



CHAPIN[™]
CONNECTIONS

Campbell's Corner

Well it's that time of year again where we have to put together a budget for the next fiscal year. The budget was completed on time and approved at the July board of directors meeting. It is always a relief to have it completed and accepted. We are going to need to be very diligent to make this budget. There is very little room for error. We need all our sales people to bring in profitable orders to make this budget.

On a lighter side, the Chapin family picnic was the most fun I have had in years. It was great to see all the little ones running in the rain, and the bounce house turning into a massive slip-n-slide! I would like to personally acknowledge all the people who helped make this a fun filled event for all. Especially the picnic committee (also known as the Fun-tastic Four) LaRae Taylor, Debbie Lakas, Laura Winling, and Jill Yanus. They were soaked to the bone, but still making sure the children enjoyed the special day with a smile on their faces.

This was a great teaser for the upcoming 140 year celebration next year (June 15, 2024). I am very much looking forward to a great time with great people! Mark your calendar to reserve this special celebration. Each of you will be receiving a personal invitation in the months to follow.

Congratulations to all the graduates pictured in this newsletter on the completion of their studies. Great work to the parents encouraging your child to move forward with their education aiming towards a successful career.



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 nmesler@chapinmfg.com.

—Nick Mesler

IN THIS ISSUE

Clarence Connections	4-5
Kentucky Connections	6-7
Michigan Connections	8-9
Ohio Connections	10-11
Conexiones de Ohio (español)	12-13
Pet Contest Results	14-15
Employee Spotlight: Bryan Johnson	16
Cornell Supply Chain Training	17
Muckdogs - Chapin Night	18
Product Spotlight: Tripod Lawn Sprinkler	19
Chapin Picnic	20-22
140th Anniversary - Save the Date!	23
Opportunities Abound!	24-25
Hires, Anniversaries, Retirees, and Grads	26-27
Kali - Sales Skills Champion	28
Chapin Babies!	29
Education Assistance Policy	30-31
Operational Excellence Manufacturing Award	32
SIMA Show	33
Genesee County Fair Chapin Day	34
Rincón de Campbell (español)	35

CHAPIN CLARENCE

CONNECTIONS



Clarence Update



It's summer time in Western New York. For Chapin Spreader Division that means a higher demand for our hose end products and sprayers. Units such as G362, G390, G362D, 1007 and many more are being produced more frequently this time of year. While

still running spreader production, hose ends and sprayers are produced at a higher volume to help cover these orders that are very popular around this time.

Clarence Plant supervisor Skyler Baker welcomed his 1st child, Samson Jason Baker on July 1st. Skyler has been on paternity leave for the past several weeks and will return at the end of July. He is enjoying the



time he gets to spend at home bonding with his newborn. As many parents know, those moments are priceless. *Congratulations Skyler Baker and Stephanie Demmin!!*



On June 30th 2023, 4 team members at the Chapin Spreader Division in Clarence received basic first aid and CPR training. The training was done

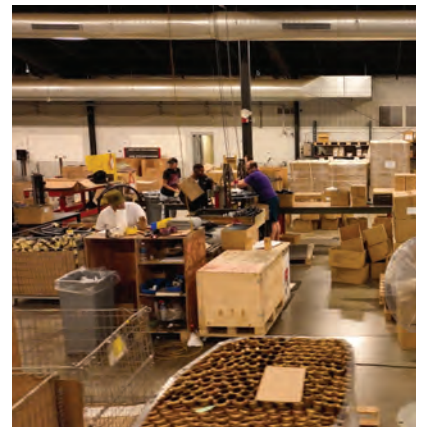
by Jim Fontaine and members of the Lancaster Volunteer Fire Department. The team learned basic but important skills such as:

- Scene assessment, figuring out what type of emergency has taken place, and also making sure the scene is safe for first aid to be provided.
- First aid basics such as stopping bleeding, how to use an EPI Pen and what to do if someone is choking.

- Adult CPR and the proper use of AEDs

Congratulations to the newly certified team members, Connor Baker, Caleb Binnert, Bilal McMasters, and Tim Harter.

With the end of summer not too far away Chapin Spreader Division is gearing up for our annual inventory and preparing for the Fall-Winter Seasons which is our busiest time of the year. We will be adding more members to the team to help with production during the busy season. Full speed ahead!





Kentucky Happenings

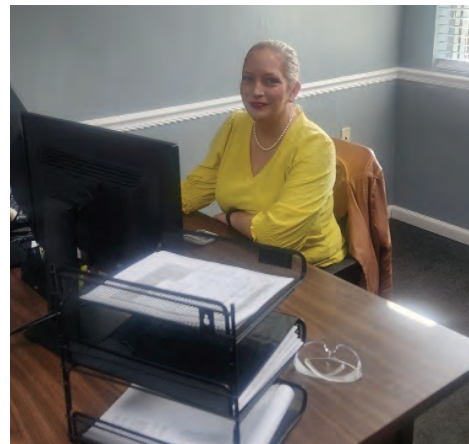
In the last few months we have really been focused on ensuring we are meeting our customers demand, It has been a little hectic but everyone has done a great job staying focused and striving to improve.

Along the way, we have hit some pretty significant milestones. With over million sprayers produced and shipped to Walmart. With lofty total monthly production numbers, with last month close to 280,000 sprayers produced. This are no small achievements and every team member has played a significant role in reaching these goals. Danville has really started hitting their stride in shipping numbers. The watering cans that are flying out the door, shipping over 32,000 units in a four month window, with last month being close to 20000 units



alone. We also shipped our first two orders of 40 and 60 gallon ATV tanks.

The Tractor Supply line review was also held at our MT Vernon location, Steve Hicky and Bill Campbell did a great job showing off our product line and explaining the value-added features our products have.



Jessica Husband also just recently joined our team as our new Planner/Buyer. Jessica comes to us with a vast amount of experience in purchasing and planning, and already has helped us make

positive gains in cost reduction. After spending two weeks training in NY with our purchasing team, Jessica is back home and we look forward to her helping us as we continue to grow. Welcome aboard Jessica!!

by Doug Platt



Kentucky Employee Spotlight

Darryl "Red" Harrison



Darryl or Red as he known to all of us is one of our longest tenured Kentucky team members. Red is our Electrician and has helped in the installation and start of up of every piece of equipment here. He works countless hours ensuring everything is operating as it should. While he is an Electrician by trade,

there is never a problem he won't tackle, from welding to plumbing Red can do it all.

Red was born in West Virginia but moved to Jackson County where he graduated high school. Red received his journeyman papers through the International Brotherhood of electrical workers out of Lexington where he started as a traveling electrician. Working on many big and interesting projects. He was part of the installation team for the nerve Gas Incinerator at the blue grass Army

depot. As well working at the Corvette Manufacturing plant. He also spent some time working at our building in Danville back when it was a manufacturing plant bringing much needed knowledge with him.

Some personal hobbies Red enjoys is being a pretty solid drummer and rebuilding cars. I am also told he is quite the fisherman. (His words not mine). Red is integral part of our team that is willing to stop and help anyone who asks!



Douglas Platt
Kentucky General Manager



Heath UPDATE:

Suet, and seed cake sales continue to be driving sales. The new seed cake line has been launched and should be in a store near you, soon. We continue to see organic growth in the suet category.



The new seed cake line has been launched, and you should see those in a store near you soon. Flag orders were stronger than anticipated for the spring and early summer.



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

by Ken Daly & Steve Hickey



market, and are continuing to sell and complete market studies on the two gallon systems. The sales team is continuing to run great sales promotions for feeders, houses and accessories, and will continue that push into the fall months when there are several customer shows. The Heath Operations team is working hard to support the sales team, and provide customers with exceptional service. We also want to welcome Matt Holman to Heath. Matt started on May 5th as a Driver/Handler. Always glad to grow the Heath team!



The Purple Martin season was solid with 2023 being the first full product line year in a few years as well as the introduction of the new heavy duty aluminum house. The Gamekeeper line is continuing to launch into the market with recent new promotions through Mossy Oak. We are getting ready to launch a new one quart chicken feeder, and waterer into the online

CHAPIN OHIO

CONNECTIONS



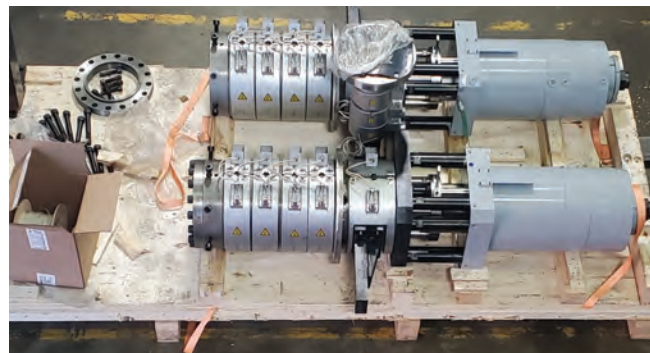
5 Years Running....

This summer marks CCM's 5 year anniversary. We have come a long way from when we first transitioned from Quality Blow Molding to Chapin Custom Molding. Our team has made significant updates to the facility like adding a resin silo, adding presses, adding central vac systems and most importantly we have added some great people in some key roles.

In the last week of June the employees were able to celebrate CCM's 5th birthday with a cake made by one of our own. Connie Hill also was able to arrange an ice cream truck to come in to serve our employees.



...And Still Going Strong!



This year the 4th of July fell in the middle of the week so we took this opportunity to use the day before the holiday to knock out all of our annual OSHA training in one day/shift. We were able to also do our 3 year refresher on lift truck training and complete the first aid/CPR training (this included training for our new AEDs).

CCM has received in the new heads for press 28, and Eric Hurd and his maintenance team are on track to get these new heads installed. This will allow us to get the press back to running at full capacity. We are anxious to get these installed and in use. Our expectations are high with the anticipation that these replacement heads will

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

by Melissa Brown & Michael Wolfert



work as well as an OEM replacement. If so, we will have acquired a supplier for critical components that are affordable and reliable.



We have also started to produce the 8 Gallon ATV Spot Sprayer and the 2 Gallon Electric sprayer. The production for these new products has also gone smooth. We are in the process of setting up the printer



and dryer for the 2 gallon Electric Sprayer. As always we have a good support staff in Batavia for all of the help we may need when we start to print. The builds for the 8 Gallon Spot Sprayer have gone smooth and have been moving along well. We anticipate that these will be more great Chapin products produced out of CCM.

Lastly we have been fortunate to have our sales steadily increase over this past quarter. We were able to start off this final quarter on a high note. We



exceeded our budgeted sales for June and look forward to a strong finish to the fiscal year. We have a highly dedicated staff that has really been working hard to maintain a high level of quality while being short staffed. Summer is often a time when a lot of our valued staff have been out for various reasons. We appreciate everyone's efforts while we work through these summer months!



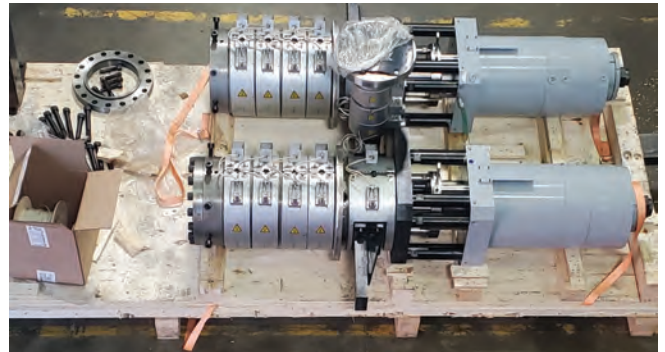
5 años corriendo...

Este verano celebramos el 5.º aniversario de CCM. Hemos avanzado mucho desde nuestra transición original de Quality Blow Molding a Chapin Custom Molding. Nuestro equipo ha hecho actualizaciones significativas a las instalaciones, como la adición de un silo de resina, la adición de prensas, la adición de sistemas de vacío centralizados y, lo más importante, hemos añadido a personas extraordinarias en algunos puestos clave. En la última semana de junio, los empleados pudieron celebrar el 5.º aniversario de CCM con un pastel preparado por una de nosotros.

Connie Hill también organizó que un camión de helado nos visitara para servir a nuestros empleados.



... ¡Y sigue siendo fuerte!



Este año el 4 de julio fue en mitad de la semana, por lo que aprovechamos la oportunidad para dedicar el día anterior al feriado para impartir toda nuestra capacitación anual de OSHA en un día/turno. También pudimos impartir nuestro curso de actualización cada 3 años sobre montacargas y la capacitación sobre primeros auxilios y RCP (esta incluyó capacitación sobre el uso de nuestros nuevos AED).

CCM recibió los nuevos cabezales para la prensa 28, y Eric Hurd y su equipo de mantenimiento están avanzando a buen ritmo en su instalación. Eso nos permitirá volver a activar la prensa a toda su capacidad. Estamos impacientes por tenerlos instalados y en uso. Tenemos expectativas muy altas, ya que prevemos que estas cabezas de repuesto funcionen tan bien como las refacciones del fabricante original. Si es así,

Noticias y novedades de nuestra planta de Chapin Custom Molding en Elyria, Ohio

por Melissa Brown y Michael Wolfert



habremos adquirido un proveedor de componentes críticos que son económicos y confiables.



Nuestras nuevas regaderas de mano han sido una gran adición a nuestra línea de productos, y han tenido mucho éxito. Los pedidos de este producto se han disparado, y hemos hecho un esfuerzo extraordinario para

satisfacer una demanda mayor a la prevista. La alianza con el fabricante de moldeo por inyección ha funcionado bien, y la transición de las piezas de soporte fabricadas en el extranjero a las nacionales se hizo sin problemas.

También hemos empezado a producir el pulverizador dirigido ATV de 8 galones y el pulverizador eléctrico de 2 galones. La producción de estos nuevos productos también se inició sin problemas. Estamos en el proceso de configurar la impresora y la secadora para el pulverizador eléctrico de 2 galones. Como siempre, tenemos excelente personal de asistencia en Batavia si necesitamos cualquier tipo de ayuda cuando empecemos a imprimir. La preparación para el pulverizador



dirigido de 8 galones se ha hecho sin problemas y ha avanzado bien. Prevemos que estos serán excelentes productos Chapin fabricados en CCM

Por último, hemos tenido la fortuna de que nuestras ventas del último trimestre aumentaran de manera estable. Pudimos iniciar este último trimestre con un nivel alto. Superamos nuestras ventas presupuestadas para junio y esperamos cerrar el año fiscal con excelentes cifras. Contamos con empleados muy dedicados que han trabajado arduamente para mantener un alto nivel de calidad, a pesar de la falta de personal. El verano suele ser una estación en la que muchos de nuestros valiosos empleados se toman tiempo libre por diversos motivos. ¡Agradecemos el esfuerzo de todos mientras superamos estos meses de verano!



CHAPIN **BEST PET CONTEST**

Chapin's Best Pet Contest was a great success! We had 18 outstanding contestants and they were all worthy of the top prize. It was not an easy decision to determine the winners based on our criteria:

- Good Looks
- Loyalty
- Affection Toward Owner and Family
- Unique Personality Traits
- Playfulness
- Special Talents
- Great stories about their backgrounds & accomplishments

First Place: Peaches

Kali Wright's beautiful, talented and affectionate 12 year old quarter horse. Peaches is a champion barrel racer and has been competing in events this summer.

Kali: Although she can be sassy from time to time she takes good care of us when flying around an arena barrel racing, carrying flags in the rodeos, going for trail rides, and anything I ask her to do! She's got a fun personality and very athletic and talented to boot...



Second Place: Sky

Sky or "Sky Bear" a wonderful dog rescued by Troy Lindke who has been thriving in her new life with her two sisters.

Troy: Sky was rescued at 9 months old from a terrible breeding and hoarding situation where she was never let out of her crate. As a result, she could barely walk, her fur was urine stained, and she was nervous around people and other dogs. Since we rescued her 5 years ago, with lots of love and patience, she has blossomed into the most loving and sweet dog with humans and her two sister dogs. This is a picture of her model pose living her best life poolside.

Third Place: Nina

Carissa's Nina has an exceptional story of survival:

Hi, my name is Nina. I am an American Village Dog mix from Ponce, Puerto Rico. I know I may look old but my family just recently celebrated my 1st birthday! I have chromosomal and congenital defects, which cause me to be hairless and look a little different. Some of the characteristics of my chromosomal differences are tiny eyes, partially missing eyelids, being hairless, no lips, which causes my teetsies to be out all the time, and stunted growth. I am known for my constant smile, which as you can see in the picture, is perfect.

My parents were strays living on the streets of Ponce, Puerto Rico when my siblings and I came along. I was a baby living on the streets of Puerto Rico with no protection from the sun or any mean people who liked to pick on me because of the way I looked. Thankfully, before Hurricane Fiona hit, I was one of the lucky ones who was rescued by We Love Satos.

Little did I know, my foster dad was working on finding me my forever home in the states so that I could get any vet care that I may need in the future. My long haul to my forever home in the states was set up for the beginning of December!

Fast forward to now, I am thriving in my new life here in the states! My big personality has come out: I am a sassy, attention seeking, spunky little girl. I constantly need cuddles, sleep in a bed with a bunch of fuzzy blankets, get to play with all of my fur siblings, get all the treats I want, and even have my own wardrobe for the different seasons!.

If any of you want to know more about me or follow my story, you can follow my Instagram page @NodsforNina.



Honorable Mentions:



Emma
Pet Parent: Jim Fontaine



Sunspot, Blizzard and Celsius
Pet Parent: Anthony Ferris



Phyllis Diller
Pet Parent: Bill Littleboy

Thank you to all who participated for sharing stories about your amazing pets!

To see all our beautiful, adorable, smart, playful, talented, and loyal contestants - check the chapin portal



Employee Spotlight: Bryan Johnson

By Scott Fisher

learn different areas of the business. Moving through three departments early in Bryan's career at Chapin helped prepare him for his current position because he learned how different departments work together.

Bryan has also enjoyed many of the fun activities that Chapin has sponsored over the years. He participated in three of the Chapin Golf Tournaments and his team finished in first place amongst the Chapin teams at the last tournament. Bryan also enjoyed the Chapin sponsored bowling events.

When Brian is not at work he enjoys spending time with his son Brayden (7 years old) and his girlfriend



If you have been around Chapin International in Batavia over the past eight years then you probably know Bryan Johnson. Bryan started at Chapin in February of 2015. He was hired as a Trimmer/Packer in the Plastics department through a temporary service. After 90 days Bryan entered the Union and accepted a Job Bid for a Floater position in the Metals

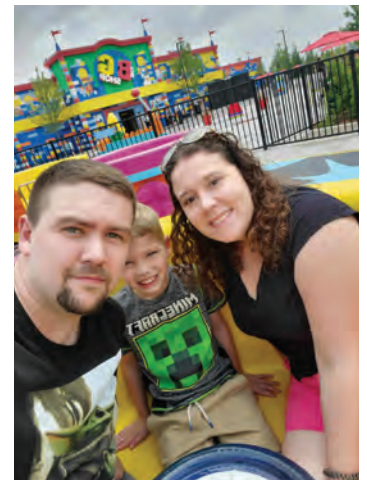
department. Bryan learned the Weld Line, Press Row, and Metal packing. Within the next 5 months Bryan moved again to the Shipping Department, first as a Material Handler, then as the Shipping Clerk that handles our parcel post area.

Within Bryan's first six months, Bryan had gained valuable experience in Plastics, Metals, and Shipping. Bryan was also very active in the union. He was a Union Steward for about three years and then was elected to the Union Board. Bryan spent two years as a trustee and then served as the Union secretary for about a year.

In November of 2022 Bryan left the union and became the Assistant Supervisor in the Shipping Department. Bryan mostly works in the receiving area, but has other duties across the shipping department.

Bryan recently completed the Supervisor's Training courses at Genesee Community College. This is a 10 week program that focuses on the skills that supervisors need to be successful. The course deals with topics such as dealing with difficult situations, time management, and conflict resolution. Bryan enjoyed the course and said that it gave him lots of tools that he can use in the future. It was very interactive and included some role playing activities.

Bryan says the thing that he likes best about Chapin is the ability to move up and the opportunities that are there for advancement. He also likes that you are not stuck in one place, there are opportunities to move around and



McKayla. They recently went on a very exciting trip over the Independence Day holiday. They visited the Corning Museum of Glass which is always exciting. They went to LEGO-Land and the Six Flags Amusement park in New Jersey and then capped it off with a New York Yankees baseball game in the Bronx on July 4th. That was quite a trip.

Congratulations to Bryan Johnson for being chosen for our Employee Spotlight. Bryan has had a well-rounded career at Chapin these past eight years and I am sure that he will continue to grow in the future as he has many years ahead of him.



In today's increasingly competitive market, a strong procurement team can give you a distinct advantage. Several members of the procurement team here at Chapin International recently completed the Cornell University Procurement Strategy Certificate Program. This program was completed online and included six courses that each lasted two weeks. The courses were titled;

1. Purchasing Considerations
2. Inventory Management
3. Purchasing Strategy
4. Supplier Selection and Evaluation
5. Cost Management
6. Bidding, Negotiation and Management

The program is designed to increase the skills of the participant through real life and practical examples that are seen every day. Brittany Hein, Erica Lamkin, Megan Ficarella, and Casey Newton all went through the program this spring together. Brittany and Megan both work in the Asian Operations department, while Casey and Erica work in the Purchasing (Domestic) department. They all enjoyed the courses very much and each one was able to take several things from the program that they can use in the future.

Brittany stated that taking the courses with her fellow co-workers helped tremendously because they were able to collaborate. She also said "The knowledge I have gained will only make me a stronger buyer for Chapin and help me pursue my goals within the company." The course provided her with a number of tools that she believes Chapin can begin to adopt such as an official quote request form and an outline for comparing suppliers that considers things beyond just price and lead time. In fact Brittany is already using the official quote request.

Erica commented that there was a lot of good information in the courses. Some of which she was already doing and other

things that were more challenging. Erica said that the courses "made you think sometimes outside of the box with the course projects." Erica learned about contract bidding and even more about negotiating.

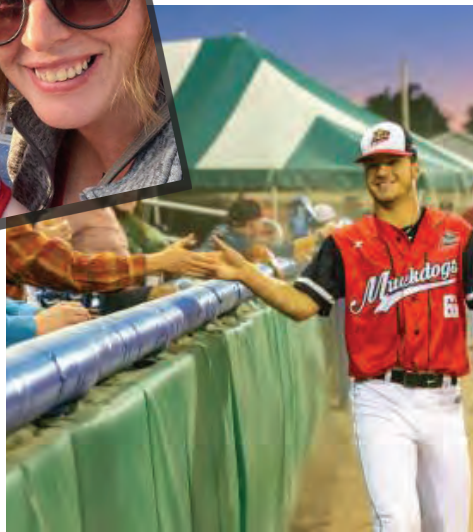
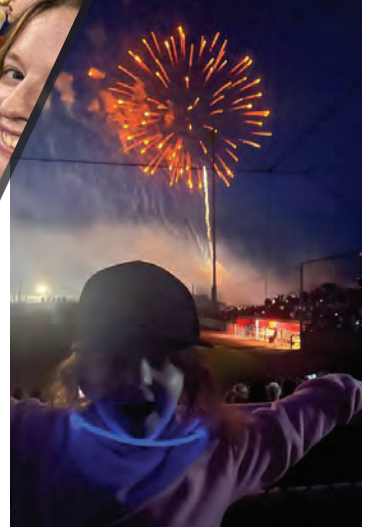
Casey learned that purchasing is more than just clicking the button, all the departments are impacted by his actions. He stated he learned that "Cost is not just the price of the item, but the cost of the entire flow of product- from purchasing to QC and stock moves." Overall he said he learned a lot.

Megan thought the course was good and was very convenient as it was online. She said "That even though there were aspects that were different from how we purchase overall at Chapin, it was helpful to learn different purchasing strategies that could be implemented in the future." She also stated that it brought the entire buying team together to collaborate on the projects.

The entire team expressed their appreciation to Chapin for allowing them to take this course as it will be beneficial in their career. Congratulations are in order to the team for completing this program with perfect scores!!!



BATAVIA MUCKDOGS



Thanks Muckdogs for another great season!



Brass Head Tripod Impact Lawn Sprinkler

By Jill Yanus



Got a big area to water? Maybe need 360° spray coverage? Chapin's got it! Introducing our (very popular) 4993 brass head tripod impact sprinkler! Adding a tripod sprinkler to our irrigation lineup was a natural fit. Compatible with our water

timers, fertilizer injectors and hose fittings, the 4993 complements our extensive line of irrigation products. It's easy to move around and the range of coverage makes our sprinkler versatile in multiple property configurations. Deep flower beds, landscapes, raised and uneven areas are easier to cover with a tripod sprinkler.

Did we mention height adjustable? You can set it from 22- to 48-inches and lock it in place with leg clips.



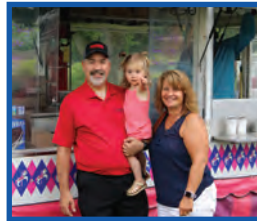
And you can set the height without moving the legs with the center knob. You can adjust each leg individually. So whether you're watering on a hill, uneven ground, or a wide hedge row, set this sprinkler up and let it go.

The gooseneck hose attachment keeps the hose from getting tangled in the sprinkler legs. No need to worry about crimping the hose and losing water pressure. Like all of our products, it's made to last season after season. It's constructed of durable metal with a brass sprinkler head and brass components. American brand. American quality.



CHAPIN™

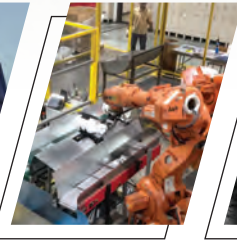
2023 FAMILY PICNIC







**JOIN US
FOR A BASH
140 YEARS
IN THE
MAKING**



1 4 0 Y E A R S



1 8 8 4 - 2 0 2 4

BATAVIA NY ★ CLARENCE NY ★ ELYRIA OH ★ DANVILLE KY ★ MT VERNON KY

SAVE THE DATE: JUNE 15, 2024



OPPORTUNITIES ABOUND!

Most of you have probably heard the story of Chapin's history and its creation in 1884. How Ralph E. Chapin saw that his customers that purchased kerosene at his family's hardware store in Oakfield, NY often arrived with tanks that leaked. What Ralph E. Chapin saw was an opportunity, an opportunity to provide his customers with a better product.

Since those early days Chapin has continued to seek opportunities to grow its business and will continue to do so. The opportunities at Chapin International are not just business opportunities, but opportunities for the company's employees to grow professionally. This has been the case for many years now across all of Chapin's facilities.



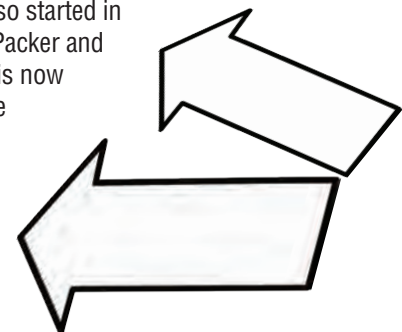
At Chapin's Batavia facility there are many examples around us of our co-workers that have taken the opportunities that were available and have grown tremendously in their careers. **Bill Kegler**, Vice President of Operations started over 30 years ago as a trimmer on Blow Molder #1 and Blow Molder #2. His career had many stops along the way, including Production Supervisor and Purchasing Manager.

Bill's experience at Chapin is a great success story, but it is not a unique one. Many former employees came from positions in the union and moved into upper management roles. Steve Lee started as a material handler and finished his career as Plant Superintendent. **Dennis Moscicki** spent many years in the union, most as a Journeyman Plastics Technician, before moving into a role as Quality Inspector. **Deb Suita** started as an assembler in the union.

The opportunities to grow at Chapin have always been there. Chapin is committed to the growth of its employees, those in the union and those not. Several company employees have grown here at Chapin as well. **Season Meyers, Farrah Nolan, Chrissy Blatner, and Mariah Woodrich** all started as the receptionist at Chapin and have grown into roles in other departments. Others like **Colleen Coogan, Brittany Hein, and Erica Lamkin** all started in our Customer Service department and have moved into roles in Sales, Asian Operations, and Purchasing. Recently **Jeffrey Claus** moved from a Shipping Clerk position to EDI Analyst. **Shane Cockle** started as an intern from Genesee Community College and is now our BOM (Bill of Material) Coordinator. There are so many examples that I cannot possibly name them all here, so I apologize for leaving some of you out.

In Batavia there are several examples of individuals that have moved from positions in the Union to positions in the company. There are four of our current frontline supervisors that started in the union. **Mark Volpe** spent many years in the union and worked his way up to the position of Plastics Journeyman before he became a Production Supervisor. **Eric Ficarella** also started in the union and is now a Production Supervisor in the Metal Department. **Josh Blanco** started as a Trimmer/Packer and also worked in Shipping before switching to the company and accepting a position as a Shipping Clerk. He is now the Shipping Supervisor. **Bryan Johnson** (who you can read about in our Employee Spotlight article on page 16) started out as a Trimmer/Packer and after working in Plastics, Metals, and Shipping is now the assistant Shipping Supervisor.

Supervision is by no means the only career path for Chapin employees that wish to grow and advance within the company. Chapin offers many other career paths such as in the Quality Department where several formal union employees hold positions. **Miranda Morrill** used to work in both the Metal and Shipping Departments before becoming a QC Technician. **Larry Dubois** was in the union for many



years before joining the company as a QC Technician as well. **Lonnie Burglar** was the Team Leader on the Backpack line and switched to the company to join the Quality Department. **Paul Cipra** started on the backpack line as part of Lonnie's team, he is now a QC Technician working mainly in Incoming Inspection.

Casey Newton and **Jessica Maskell** are two other employees came from the union and have held various positions throughout the company. Casey left the union to join the Marketing team. He has also gained experience in the Shipping and Purchasing Departments. Jessica left the union to join the Customer Service team. She has also gained experience in the Receiving and Quality Departments. Both Casey and Jessica have gained a very well-rounded background from the opportunities that they had.



It is not just at Batavia that these opportunities are available. Chapin's Clarence facility has many examples of growth. **Skyler Baker, Connor Baker, Paul DiBenedetto, and Scott Berardi** all started on the production line in Clarence assembling Chapin Spreaders. Skyler is now the Plant Supervisor at Clarence and Connor is Quality Supervisor. While **Scott Berardi** and **Paul DiBenedetto** have moved on to roles here at the Batavia facility. Scott is our Demand Planner and Paul is our Lab Technician.

Chapin's facility in Mount Vernon, KY has two employees that used to work in Batavia, NY. The General Manager, **Doug Platt**, used to be a supervisor in Batavia and the Plant Superintendent, **Bryan German** started in the union on the Backpack line in Batavia. Since their careers at Chapin began, both Doug and Bryan have grown into roles of increasing responsibility.



No matter what position you currently hold or what facility you work for, there are opportunities for you to grow and advance your career at Chapin International. I urge every Chapin employee to consider your future and where you want to be, then make it happen. The possibilities are endless and the opportunity is there for the taking. Take control of your future. Chapin has always strived to help its employees grow and advance their careers. Contact Human Resources if you wish to discuss your own personal career path. We are here to help and we want all of you to be successful.

WELCOME TO CHAPIN



Sheri Jansen
Trimmer/Packer



Dustin Kingdollar
Metals, Weld Line



George O'Neill
Metals, Press Row



Brian Patterson
Shipping



Zoro Samano-Reisman
Packer



Erin Spring
Design Engineer

ANNIVERSARIES ANIVERSARIOS:

30 years /años: Ruth Bos

10 years /años: Jessica Maskell

5 years /años: Damon Delaboin

Zilije Dulellari

Tamara Haslage

Andrew MacLaren

Theodore Migchelbrink Jr

Elvis Salihi

Ashley Squire

Eugene Widdowson

Paul Cipra

Edgar Childers III

Raya Davidson

Erica Lamkin

Chet Miller

John Kondo

Chrissy Blatner

RETIREES JUBILADOS:

Ben Abordo retiring 7/14/2023 after 23 years

MILESTONES

GRADUATES GRADUADOS:

Ethan Lindke



Son of Troy Lindke – graduated from UB with a Bachelor’s degree in Computer Science – he also worked here at Chapin as an intern for 2 summers in IT

Hunter Meyers



Son of Season and Bryan Meyers – graduated from Attica High School – Hunter will be attending Alfred State in the fall in the Electrical Construction Maintenance trade program

Michael Fernaays



Stepson of Farrah Nolan – graduated from Pembroke High School – Michael will be attending GCC in the fall for Computer Repair

Elyse VanAuken



Daughter of Bill VanAuken – graduated from Nazareth College with a Bachelor’s in Health Sciences – pursuing her Masters in physical therapy

Alexander Campbell



Son of Bill Campbell, graduated Pre-K and is moving on up to Kindergarten

Ashley Ziminski



Daughter of Becky Bender, graduated with honors from Utica University with a Bachelor’s of Science – pursuing her Masters in occupational therapy

Dale Carnegie® Training

SALES CHAMPION

A good Sales team is critical in almost every business. It is definitely true here at Chapin International. There are a lot of opinions on what makes a good salesperson. Hundreds, if not thousands of books have been written on the subject. One thing that is consistent among the experts is that relationships are very important.

Kali Wright has been with Chapin for two years now. She is currently an Inside Sales Rep. Recently she attended the **Dale Carnegie Sales Training: Winning with Relationship Selling**. This is one of the most popular courses offered by Dale Carnegie. Dale Carnegies is a world class organization with over 100 years of success and is the industry leader in professional development training. Their courses are held in high regard across the globe.

Kali attended this class on three consecutive Fridays in Independence, Ohio. She enjoyed the class very much and learned a lot. Kali says that the class was a FULL day. Starting right on time and going right to the end with only a lunch break interrupting the flow of information. There was also hands on and interactive training each class, and there was homework.

One assignment that Kali liked was conducting Customer Interviews. She had to contact two of our customers and ask them the following questions.

How is Chapin doing?

Why did you decide to do business with Chapin?

What kind of impact have Chapin products had for you?

In what ways can Chapin improve our services to you?

Country Max was one of the customers that Kali contacted. They are a local company and they liked that Chapin produced good USA made products. They also liked that they can buy from Chapin directly, which gives them competitive pricing. The other company Kali contacted was Bostwick Braun, who said that they appreciated having a relationship with an actual Chapin employee. They feel that Reps are good, but having a relationship with Chapin directly is more meaningful in the long run.

The part of the training that Kali enjoyed most was the Sales Skills Championship, this was held at the end of the training and

was actually a competition. As Kali is quite competitive, it was right up her alley and she was looking forward to it. The competition was to simulate a customer meeting and each of the class participants, there were eleven, gave a presentation that lasted four minutes, no notes were allowed. What is unique is that the scoring was all done by the participants, not the instructors. A scorecard was used and the presenter had to use the skills that were taught in the learning modules. Kali told me that it was quite nerve racking and required a lot of preparation. Kali brought irrigation samples and a salt shaker as well as catalogs, Chapin pens, and other samples for her presentation.



When it was all said and done, **Kali was voted the Sales Skills Champion for her class**. That is quite an honor and she should be congratulated for this accomplishment. Kali represented herself and Chapin International quite well in winning this award. Kali's winning streak continued recently when her horse Peaches won the Chapin Pet Contest. You can check out the results on page 14.

Overall Kali really enjoyed the class and found it very beneficial. The competition showed Kali directly how the training related to her job. As with any class at Dale Carnegie she learned things that she can carry forward in her professional career and always refer back to. Kali says "there are so many ways that you can use these skills" such as customer visits, trade shows, and gaining new business. I am sure that Kali will put her new skills to work right away. If she hasn't already.

NEW CHAPIN BABIES



Everett Samuel Miller
Born 4/14/2023 to Calvin
and Elizabeth Miller

Silas William Carpenter
Born 5/2/23 to Robert and
Normagena Carpenter




Gracelynn Irene Hacker
Born 6/6/23 to Megan Alexander and
Randy Hacker



Aveonte Alkyon Mathis Jr.
Born 5/22/23 to Aveonte Mathis and
Morgan Zuckerman

**We also welcome Samson Baker to the Chapin family!
For details on his birth, check the Clarence article on pg 4*

	<h1>Chapin Manufacturing</h1>	<p>HR-013</p>
<p>Revision: B Date: 7/7/2023</p>	<p>Title: Education Assistance Policy</p>	<p>Page 1 of 2</p>

The purpose of this policy is to encourage continuing education by providing educational benefits in the form of up-front direct payments to educational institutions, or reimbursements for courses, seminars and other educational programs. This benefit is intended to maintain and improve employees' skills in their current jobs, and possibly qualify employees for advancement opportunities. This policy applies to all regular hourly or salaried employees of Chapin Manufacturing, Inc. after the completion of **six months** of continuous employment.

Administrative Guidelines

- Continuing education must be through a Chapin approved institution or organization.
- Courses must relate to your career progress and development specific to Chapin Manufacturing.
- Courses should not interfere the performance of your current job responsibilities.
- The coursework must be taken outside of your normal working hours, and time spent at such courses will not be considered as time worked.
- You must submit your request for educational assistance on the Chapin Educational Assistance Application, to the Human Resource Department *prior* to registering for the course(s) requested.
- The Educational Assistance Program provides tuition payments and books and laboratory fee payment related to coursework that has been approved by the Human Resources Department.
- Approved undergraduate, Technical/High School and correspondence tuition, books and fees will be paid at 100% if the employee maintains a minimum GPA of "C" or the equivalent grade under a numerical or other grading. Covered costs shall not include the costs of any tools or supplies purchased by a participant or the cost of any meals, lodging or transportation incurred by you.
- Undergraduate, technical and correspondence tuition and related expenses will not be provided in excess of \$5250 per calendar year per employee under this plan.
- All Post-Graduate degrees will be considered on a case by case basis.
- Post-Graduate education will only be provided tax free to the extent that it is allowable under Section 162 of the IRS Code.
- Payments will not duplicate those made from other educational assistance plans such as scholarships. If you are receiving assistance from another such source, Chapin's payments will cover the difference between your tuition, required fees and similar payments and books, and the amount of assistance you are eligible to receive from the other source(s).
- The President shall have final decision-making authority for graduate programs. Approval of tuition, books and fees related to graduate level education shall be related directly to the benefit of the company. They will be considered on a specific case-by-case basis and shall be submitted by the employee's manager in writing for consideration by the President.
- The company reserves the right to terminate, modify, amend or change the plan at any time and for any reason.

Application Procedure

The coordination of this policy will be the responsibility of the Human Resources Department. Employees must complete the Educational Assistance Application form. Course descriptions and a copy of the tuition and other related fee charges must be attached. The employee's supervisor and the Human Resources Department, will approve applications. The only exception will be for graduate level programs that must be approved by the president, as described above.

To retain this financial assistance, the employee must remain on the active payroll through the completion of the course. If the employee terminates, withdraws from the course or otherwise does not meet the policy requirements, any advance or reimbursement by the Company must be repaid.

The employee will be responsible for the submission of his or her grades(s) to the Human Resources Department upon completion of the course(s). The submission of grades must be made by the end of the month following the completion of the course. Upon termination of employment, an employee's advance must be paid back immediately.



Chapin Manufacturing

HR-013

Revision: B
Date: 7/7/2023

Title:
Education Assistance Policy

Page
2 of 2

Reimbursement

In consideration of payment of these expenses, you agree to the following:

- If you are unable to complete the course due to what the company considers extenuating circumstances (such as your illness or the illness of a family member) and you receive a tuition or materials refund, you agree to give the full refund to the company via personal check within one week of receipt.
- If you voluntarily terminate employment with Chapin prior to completing the course, you will refund the entire amount of the educational expenses provided to you.
- If you voluntarily terminate employment with Chapin after completion of the course and prior to completing six consecutive months of active employment, you will refund the entire amount of the educational expenses provided to you.
- If you voluntarily terminate employment with Chapin after completion of the course and after completing six months of active employment but prior to completing 24 consecutive months of active employment, you will refund a share of the educational expenses provided to you. The amount will be based on the total amount of educational expenses provided divided by the percentage of time left in months from one year that you did not continue working. For example, if you receive the maximum of \$2,500 for an educational course and work only nine months after completion of the course, you will refund 25% of the \$2,500 or \$625 (three months not served divided by 12 months equals 25%).

It is the company's intention that the educational assistance provided under this policy be eligible for exclusion from the employee's income to the maximum extent possible under the applicable provisions of the federal tax law, including sections 132 and 162 of the Internal Revenue Code. If an advance for assistance is determined to be taxable, withholdings will be made at the time of the advance and the income will become part of W-2 earnings.

Any questions regarding the policy or vacation time payouts upon separation should be directed to the Human Resources Department only.

HISTORY OF REVISIONS

DATE	CHANGES MADE
4/8/2020	Annual Review, Initiated Document Number
7/7/2023	Updated/Annual Review

A

CONGRATULATIONS

is in Order!

Chapin was chosen as winner in the **Operational Excellence** category for the 2023 Manufacturing Awards. These annual prestigious awards are presented by Buffalo Business First, ECIDA, Dopkins & Company LLP and UB Center of Excellence Material Informatics. We are both proud and pleased to be recognized among so many fine companies and manufacturers that are an important component of Western New York's economy.

Chapin was recognized because of the many unique contributions it makes not only to the industry, but to the community it's a part of.

2023 represents 139 years of manufacturing excellence for Chapin International. This anniversary is significant because it represents Chapin's continued success and growth. From humble local beginnings Chapin has excelled over the last century to be a global manufacturer known for its innovation and exceptional consumer and commercial product lines.

We are now in our 139th year. Chapin remains built on its solid local ties, strong vendor relationships and a valued local workforce. Our profitable partnerships with local vendors keeps Chapin vital, fuels continued innovation, and empowers our western New York economy.

We understand the importance of the "Made in the USA" mark. "Made locally, sold globally" speaks of the pride those in western New York have for Chapin. Keeping such a large part of our workforce and supply chain local benefits our employees, customers, and community. Staying focused on our commitment to product performance, quality, service, and delivery is the axiom that drives our team daily.

These are just some of the many great Chapin qualities that prompted the Buffalo Business First committee to choose Chapin as The Manufacturer of the Year in Operational Excellence.

Chapin was honored to receive this award on May 17th. The ceremony was held at Salvatore's Italian Gardens in Depew, NY. It was a late afternoon/early evening gala that was well attended. We were proud to stand among so many well-deserved winners.

More importantly... **Thank you to the entire Chapin team and its many vendor partners. Everyone plays a part when Chapin is recognized like this!**



SIMA 2023 WRAP UP

written by Chris Rumfola



First off...what is SIMA? SIMA is an acronym that stands for Snow & Ice Management Association. Otherwise known as the best show in snow; SIMA offers a forum for exhibitors with respect to featuring the latest snow/ice equipment, deicing products, software platforms, consulting services to all who visit...all related to SNOW! Hence, Chapin's participation in ice-melt spreaders & ice-melt sprayers.

In all, there were 130 equipment trade show exhibitors, keynote speakers & training classes; and they were packed! Have you ever watched the evening news after a severe snow storm & they show heavy duty equipment clearing snow on the runways at airports...that equipment was displayed at the show! From the ginormous equipment (as stated) down to our 8740A salt shaker; if you're looking for snow equipment...this is the place to be!

It's a bit difficult to think about snow, being here in the months of June/July, but the big chill is right around the corner! (Ouch, it hurt to write that previous sentence). Chapin's ice-melt customer base shares the need to stock up on inventory now through August to prepare for the ensuing demand for snow and ice treatment products.

The newest products & conference topics all surround "Liquid - Pre-treat" technologies available, as revealed by their training & speaking sessions. Yes, that's correct; liquid pre-treat technologies. If you ever travel on route 20 (where route 19 crosses over) you'll see the salt storage barn for Pavilion (I believe). Right next to the barn, you'll see a large Liquid Ice-Melt storage tank. There's two ways that town's/cities prepare for snow. To pre-treat the roads with liquid ice-melt or to mix the salt with liquid ice-melt (providing dual technology to take care of the roads). It is my understanding that liquid pre-treatment's preferred application is liquid in a straight stream; as opposed to a fan spray. Why? As the liquid pre-treat is sprayed it coagulates as a straight stream on the road. As the snow falls and lands on the liquid, it actually thins and spreads, thus covering the road. Spraying pre-treat on the road can melt up to 3" of snow before any accumulation...wow! That fact works with pre-treatment from an ATV or backpack sprayer on driveways, sidewalks and parking lots also.

Then we have the ubiquitous spreading of salt on the same mentioned areas. Chapin's full line of ice-melt spreaders were a great topic of discussion when looking at quality units! Many of the visitors at the Chapin booth were interested in our PRO/Contractor spreader line; from the 82088B through to the 8500B...we heard nothing but great things about our lineup and how they last through the harsh winter seasons. These units have really proven themselves over the years and our group of patrons is ever-growing!

Contacts were made for furthering our interests in market share growth, follow-up will be shared between Spencer Newton & yours truly. Our booth was designed & built by Chapin's own Marketing Team, and specifically Vince Vollo. Our booth remained busy for most of the show...to a point where our neighbors specifically pointed out - "You guys are having a great show!" - and they were right!

This being my first SIMA show in 8 years, I can wholeheartedly say that we're looking forward to the 27th Annual SIMA show, after all, it is the best show in SNOW!





It's
CHAPIN DAY



Campbell Esquina

Bien, llegamos de nuevo a la parte del año en la que tenemos que preparar un presupuesto para el próximo año fiscal. Terminamos el presupuesto a tiempo y se aprobó en la reunión del consejo directivo de julio. Siempre es un alivio cuando está terminado y aceptado. Tendremos que ser muy diligentes para cumplir con este presupuesto. Hay muy poco margen de error. Necesitamos que todos nuestros vendedores consigan pedidos rentables para cumplir este presupuesto.

Y cambiando a un tema más casual, el día de campo familiar de Chapin fue lo más divertido que he hecho en años. Fue genial ver a todos los pequeños correr bajo la lluvia, ¡y que el juego inflable se convirtiera en un enorme tobogán de agua! Quisiera reconocer personalmente a todas las personas que ayudaron a que este fuera un evento tan divertido para todos. Especialmente al comité del día de campo (también conocidas como las Cuatro Fun-tásticas): LaRae Taylor, Debbie Lakas, Laura Winling y Jill Yanus. Quedaron totalmente empapadas, pero se aseguraron de que los niños disfrutaran del día especial con una sonrisa en el rostro.

Este fue un gran avance de la celebración de nuestros 140 años el próximo año (el 15 de junio de 2024). ¡Espero con ansia pasar un rato muy divertido con gente extraordinaria! Marquen su calendario y separen el día para esta celebración especial. Cada uno de ustedes recibirá una invitación personal en los próximos meses.

Felicitaciones a todos los graduados incluidos en este boletín por concluir sus estudios. Y felicitaciones a sus padres por hacer un excelente trabajo al animar a sus hijos a avanzar en su educación, a fin de forjarse una carrera exitosa.



James W. Campbell



CHAPIN

©2023 Chapin International, Inc. | For internal use only. Do not distribute.