's Environmental Policy and our EMS. Every company impacts the environment in some fashion. Through our Environmental Management System and continued certification to the ISO 14001 standards, Chapin and its employees will continue to be dedicated to not only minimizing any negative impacts but to having a positive impact on its surroundings. Why? Because it is the right thing to do.

THROUGH THESE HALLS WALK THE MEN AND WOMEN WHO MANUFACTURE THE FINEST SPRAYERS IN THE WORLD.



I've been asked to write about my FY2022 CMS objective that wrapped up in September.

(Quick note: CMS stands for Chapin Management Systems. These are yearly initiatives that align with Chapin's 5-year Strategic Plan).

My team's 2022 CMS challenge was to define and communicate the culture we all live and breathe at work every day. Well, this is a lot to cover in a short article, but here goes. Much has changed in the past decade, even just since the pandemic. Attitudes have appeared to change. People's personal freedoms have been taxed. Americans value their personal time more than ever before. In our state, leaders have made it easier for some to stay home and work less. Hiring, already difficult, has become an even greater challenge. Companies have gone to great lengths offering perks and accommodations to attract "qualified" candidates.

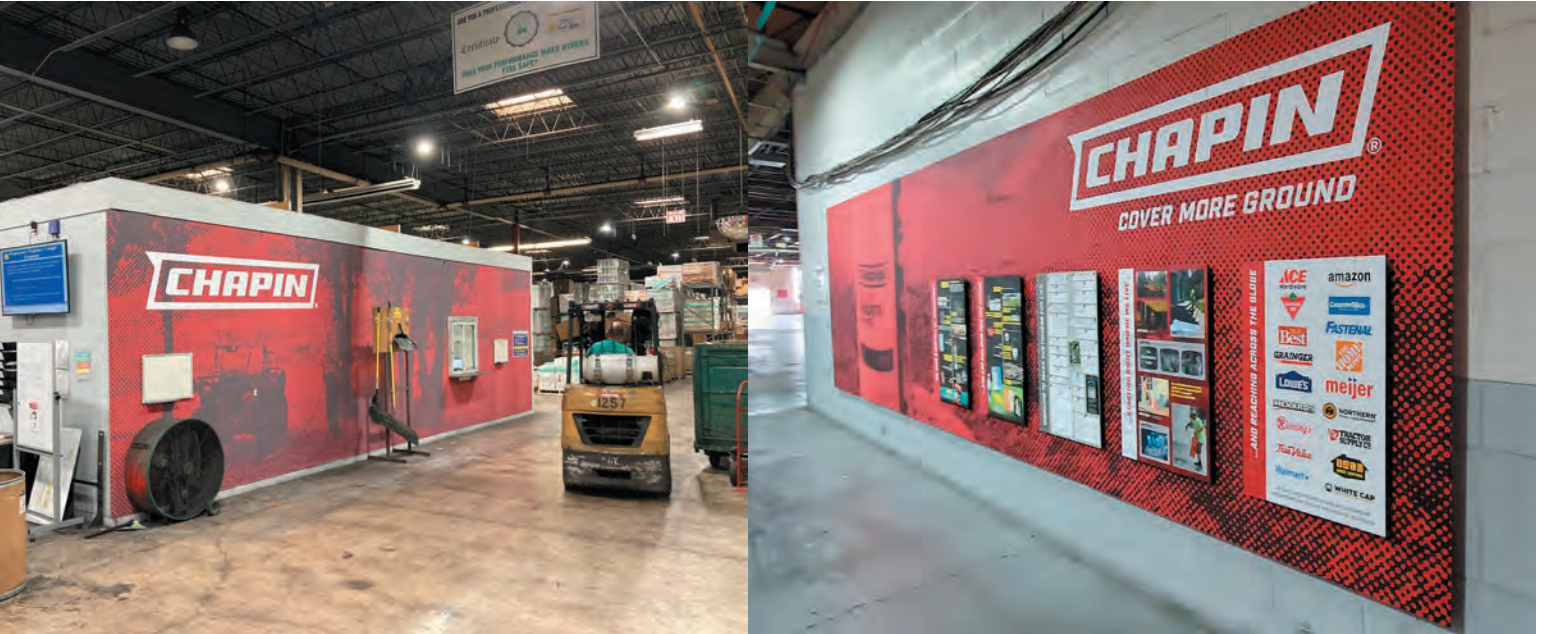
Chapin is no exception. But one thing that we did do that was unique, was to define our culture. By doing this, we can better communicate expectations and share the principles that have made this company a success for nearly 140 years. And there is undeniable credibility tied to longevity.

We are proud of the products we make. Like the sign says... *Through these halls walk the men and women who manufacture the finest sprayers in the world.* We believe this and our success proves it. It's thanks to you, those that work for Chapin, and those now retired or who have moved on. You have invested the time and have helped build this company into what it is today. When you think about it, we are all part of something bigger. This company is "US" from the top down and the ground up. It is relied upon in this region and beyond for the jobs it provides, products it makes, and the valued institution that it has become.

If you have been through the corporate office and

CHAPIN'S CULTURE OF EXCELLENCE

by Vince Vollo



factory in Batavia recently, you may have noticed signage that communicates our company principles. These are huge graphics in key areas that convey the Chapin culture and the concepts that represent what it means to be on the Chapin team. Signage was just one facet of our CMS objective that the team worked hard to develop. These messages are there to remind us that together we can work hard to do great things.

But communicating these axioms requires more than just wall signage and strong messaging. It is the responsibility of the individuals who understand and believe in these principles that they demonstrate them through their actions and their words. Simply put, we need to talk the talk and walk the walk.

We invest a lot of time into our work lives. At least half, if not more, of our waking moments are spent at work. We should want to have the contributions we make each day mean something. Perspective is everything. And attitudes matter. Our investment

through our hard work and the value we place on this team that is Chapin, benefits us all.

I leave you with a few additional thoughts of my own...

*Positivity creates opportunity whereas
Negativity creates division*

*Competition breeds growth whereas
Fairness breeds mediocrity*

*Hard work hastens success whereas
Laziness promotes stagnation*

*Selflessness elevates the team whereas
Selfishness elevates only the individual*

*Thoughtfulness encourages productivity whereas
Spitefulness and Gossip will sink the ship*

Easy Apple Strudel

This recipe makes a light, not too sweet strudel that is easy to make. The ingredients include store bought puff pastry which can be found in the frozen food section of your grocery store. Make sure you slice the apples thinly or dice them to make sure they cook through. I used a firm, Pink Lady Apple and the filling was not soft enough. You will have room to add a ½ cup more apple slices, and if you do, add an extra ½ to 1 tablespoon of sugar.

Ingredients

- 1 sheet puff pastry
- 2 cups apple, sliced thinly (3-5 apples, depending on size) (You can squeeze in an extra half cup)
- Juice of one lemon (I used a couple tablespoons of lemon juice)
- ⅓ cup golden raisins, optional
- ¼ cup almonds, sliced or slivered
- 2 tablespoons granulated sugar (I used brown sugar and added another tablespoon)
- 1 teaspoon ground cinnamon
- Pinch of ground nutmeg
- ½ tablespoon all-purpose flour
- 1 egg
- Raw sugar or sparkling sugar, garnish
- Vanilla ice cream, optional for serving, but highly recommended

Instructions

Set out puff pastry sheet to thaw – you want it to still be cold, but no longer frozen.

Preheat oven to 400° F. Prepare a baking sheet with parchment paper or a silicone baking mat and set aside.

In a large bowl, squeeze the juice of one lemon (making sure to remove any seeds).

Peel and thinly slice your apples (or dice the apples), placing them in the bowl of lemon juice and coating thoroughly as you add them to the bowl.

In a small bowl, whisk to combine almonds, sugar, cinnamon, and nutmeg (and golden raisins, if adding).

Add dry mixture to bowl of apple filling and gently toss (and/or stir) to coat. Add flour and stir to coat. If you feel that your filling is too liquidy, drain a bit of the liquid.

Roll out pastry onto a large sheet of parchment paper or a large pastry mat in a rectangle (up to 11"x17"). Using a paring knife, lightly score the pastry into three columns (I usually eyeball it – as you can tell from my pictures it's not 100% even, but it doesn't affect the taste!).

You want the middle to be wider than the outer thirds. Cut even slits on each outer column – as many as you want. The more you have, the longer it's going to take you to wrap.

Pour your strudel filling down the center of the pastry and fold the center section of the pastry over at the top and bottom. Now start wrapping the center by pulling alternating slits of pastry from each side and pressing the ends into the pastry on the opposite side, pressing gently on the ends to connect to the base of the dough. Make sure you're not leaving big holes across the top!

Carefully transfer the pastry to your prepared baking sheet.

Brush the top of the folded pastry with an egg wash* and then sprinkle raw sugar (or sparkling sugar) on top. You could also add some delicately placed almond slices on top if you wanted.

Bake for 25-30 minutes, or until top is golden brown.

Remove from oven, let cool on baking sheet for a few minutes, then transfer to a wire rack to cool before slicing into it.



Recipe Source: stressbaking.com/apple-strudel/

*submitted by
Teresa
Wozniak*

Enjoy warm with a scoop of vanilla ice cream!

*Egg wash: Can't have eggs? Brush a little melted butter on top instead.

Storage: You can store it, covered with foil or plastic wrap, at room temperature for up to 2 days. You can also store it in an airtight container in the fridge for an additional 2-3 days. Try to keep it stored on the bottom shelf where it's the coldest – baked strudel gets soggy as time goes on.

Reheating: Preheat your oven to 200°F, place the strudel on a baking sheet and bake for about 15 minutes. You can also reheat it in the microwave for about 30 seconds, but the oven is going to give you a much better result!

Freezing: You'll do everything right up to the point where you would typically do the egg wash, and instead you'll wrap it in a layer of parchment paper and place it in a freezer-safe bag or container and stick it in the freezer. When you're ready to bake it, let it defrost in the fridge overnight or for 1 hour at room temperature – it may need even less time if your kitchen is particularly warm.

Pumpkin Chocolate Chip Bars

These are moist and delicious, and easy to make. Fresh, well drained pumpkin can be substituted for canned. You can also make your own spice mix with 1 3/4 tsp cinnamon, 1/2 tsp nutmeg, 1/2 tsp ginger and 1/4 tsp cloves.

Ingredients

- 2 cups (258g) all-purpose flour (spooned and leveled)
- 3 tsp (6g) pumpkin pie spice
- 1 tsp baking soda
- 3/4 tsp salt
- 1 cup (226g) unsalted butter, softened
- 3/4 cup (150g) granulated sugar
- 1/2 cup (110g) packed light brown sugar
- 1 large egg
- 1 1/2 tsp vanilla extract
- 1 cup (242g) canned pumpkin
- 1 1/2 cups (232g) mini semi-sweet chocolate chips

Instructions

Preheat oven to 350 degrees. Butter and line a 13 by 9-inch baking dish with parchment paper, butter parchment.

In a medium mixing bowl whisk together flour, pumpkin pie spice, baking soda and salt for 20 seconds, set aside.

In the bowl of an electric stand mixer fitted with the paddle attachment, cream together butter and granulated sugar and brown sugar until well combined.

Mix in egg and vanilla, then blend in pumpkin.

Add flour mixture and mix just until combined then fold in all but 3 Tbsp of the chocolate chips.

Spread batter evenly into prepared pan, sprinkle top evenly with remaining 3 Tbsp chocolate chips.

Bake in preheated oven until bars are set (a toothpick should come out clean or with a moist crumb), about 30 - 35 minutes.

Cool completely then lift bars from pan using parchment, cut into squares.

Store in an airtight container (in refrigerator for longer shelf life, then let come to room temperature).

Recipe source: adapted from Martha Stewart <https://www.cookingclassy.com/pumpkin-chocolate-chip-bars/>



Campbell's Esquina

En este boletín informativo hay un gran artículo escrito por Scott Fisher sobre ISO 14001. ISO 14001 es el estándar internacional para auditar una instalación para el cumplimiento y la adherencia a prácticas ambientales sólidas.

Con esto en mente, pensé que a la gente le podría resultar interesante escuchar acerca de otra área ambiental en la que trabajamos. Mi asistente, Debbie Lakas, es nuestra primera persona en encabezar nuestro esfuerzo de sustentabilidad. En este momento, ella maneja esto sola y trabaja con agencias externas.

El primer proyecto fue calcular nuestra Huella de carbono.

La primera pregunta que se hizo fue, “¿qué es una huella de carbono?”

Respuesta: todos generamos emisiones de CO₂ en nuestras actividades diarias, que se suman a nuestra huella de carbono. La cantidad total de CO₂ (y otros gases de efecto invernadero) emitidos en un año es nuestra huella. Cuando uno conduce un automóvil, carga su teléfono o enciende las luces, se libera CO₂ a la atmósfera, lo que contribuye a su huella de carbono individual. De hecho, cualquier acción que requiera la quema de combustibles fósiles libera una gran cantidad de CO₂.

Estábamos muy interesados en saber cuál es la huella de carbono en la ubicación de Chapin Batavia, New York, y encontrar un punto de referencia sobre lo que sería una buena cifra. Bueno, Debbie tuvo mucho éxito en el cálculo de nuestra huella de carbono, sin embargo, el gobierno no cuenta con un estándar establecido para las plantas de fabricación. Los únicos datos que encontrará son sobre cómo llegar a cero.

A continuación se muestran los datos que reunió Debbie. Resulta que Chapin hace un muy buen trabajo.

La ubicación de Chapin Batavia, NY genera 2,257 toneladas métricas de dióxido de carbono (CO₂) por año. Esta información se basa en datos recopilados de 2020 y 2021.

Esto equivale a:

- cría de 1,129 vacas por año
- circulación de 432 coches en la carretera durante un año
- 253,898 galones de gasolina
- suministro de electricidad a 274 hogares durante un año (basado en el promedio nacional)
- Calefacción, ventilación, aires acondicionados y electricidad para un edificio de oficinas Energy Star de 226,229 pies por un año

Según la Fundación Arbor Day, en un año un árbol maduro absorberá más de 48 libras de dióxido de carbono de la atmósfera y liberará oxígeno a cambio. Para compensar una (1) tonelada de CO₂ generada, se necesitaría plantar aproximadamente entre 31 y 46 árboles. Por lo tanto, Chapin necesitaría plantar entre 69,967 y 103,822 árboles para compensar el CO₂ que genera al año.

Nota: no todos los árboles absorben la misma cantidad de dióxido de carbono. El roble es el género con la mayor cantidad de especies absorbentes de carbono.


Las tres principales fuentes de emisiones basadas en la ubicación de Chapin provienen de la calefacción y el combustible de procesos, la electricidad y el combustible (móvil).

No pudimos encontrar una empresa de fabricación comparable del tamaño de Chapin dado que no había datos disponibles. Parece que la única forma de encontrar una comparación de huella de carbono comparable es si la empresa informa sus datos a la EPA.

Pudimos encontrar una empresa local que está muy cerca de Chapin para comparar. Estos son los números que se reportaron. El total de emisiones de la instalación en toneladas métricas de CO₂ fue de 27,727. En ese número se incluyeron 27,699 de dióxido de carbono, 13 de metano y 15 de óxido nitroso. Esto es más de 10 veces mayor que Chapin.

Continuaremos monitoreando y buscando formas de reducir nuestra huella de carbono y ser buenos ciudadanos corporativos. Recuerde ser amigable con el medio ambiente

James W. Campbell



Campbell's Këndi

Ekziston një artikull i mrekullueshëm në këtë buletin të shkruar nga Scott Fisher mbi ISO 14001. ISO 14001 është standardi ndërkombëtar për auditimin e një objekti për pajtueshmërinë dhe respektimin e praktikave të shëndosha mjedisore.

Me këtë në mendje, mendova se njerëzve mund t'u duket interesante të dëgjojnë për një zonë tjetër mjedisore në të cilën punojmë. Asistentja ime, Debbie Lakas, është personi ynë i parë që kryeson përpjekjet tona për qëndrueshmëri. Tani për tani, ajo e trajton këtë vetëm dhe punon me agjenci të jashtme.

Projekti i parë ishte llogaritja e Gjurmës tonë të Karbonit.

Pyetja e parë ishte, "çfarë është një gjurmë karboni?"

Përgjigje: Ne të gjithë krijojmë emetime CO2 në aktivitetet tona të përditshme, të cilat shtojnë gjurmën tonë të karbonit. Sasia totale e CO2 (dhe gazeve të tjera serrë) të emetuara në një vit është gjurma jonë. Kur drejtoni makinën tuaj, karikoni telefonin ose ndizni dritat, CO2 lëshohet në atmosferë, duke kontribuar në gjurmën tuaj individuale të karbonit. Në fakt, çdo veprim që kërkon djegjen e lëndëve djegëse fosile çliron një sasi të madhe CO2.

Ne ishim shumë të interesuar të zbulonim se çfarë është gjurma e karbonit këtu në vendndodhjen Chapin Batavia, NY dhe të gjenim një pikë referimi se cili do të ishte një numër i mirë. Epo, Debbie ishte shumë e suksesshme në llogaritjen e gjurmës sonë të karbonit, megjithatë, nuk ka asnjë standard të vendosur nga qeveria për fabrikat e prodhimit. Të dhënat e vetme që do të gjeni janë për tu bërë zero.

Më poshtë janë të dhënat e mbledhura nga Debbie. Rezulton se Chapin bën një punë shumë të mirë.

Vendndodhja Chapin Batavia, NY gjeneron 2257 tonë metrikë dyoksid karboni (CO2) në vit. Ky informacion bazohet në të dhënat e mbledhura nga vitet 2020 dhe 2021.

Kjo është e barabartë me:

- 1129 lopë të trajtuara në vit
- 432 makina në rrugë për një vit
- 961 108,5 litra benzinë
- 274 shtëpi kanë marrë energji elektrike për një vit (bazuar në mesataren kombëtare)
- Ndërtesë zyrash prej 21 017 m2 e furnizuar me ngrohje, ventilim, ajër të kondicionuar dhe rrymë elektrike për një vit (energy star)

Sipas Fondacionit Arbor Day, brenda një viti një pemë e pjekur thith më shumë se 22 kilogram dyoksid karboni nga atmosfera dhe lëshon oksigjen në këmbim. Për të kompensuar një (1) ton CO2 të gjeneruar, duhet të mbillen rreth 31 - 46 pemë. Prandaj Chapin do t'i duhet të mbjellë midis 69 967 - 103 822 pemë në mënyrë që të kompenzojë CO2 të gjeneruar në vit.

Shënim: jo të gjitha pemët thithin të njëjtën sasi të dyoksidit të karbonit. Lisi është gjinia me speciet më thithëse të karbonit.

Tre burimet kryesore të emetimeve të bazuara në vendndodhjen Chapin vijnë nga karburanti i ngrohjes dhe procesit, elektriciteti dhe karburanti (lëvizës).

Për shkak të mungesës së të dhënave, ne nuk ishim në gjendje të gjenim një kompani prodhuese të krahasueshme me madhësinë e Chapin. Duket se mënyra e vetme për të gjetur një krahasim të krahasueshëm të gjurmës së karbonit është nëse kompania raporton të dhënat e saj në EPA.

Ne ishim në gjendje të gjenim një kompani lokale që është shumë afër Chapin për krahasim. Këto janë numrat që u raportuan. Emetimet totale të objektit në ton metrikë të CO2 ishin 27 727. Në këtë numër përfshiheshin 27 699 dyoksid karboni, 13 metan dhe 15 nga oksidi i azotit. Kjo është më shumë se 10 herë më e lartë se Chapin.

Ne do të vazhdojmë të monitorojmë dhe të kërkojmë mënyra për të reduktuar gjurmën tonë të karbonit dhe për të qenë qytetarë të mirë të korporatës. Ju lutemi mos harroni të jeni miqësorë me mjedisin

James W. Campbell





CHAPIN

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