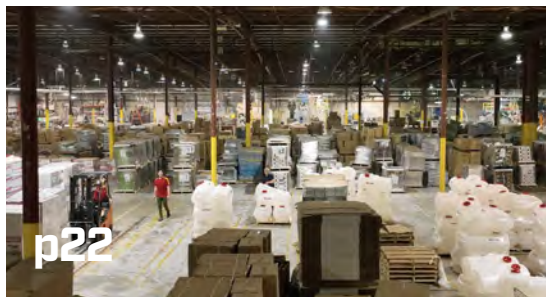




CHAPIN[®]
CONNECTIONS

Campbell's Corner

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

IN THIS ISSUE

Clarence Connections	4
Kentucky Connections	6
Ohio Connections	8
Conexiones de Ohio (Español)	10
Michigan Connections	12
Employee Spotlight: Steve Doyle	13
The Batavia Club	13
Product Spotlight: 40 & 60 Gals	14
About the Count	16
Assimilation Continues	17
Corn Roast Pictures	18
Euro BBQ & Garden Show	19
Alzheimer's Walk	20
Chapin F.A.Q.	21
Buzzbomb Over Batavia	22-23
ISO 14001	24
Pumpkin Spice All the Things	25
Campbell's Corner [Español]	27

CHAPIN® CLARENCE

CONNECTIONS

It's that spooky time of year again here in Western New York, Autumn is upon us here at the Clarence division of Chapin once again. The leaves start changing, there is a nice chill in the air and the haunting season starts--haunted hay rides to Halloween parties, to football season in full swing, but for us here at Chapin it means the start of salt season, the busiest season of the year.

As with every year, we are in full swing with spreaders and salt shakers and keeping up with orders that are due. But it also means the start of the holiday season

and everyone getting ready for the big 3 holidays, Halloween, Thanksgiving and Christmas. Even some of the local stores have their Christmas things up for sale which is always crazy to see so early.

But the first holiday that we have is Columbus Day. This year, like every year on Columbus Day, here at the Clarence division there is a big Halloween celebration next door at the Great Pumpkin Farm. Since there is no school that day, a local radio station and the farm put on an amazing show for kids to come to. At around noon, they drop a 1000+ pound



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

by Skyler Baker

pumpkin off a crane from about 35 ft in the air and it explodes all around with people watching. For the kids that show up, after it drops they can go through the pumpkin remains because they stuff the pumpkin with candy for them to take home. This year it is going to be 2200+ pounds (a world record?) of pure pumpkin carnage that they are going to be dropping, and we are all really looking forward to it.

With the decorations they have next door and the pumpkin in the air we can tell it's that fall season we have all been eagerly waiting for. In short, we are

ready for another great fall/winter season here in the spreader division, where we will meet new challenges and get our work done during this busy season so that the customers can have their desired spreader or sprayer or whatever they order on time.

It's been a big year and hopefully we close out big too! Happy Halloween from us here in Clarence!





We have come to the end of a Fiscal year 2023 so a good time to review some of the last years achievements.

Overall we produced 2,7001,792 sprayers which was double the amount produced the previous fiscal year. We also made an 8% gain in overall efficiency and lowered our scrap rate. Our shipping operations in Danville also made very large improvements with over three times the dollars shipped from our Kentucky location. In addition, we added regular monthly cycle counting procedures that helped achieve a 0.1% inventory variance over the year. These type of gains don't happen by accident, rather it is due to the hard work and dedication of everyone.

While all the work above was being done, we also have been able to make some needed improvements to both the production machines and facility. BM 4 and 17 were brought into full production. We have added three new

auto printers. We completed the rebuild of the rear head on BM 3. The maintenance team has also made upgrades to water tower system and chiller system. And, we have added a small print shop so we have the ability to make our own printing screens.

Moving into the new fiscal year, we are already starting on new projects and upgrades, with the new auto trimming being added to BM 1 being the first project. Plans are in the development to add more automation this year and additional upgrades and improvements to our equipment.

Besides the manufacturing improvements, we are also in the process of setting up a Customer Product Support team here in Kentucky. This team will provide a resource for customers to help them with questions they have with Chapin products. We look to have this team fully operational by the end of October.

by Doug Platt



KENTUCKY HOLIDAY EVENTS

With the holidays quickly moving towards us, we have started to put a list of pretty cool events in the area we hope everyone has a chance to take some time to enjoy.

Mount Vernon puts on an annual event downtown where businesses shut down and vendors have trick-or-treat stations. We will be attending this year, so look for Marci and Bridgette at the Chapin table. Have your kids give them a good Scare and get some awesome treats!

North Pole Mailbox (where children can drop off their Christmas List), Animal Land, Mini Train rides, Bluegrass Miniature Train Display, and the Kentucky Horse Park Gift Shop. Grab a quick snack in the village or sit down for dinner at Tootie's Peppermint Café to complete your visit.

Christmas Island Burnside Kentucky, Nov 18 – 12/31

A whole island dedicated to Christmas and decked to the nines This is a must see!



Come see the awesome light display at Kentucky Southern Lights in Lexington

Southern Lights is a three-mile driving tour of lights that is a joy for the whole family! Southern Lights is open

nightly, November 24 -December 31 (Closed Christmas Day). Thursdays-Sundays are very popular nights—long lines and wait times should be expected. We highly recommend purchasing tickets online. Named one of Kentucky's Top 10 Winter/Holiday Festivals and Events by Kentucky Travel and Tourism, Southern Lights is a favorite holiday tradition throughout the Bluegrass State and beyond. At the end of the route, we invite you to park and explore the Holiday Village (included in admission). The Holiday Village features photos with Santa, Santa's

MORE COOL EVENTS:

Lights Under Louisville: 11/10- 1/1
lightsunderlouisville.com

Stanford Christmas Parade 12/16 6:00 pm
stanfordchristmasparade.com/

Noel Night Market MT Vernon 12/2 4:00-900
Check out their face book page

London KY Christmas Parade: 12/1 this is a 30 year event and fun for the whole family.
visitlondonky.com/christmas/

Danville Christmas Parade December 9 @ 6:00
danvillekentucky.com/event/danville-christmas-parade

As fall approaches, we are seeing increased orders from our customers and busier times in the plant. This is a good opportunity for us to showcase the talented crew we have on the shop floor and how well they can do their jobs. Our team has been doing a good job sharing their knowledge with each other as people have shifted positions and taken on new roles in the building.

This new fiscal year will also show an increase in bottle production at our plant. CCM plans to get another printer for the 2 liter bottles in October. This will be taken over from Kentucky while they increase other product lines.

CCM is looking to build off some of the improvements in our efficiency that we made throughout the year. We have a team put together that will continue to find ways to optimize our processes and improve techniques throughout the plant. The CCM team as a whole has been quick to embrace the changes that have been implemented so far.

This past inventory for our plant was one of the best that CCM has had. We had a 0.1% variance for our building. We have worked diligently to keep inventory counts accurate throughout the year. CCM has made sure the reporting was correct, as well as updating the BOMs on our product lines throughout the year. A large part of our success with this inventory was Ashley Squire who has been leading the charge on all of the

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

by Michael Wolfert



cycle counts throughout the year. In addition, she has made sure that production reporting accurately reflected the actual parts made and that needed inventory adjustments were made immediately.

Melissa Brown is instrumental with all of the BOM accuracy. She has implemented and manages a process to ensure all of the BOMs are correct at first-piece inspections. She has been working with Shane Cockle to get these updated as we run the products.

We are excited to get a new (to CCM) blow molder. We have replaced a blow molder that rarely saw orders with a molder that will help us increase bottle production. This has been placed in an area where we can print right off the molder. We will be rearranging this area to share secondary equipment as well as optimize the product flow. Eric Hurd and the maintenance team has been actively going through this newly received press to update and repair items where they find them.

Lastly, this quarter we will be trialing a few new parts for new and existing customers. One new customer that we have partnered with has a large market share in child care items. This part is a new product on their portfolio to compete with current makers of public baby changing tables. We are also partnering with a current customer to help them make new sleeves for water filters.

CCM is looking forward to the cooler weather and the relief from the hot days in the plant.

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

por Melissa Brown y Michael Wolfert



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

2023 is over and we are beginning our new year. Heath had a good 2023 year, finishing strong in commodity sales as people continue to feed the birds. Feeders and houses were behind in sales as customers were working off high inventories accumulated during COVID.

In 2023, Heath focused on the basics: bringing in stock on key items, and pushing out the feeder inventory. We modified our seed cake program. We reduced the case pack sizes. This reduction should help retailers turn product quicker resulting in fresher product being on their shelves. We also updated our blends, eliminating slow-movers to discontinue blends, and filling in missing items with our top selling blends. This again will help alleviate dead stock on the shelves, and carry only the top selling items.

In 2024, we are reintroducing our Purple Martin items to the trade. We'll be 100% in stock going into 2024. In addition, will be the year we resume promotions for key categories.

We are planning the following for spring 2024;

- A Purple Martin promotion
- A Hummingbird and Oriole promotion
- A Beekeeping promotion
- A GameKeeper promotion

We will continue to focus on Heath's strong points, including expanding the wood offerings with the GameKeeper line of houses and feeders. These are now in stock and ready to sell.

New Hire: Ray Pickard, *Maintenance Supervisor*



STEVE DOYLE, NATIONAL SALES MANAGER

by Vince Vallo



Steve Doyle has been with Chapin for nearly 3 years now, starting with us in March of 2021, and has been selling to our major accounts like Home Depot and Walmart.

Steve enjoys his job and the daily surprises that are inevitable in retail sales.

Steve says, “If you want to make God laugh, tell him your plans.” Each week begins for Steve by looking at the individual customer Sales Data of the previous week (for customers that share it). He reviews and reports to the Merchant/Buyer every Monday morning. Things like how each item sold for us individually and as an aggregate vs last year, what trends can be identified, best performing or underperforming items, store out of stocks, promotional performance, etc. It is important to take credit for the things that Chapin is doing well, and find solutions for anything that may not be working. In Steve’s vast experience, his view is... “If something is crushing it, double down. If something is not working, even if it looked great on paper, bail on it to make room for the next big idea.”

Steve’s a huge sports fan, and reminds us that the word fan is short for “fanatic.” He really enjoys attending sporting events and putting a dent in the sofa on a Football Sunday.

Being originally from Rochester, he still cherishes this time of year thinking that the Bills are going to win the Super Bowl. Steve lives in Atlanta now and says Falcons fans all seem to have a similar hopefulness. He says “Sure as anything else in life, if you’re a fan, sports can break your heart.”

He also consumes a ton of books, movies, video games, and likes to endanger wildlife by regularly knocking golf balls into the woods on weekends or vacations. Other than that, spending time with his daughters Monique and Unique brings him great pleasure. (A Beverly Hills Cop reference, typical Steve Humor)

I asked Steve if he had a motto he steered his ship by. He told me, “A motto I picked up early in my career was from Henry David Thoreau. From his book called “Walden”. It’s about self-reliance & finding meaning in life. Honestly, it is a pretty tough read and not one of my favorite books. They really didn’t have a Stephen King or Tom Clancy in the mid 1800’s is why this book gained such popularity. Also, I don’t feel the “Hunt for Red October” about an invisible Nuclear Submarine would have landed when their main power source then was Coal. However, I like his quote. When an admirer praised him for writing such an accomplished piece of literature, Thoreau said “I didn’t do anything. If you want to do something truly great, improve the quality of the day for someone... That is the highest of arts.” Something everyone can do pretty easily each day.”

Looking Back...

In 1947, Horace Chapin was president of the Batavia Club.

What is the Batavia Club?

Well, the Batavia Club is exactly what it sounds like. More importantly, you may have seen the Batavia Club building, built originally as the Bank of Genesee, on the corner of East Main and Bank streets in Batavia. In 1973, it was listed on the National Register of Historic Places. After the club moved out in 2000, it became the Seymour Place facility of GO ART!, the Genesee-Orleans Regional Arts Council.



40 & 60-GALLON 3-PT HITCH SPRAYERS

by Teresa Wozniak

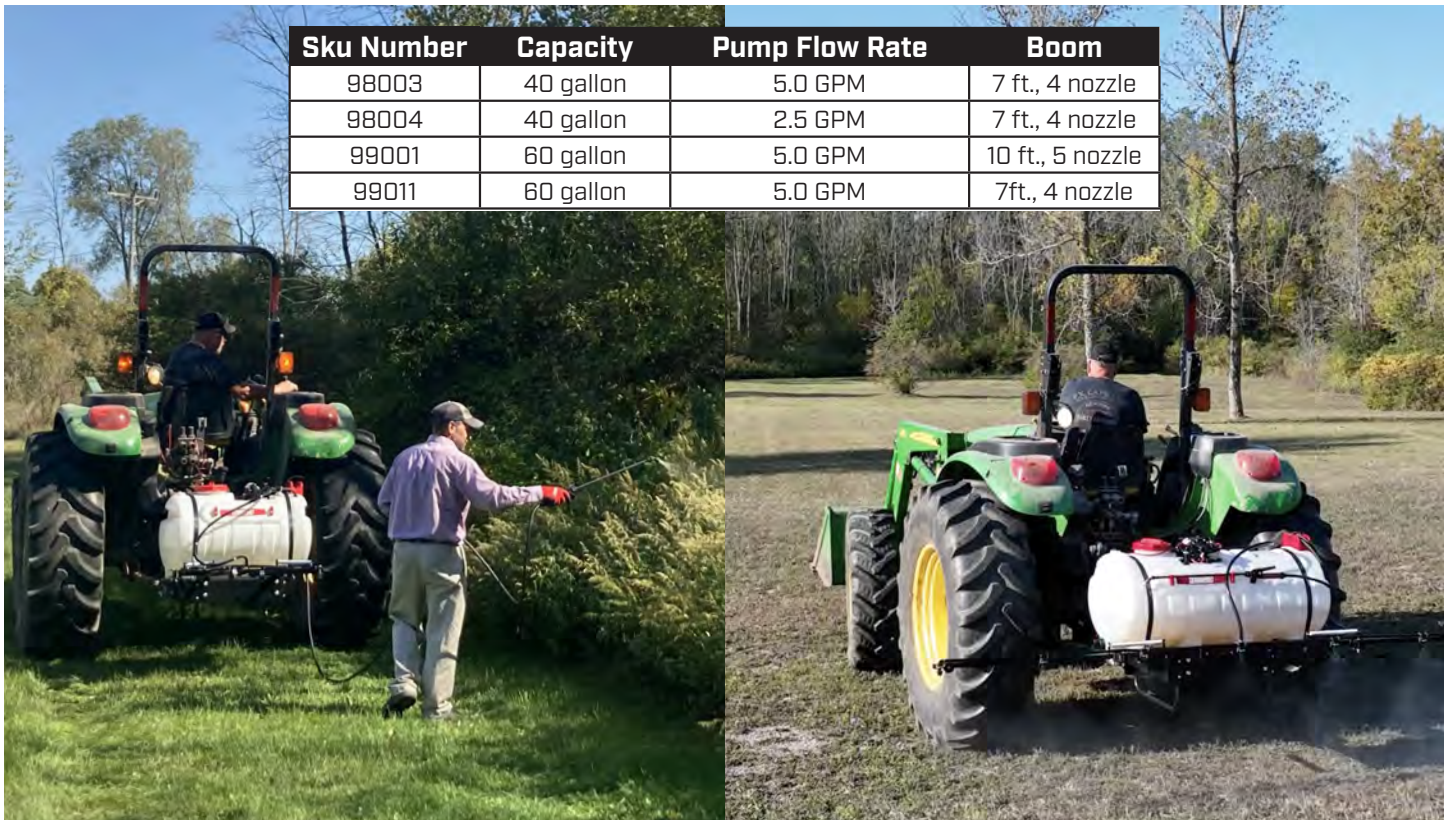
Chapin 3-Point Hitch Sprayers are the latest additions to our ever-expanding line of equipment-mounted sprayers. These sprayers are designed to attach to a 3-point hitch on a tractor and are used to cover large areas of lawn, pasture or turf efficiently.

The Chapin series of 3-Point Hitch Sprayers currently includes 2 40-gallon and 2 60-gallon sprayers. Each offers the capabilities of spot or boom spraying with variations in pump flow rate and number of boom nozzles.

Other features include a heavy duty translucent poly tank, wide 6 inch opening for easy filling, flow control valve and pressure gauge, poly cushion-grip shut-off with lock-on, 20-inch extension wand, adjustable brass nozzle, 15-foot reinforced hose, 3-stage filtration and an anti-siphon feature.

Chapin 3-Point Hitch Sprayers will better serve the needs of our growing customer base in the hobby farm, agriculture and commercial landscape markets.

SKU Number	Capacity	Pump Flow Rate	Boom
98003	40 gallon	5.0 GPM	7 ft., 4 nozzle
98004	40 gallon	2.5 GPM	7 ft., 4 nozzle
99001	60 gallon	5.0 GPM	10 ft., 5 nozzle
99011	60 gallon	5.0 GPM	7ft., 4 nozzle





WHO DOESN'T LOVE A GOOD COUNT???

Notes on Our Inventory Control Efforts

— by Leigh Menzel

Inventory control and management is a critical function of an effective and efficient manufacturing operation. Ensuring that raw material levels are accurately stated serves multiple operational and financial objectives.

Operationally, strong inventory control processes ensure that the appropriate amount of inventory is in the right location, at the right time, to allow manufacturing to produce most efficiently to meet customer demands, deliver sales, and reduce lost manufacturing time. Related, financial impacts of process scrap not recorded, downtime due to part shortages, and “lost” inventory represent expensive waste to the business. Further, having too much inventory on hand also represents a cost to the company, tying up cash into materials that are not yet needed. The business could have used that money on an alternate investment! The goal of effective inventory control is to maximize profits with the least amount of inventory possible, all while ensuring customer satisfaction and demand levels are met. While many aspects go into inventory management, the most basic principle, is to know what inventory you have on hand.

Chapin assures this is kept under control by doing Fiscal Year End Physical Counts at Heath, Elyria, Kentucky, and Clarence, while the Batavia location holds five Super Cycle Counts approximately every three months. Each location also conducts monthly and weekly counts on critical items.

The results of these counts from Fiscal Year 2023 came out as follows:

Inventory Adjustment Percentage

- Annual Physical Count (August 2023)

Clarence – Negative 0.1%

Mt. Vernon – Positive 0.1%

Danville – Positive 0.3%

Elyria – Negative 0.1%

Heath – 0.0%

Batavia Super Cycle Counts

November – Positive 1.3%

February – Negative 0.3%

April – Negative 0.3%

June – 0.0%

August – Negative 5.5%

With the exception of the August count in Batavia, all the counts are the result of good record-keeping and accurate usage of materials in the production process.

Heading into our Fiscal Year 2024 Chapin will be working to set measurements around Days Supply of inventory to help drive our turns on materials while reducing the overall dollar amount of our on hand raw materials. In addition monthly counts will be completed on components assigned via ABC Classification and compiled by the CMS Team working on Reducing Raw Material Inventory.

We all have a role to play in keeping our inventories as accurate as possible!

MILESTONES

WELCOME TO CHAPIN



Keyon Brown
Metals Weld Line



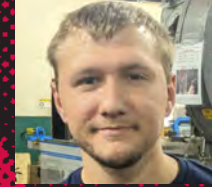
Enrique Coleman
Metals Press Row



Brandon Falker
Plastics Apprentice



Joshua Gibson
Shipping



Mitchell Hodgins
Metals Packer

ANNIVERSARIES ANIVERSARIOS:

5 YEARS/AÑOS

David Gerhardinger
Nick Mesler • Paul Texeira

15 YEARS /AÑOS

Vince Vollo

35 YEARS /AÑOS

Roy Clark
David Graham



CONGRATULATIONS JESSICA SPENCER

FOR COMPLETING THE
CORNELL UNIVERSITY
PROCUREMENT STRATEGY
CERTIFICATE PROGRAM

ASSIMILATION CONTINUES...

CHET MILLER COMPLETES ROBOT TRAINING

by Scott Fisher

Chet Miller recently attended the ABB Robot Level 1 and Level 2 classes at Valentine Automation in Warren, Michigan. Chet enjoyed the classes very much and felt that the instructor, Amy Valentine, was thorough and “knew her stuff”. Employees from four other companies were in attendance as these classes are quite popular across the country. The company also does robot installation at many companies.

The classes are completely hands on. Chet had a four foot robot right next to him the entire time. He noted that the pace of the class was very good and that it was quite informative. Chet learned many things that he will be able to put to use frequently at Chapin. Such as resetting and calibrating the robots and the ability to do a “hot edit”, which is adjusting a program path while the robot is in auto mode.

Chet has been working in the plastics world since the late 1980s and has seen many new developments in automation and robotics over the years. Chet says “overall blow molding and injection molding have not changed much in decades. What has changed is what you do after it is molded. In that area automation has become the key.” Learning how to operate and maintain that automation is also key to having an efficient process.

Other people from Chapin have attended these same classes and the results were very positive. It made sense to send Chet with his background and ability to use these skills to help the off shifts. Chet says that before this training he knew just enough to be dangerous. Now he has a better understanding of what needs to be done in most situations. He also has a better understanding of what NOT to do in certain situations.



Real Live Human: Chet Miller

Keeping the robots running smoothly in the Plastics department is critical to that department’s success. Whether it is the robot used for the take out arms or the robot that is used for the trimming operation, the machine uptime is directly related to the uptime of the robots. The sooner the robot is back in operation the sooner the blow molder is back to producing sprayers.

In the future we will see more Chapin employees attending these and other classes to expand their knowledge and skills with robotics and other automation. Eventually the brand new crop of Chapin Plastics Apprentices will need further training on Robotics as they continue their journey to becoming full blown (pun intended) Plastics Blow Molding Technicians.



ANSWERS: Bologna – fake Fish Bait – real PSL Burger – real Salmon – real Dog Shampoo – real Hummus – real

The European BBQ and Garden Show by Bill Campbell

For the first time in nearly a decade, Chapin decided to attend the Spoga-Gafa (roughly translated to BBQ and garden) show in Cologne, Germany. This is billed as the world's largest, but falls short of the Canton Fair in China. We had the opportunity to meet with many of our Chinese suppliers and see what products are doing well in Europe, as well as seek new suppliers. Getting there was half the battle. It was about half the cost to fly into Amsterdam and take a train down to Cologne, as it lacks a major airport itself.



The train was very nice and I can see why people frequently cite them as one of the most enjoyable ways to travel. The conductor happened to be educated from SUNY Albany in English Literature, and, much like his American counterparts, was unable to find a job in that field. He provided a great deal of insight on the farms and small gardens we passed along the way, referring to them as “Kleingarten”.



This is the big driver in the lawn and garden market in Europe. Europeans often own little to no land at all. The apartments are very small and people simply don't have much room for activities. Many of the people in the city then lease very small pieces of land, about 20' wide by 60' long, going by what I saw, to plant their gardens.

They travel out of the cities (generally on the train) to tend to their small gardens. The conductor explained that's why there are so many of them in clusters right next to the train stations along the way. Nearly all of them had a small shed of some kind, with lights, and many kinds of vegetables and flowers growing. They are in many ways similar to the idea of 'Victory Gardens' in the US, only much smaller and people don't ever really own them outright. It is always a bit surprising as Europe is often held up

as roughly equal to the US in wealth. Traveling there, the people have very little compared to most Americans who have a home, a car and a lawn to mow.

Attending the show, it had very different products from those in the US. Most were much smaller, tailored to people who had small gardens. The cost of goods were also incredibly high, often double or triple the cost of the United States. After speaking with people, I found this was driven in large part by each country having its own language and costs of doing business. The closest thing to our Home Depot was Kingfisher. Last year, Home Depot had about \$150 billion in US sales, while Kingfisher had around \$16 billion. And many people see their products handled 2 or 3 times before it made it to the small stores.

At the show I was able to meet with many potential vendors and was able to meet for the first time the European sprayer manufactures. With the exception of Birchmeier (who pretended not to know who Chapin was and then asked me to leave), everyone else was very welcoming. All of them were very familiar with the Chapin 1949 and commended its great quality in a world drowning in Chinese products of low quality.



Mesto – Manufacture of Metal sprayers and backpacks from Germany

Overall I learned a lot about the market and we have some new engineering projects underway based on this trip. We are also testing some products in the lab that may make their way to America via Chapin soon.



Cologne also had an amazing Cathedral right next to the train station I was able to see before heading home. It took just under 400 years to build and made it mostly through WW2.



CHAPIN ROCKS THE ALZHEIMER'S WALK

On September 16th, Chapin Employees and their friends and family members walked in the annual *Walk to End Alzheimer's* at Centennial Park in Batavia, with money raised going to the Alzheimer's Association. **Woot!**





FREQUENTLY ASKED QUESTIONS (FAQ) BY JILL YANUS

WHAT IS ISO 14001 AND WHY IS IT IMPORTANT? WHAT IS AN ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)? *See the ISO Article on page 26.*

WHAT IS QDC? Quality, Delivery, Cost measures how effectively a company works. Did you know it was originally created by the British automotive industry to create world-class operations? Quality: is Chapin meeting standards and customer expectations? Cost: is Chapin aware of how much we spend on materials, labor and production while maximizing these to create our high-quality products? Delivery: is Chapin strategic in our logistics to receive materials and ship high-quality finished goods on time to customers and end users with little to no error? Looking at QDC helps us break down and prioritize processes so we continue to be successful. QDC is like The Three Musketeers, they're inseparable.

WHAT IS KPI? Key Performance Indicators (KPIs) are a set of significant measurements for any business to gauge its success. These provide focus while working to achieve a goal, in any department, across the company. If Chapin has a goal to increase online sales, we could set a KPI to measure our profit margin (how much money Chapin takes home after all the costs to produce it, and sell it, are subtracted). Or, we could have a goal to increase customer engagement, on social and offline. Two KPIs for either of these would be to measure our audience growth on social media (specifically how many shares, likes, follows, etc.) and to measure our product reviews (total number along with percentage of positive and negative). There's specific KPI's for production, management, service, etc. Measurement is a key to success.

WHAT IS PPE? Personal Protective Equipment (PPE) is equipment a person wears to minimize exposure to any hazard. PPE can be worn on the manufacturing floor or at home.

- Gloves: protects hands from bacteria, cuts or scrapes, and high/low temps
- Ear plugs: protects ears from high decibels of noise
- Glasses: protects eyes from scraps and slivers of material or sparks and high levels of UV light
- Safety shoes: protects feet from being crushed, sliced, or stabbed

HOW MANY TOTAL EMPLOYEES DOES CHAPIN HAVE TODAY? Around 400 across all locations

WHAT IS EDI? Electronic Data Interchange (EDI) is an exchange of data from computer to computer. This replaces standard systems like mail, fax and email for customer orders, invoices and payments, and other business data transactions. Chapin works with multiple suppliers and customers within our own EDI system. Our EDI system allows us to convert the purchase orders we receive electronically into orders in Syteline.

WHICH CHAPIN PRODUCTS ARE PRODUCED AT EACH CHAPIN MANUFACTURING LOCATION?

Batavia, NY	Clarence, NY	Elyria, OH	Mt. Vernon, KY
Sprayers	Spreaders	Hand Sprayers	Sprayers
Open Head - Metal	Wheeled Salt		15 Gal ATV
Stainless Steel	Wheeled Turf		25 Gal ATV
TriPoxy Steel	Handheld Salt		40 Gal ATV
Poly Prime	Misc Products		60 Gal ATV
Poly Promo			8 Gal ATV
SureSpray Deluxe			Backpack Sprayers
SureSpray			Hose End Sprayers
SureSpray Select			SureSpray
Handheld Turf Spreaders			Oil Pan
Professional Products			Watering Can
Parts			7ft Boom Kit
Irrigation			

GETTING A DIFFERENT VIEW

by Walter Smith

A view from the back of the nature preserve behind the Batavia headquarters.

Over the past several months, I have traveled to each of the Chapin corporate locations to take drone footage. While aerial shots can be useful for mapping and planning purposes, the primary goal of this work has been to get high-quality images and video of each of the plants to help promote the size and breadth of our company to potential business partners. You may have noticed some of shots throughout this newsletter, including the cover.

It's been pretty fun! Having never flown a drone before, I was given a crash(!) course by Mike Wilson, who is an avid drone hobbyist. We bought a DJI Mavic 3 Classic - and it is quite impressive! And fairly easy to fly, though not foolproof (more on that later...).

Rather than bore you with a lot of words, I'll let the pictures do the talking... enjoy! And look forward to seeing more aerial photography in our video projects.

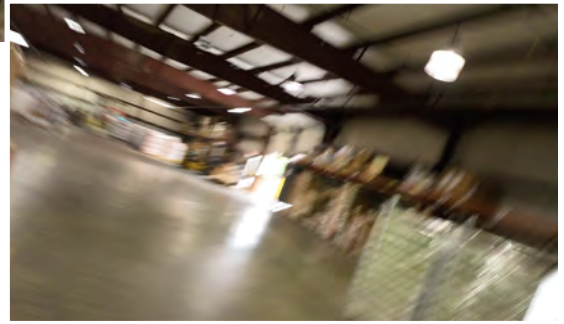
LOOK HOW GREEN: *The view from several hundred feet above the Mt. Vernon plant shows how lush the hills of Kentucky are, even in the middle of summer.*





Shooting the interiors of our locations was fun, if a little unnerving. Most of the spaces are relatively low-light and there are many obstacles and moving objects! Above, you see Mt. Vernon on the left and Elyria on the right. Flying indoors always turns heads, as you can see.

BANG: *To the immediate right you'll see the hazard of flying indoors: zooming across the shipping bay in Coopersville, the drone lost its ability to sense objects due to low light and smacked into a pallet of suet. Thankfully, the care plan we purchased got us a replacement drone within 72 hours...*



Above you'll see 2 shots taken on product video shoots this summer... the left is a neighborhood in Lancaster, and the right on a farm in Lancaster.

Gaining the ability to shoot our products with this type of scale will greatly improve the quality of our product videos going forward.



To the left, a view of the corporate headquarters in Batavia.

ISO 14001



Yes, its that time again.

by Deb Lakas

As the team was preparing at the Batavia facility for the ISO 14001 surveillance audit, I had a few people ask me questions regarding ISO 14001. I put together some commonly asked questions to help explain what ISO 14001 is, and why it is important for Chapin to follow the standards to help our environment not only for ourselves, but for our future generations.

WHAT IS ISO 14001 USED FOR?

ISO 14001 is a set of standards put forward by the International Organization for Standardization (ISO). Its purpose is to clarify the best practices for organizations that wish to reduce their environmental footprint by adopting an effective environmental management system (EMS).

WHAT IS ISO 14001 STANDARD?

ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system. It helps organizations improve their environmental performance through more efficient use of resources and reduction of waste, gaining a competitive advantage and the trust of stakeholders.

WHAT IS ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)?

EMS is a framework to help Chapin, or any organization, achieve its environmental goals. Chapin constantly evaluates, audits and redefines our goals to improve health and safety and reduce the risk of both accidents and non-compliance with standards like ISO 14001 and others. Chapin's EMS system and goals can be different from any other manufacturing company. EMS is not identical across organizations and industries. Energy conservation is a Chapin EMS goal and while not-regulated, it is part of our system. We analyze environmental impact and overall compliance, establish programs and set objectives and tactics to meet our goals, all centered on environmental safety for Chapin as a company and our employees.

WHY BECOME ISO 14001 CERTIFIED?

ISO 14001 is a family of standards related to environmental management with a purpose to help organizations minimize how their operations negatively affect the environment (reduce footprint), comply with applicable laws, regulations, and other environmentally oriented requirements, and continually improve in the above. ISO 14001 defines

the criteria for an Environmental Management System (EMS). ISO 14001 is a voluntary standard.

WHY IS SUSTAINABILITY IMPORTANT IN MANUFACTURING?

Sustainability helps minimize negative environmental impacts while conserving energy and natural resources, as well as enhancing employee, community and product safety.

WHAT IS THE ADVANTAGE OF ISO 14001?

The ISO 14001 Standard will show your organization how to minimize its environmental impact. In doing so, ISO 14001 can improve your efficiency, reduce operational costs and help you win new business.

WHAT IS THE DIFFERENCE BETWEEN ISO 9001 AND ISO 14001?

ISO 9001 provides guidance for quality management — what an organization does to fulfill requirements and ensure customer satisfaction, while continuously improving the effectiveness of its operations. ISO 14001 is for environmental management — what an organization does to minimize its effect on the environment.

WHAT ARE 3 KEY REQUIREMENTS OF AN ENVIRONMENTAL POLICY UNDER ISO 14001?

- The policy must be relevant to the activities, products, and services of the organization.
- The policy must show commitment to continual improvement of the EMS and prevention of pollution.
- The policy must be documented, communicated to all employees and available to the public.

WHAT DOES BUREAU VERITAS DO?

Bureau Veritas is a world leader specializing in laboratory testing, inspection and certification services founded in 1828. It operates in a variety of sectors, including building and infrastructure, agri-food and commodities, marine and offshore, industry, certification and consumer products. Chapin uses the Bureau Veritas location in Houston, TX for our certification needs.

By helping to identify the causes of environmental problems and then reduce or eliminate them, an EMS can help save money. Think of it this way:

- Is it better to make a product right the first time or to fix it later?
- It is cheaper to prevent a spill in the first place or to clean it up afterwards?
- Is it more cost-effective to prevent pollution or to manage it after it has been generated?



PUMPKIN SPICE EVERYTHING

It's Fall Y'all! #psl4ever

by Nick Mesler & Jill Yanus



Fall means it's time for Pumpkin Spice to flavor our coffee and invade, well, everything. We could rewrite the scene from Forest Gump, you know the

one where Bubba tells Forest about, "...shrimp-kabobs, shrimp creole, shrimp gumbo. Pan fried, deep fried, stir-fried. There's pineapple shrimp, lemon shrimp, coconut shrimp, pepper shrimp, shrimp soup, shrimp stew, shrimp salad, shrimp and potatoes, shrimp burger, shrimp sandwich..."

Only now it's, "...pumpkin spice coffee and creamer, pumpkin spice chocolate, pumpkin spice cocoa, pumpkin spice cookies, cakes, cereal, waffles, yogurt, Twinkies, licorice, marshmallows, cheese, ice cream, beer, candles, clothing, deodorant, fragrance oil, Poo-Pourri spray, toothpaste, dog treats. That – that's about it."

Nope there's more, wayyyyy more. Here's a few of the many. Some are Yay! Some are Nay, and a few are Oh, Heck No! Regardless, it's safe to stay neutral in this pumpkin-spice fueled season!

REAL OR FAKE? TAKE A GUESS AND SEE IF YOU'RE RIGHT! ANSWERS ARE ON PAGE 20

- Bologna**
- Fish Bait**
- PSL Burger**
- Salmon**
- Dog Shampoo**
- Hummus**



Food:

Starbucks PSL (Pumpkin Spice Latte - the uncrowned King of Fall)

Coffee and creamer

Oreos and cookies

Pancakes and waffles

Donuts and muffins

Bagels and cream cheese

Pop Tarts and pastries

Candy corn

Pasta sauce and salsa

Sausage

Cup Noodles

Beer

Home, Body and Random Stuff

Candles and room sprays

Lip Balm

Hand soaps and body wash

Dog treats

Poo-Pourri spray

Toothpaste and deodorant

Beard oil

Car detail spray





MARKS THE SPOT!

JOIN US FOR THE PARTY OF THE YEAR!

SAVE THE DATE

**JUNE 15
2024**

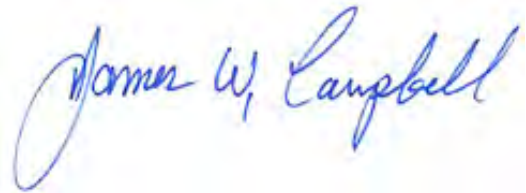
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Esquina de Campbell

A handwritten signature in blue ink that reads "James W. Campbell". The signature is written in a cursive style with a large initial 'J'.

VOGUE



In case you didn't see:

Chapin has never been so fashionable, making the September digital cover of Vogue magazine.

You'll note that Ms. Jolie is holding 2 Chapin 1002 Multi-Purpose Sprayers, a tried and true industry standard.

Photograph by Annie Leibovitz.

CHAPIN