

# June 2011 SPOTLIGHT



## A LETTER TO FELLOW EMPLOYEES



Hard to believe the year is half over. It has been 7 months since PSI acquired the assets of Terminal Warehouse, Inc. We are pleased to announce, through everyone's hard work we are ahead of plan. We have been successful in making the transition as smooth and seamless to our customers. While there have been some internal issues, we have tried to minimize the impact to all our employees. Our goal remains to improve everyone's position.

After a good 1<sup>st</sup> quarter start we saw a softening during the 2<sup>nd</sup> quarter. Some of the slow down we believe was due to weather and raw material shortages. Many of our customers have back orders resulting in more expedited shipments and shorter lead times to receive and ship product. We obviously must be ready to respond and adjust to the demand of our customers.

Fuel costs continue to be a concern not only as it impacts our customers but each one of us individually. Many of our customers' products rely on energy and petrochemicals as a component or major cost of production. 70% of the economy is consumer driven. Higher energy prices result in less money to spend on other items as we all know and feel in our pockets. Unfortunately there has not been much emphasis from our government to increase "Affordable Energy". As a result we expect relatively flat growth on the consumer side of the economy.

We have seen some pent up demand from the industrial portion of the economy. Many people put off capital expenditures must now replace equipment as it reaches the end of its useful life. Lead times are increasing as companies do not want to add excess capacity or be stuck with excess inventory.

While much uncertainty remains, some things are constant. We must continue to meet and beat our customers' expectations. This means following the procedures that 97 years of experience have brought us. Being safe and taking care of the equipment that takes care of us.

Another thanks to all of you who go that extra step to make sure we exceed our customers' expectations and who are committed to continuous improvement.

Respectfully yours,  
Douglas J. Sibila, President/CEO

### Mid-Year Thoughts

It seems like it was just weeks ago that there was still snow on the ground, spring training was in session and we were all looking forward to the first signs of spring. At least for those of us in northern Ohio, spring took a while to arrive. Now suddenly the year is half over and soon we'll be on the downhill slide to Christmas.

When I look back to last year at this time we were still very unsure of the state of the economy. To be honest I'm still unsure of the economy but PSI/TWI are succeeding. What we have seen are clients consolidating operations, additional focus on outsourcing logistics operations and more opportunities as companies gain confidence to expand operations. We have been the benefactors of a number of these opportunities. We get these opportunities because we still follow the basics. We treat our clients fairly, provide excellent service for a fair price, accept responsibility for our shortcomings and always look for new value propositions we can offer our client base. These aren't any new ideas but we practice them well. It may sound silly but the work, we do today following these ideals are the groundwork for our growth in the next 2, 5 or 10 years.

As I've gotten to know the PSI employees I have found the same beliefs that have always been a hallmark of the TWI employees. While I am not confident in this economy, my faith in this new organization and our combined abilities is growing daily. I look forward to the many opportunities that will be presented to us and our future success.



Bill Hanlon, President



TWI • PCI • TDI • QDS • RBI • P-C Sales

**TWI** terminal  
warehouse  
incorporated

[www.terminalwarehouse.com](http://www.terminalwarehouse.com)



[www.quickdeliverservice.com](http://www.quickdeliverservice.com)

**DFI** distribution  
freight  
incorporated

[www.rootblast.com](http://www.rootblast.com)



# 2011 Employees of the Month



The following were recognized as employees of the month in 2011. The employees were chosen because of a customer compliment or nomination by their co-workers. We want to thank all of the Employees of the Month for their dedication to customer service and to our company!

**January - Janice Watson**  
**February - Tammy Gardner**  
**March - Al Weber**  
**April - Mike Shipp**



Stephen Schottel presenting Employee of the Month award to Janet Watson at Parkersburg facility in West Virginia.



Jim Ehret presenting Employee of the Month award to Tammy Gardner at Canton facility. Congratulations to Tammy on her recent marriage to Randy!



Bill Hanlon presenting Employee of the Month award to Al Weber. Al is at our Columbus location.



Ron Brown presenting Employee of the Month award to Mike Shipp at Home Ave facility in Akron, OH.



In May, we hosted a visit from several members of the Chemtura logistics team, along with TWI General Operations Manager, Greg Hughes. In attendance from Chemtura were the following:

- Maggi Chodack – Global Warehousing Manager
- Ray Traggianese – Global Logistics Manager
- Daniel Saxe – International Logistics Analyst
- Don Maki – Product Manager AO/UV business

This was a first-time visit to the Memphis facility for the Chemtura team members. Over the next couple of days, items of discussion ranged from a review of the upcoming disposal, to freight forwarder/transportation issues, to inbound/outbound procedures and paper flow. Overall, it was a very positive visit for both Chemtura and the TWI team in Memphis.

Bruce Fitzhugh  
Memphis, TN

Well it is that time of year again. Construction season. Now that the weather is getting better things are really starting to ramp up here. All winter long BASF has built up the inventory so we're beyond capacity and have added additional space to the warehouse. Things never slowed down. We have 3 new employees: Welcome: Dean Johnson, Larry Baker & Nate Stamp. Nate transferred here from the Marvo location. He is our dock coordinator on the 2nd shift. Larry & Dean were both temporary employees and are working on the first shift in the warehouse. From all of us at 2850 Gilchrist Rd. we wish everyone a fun filled safe & enjoyable summer.

Kevin Matzke,  
2850 Gilchrist Rd., Akron, OH



**Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results. Andrew Carnegie**





Floods and tornados across the country have had a negative impact on our business for the last two months. We even experienced an eruption of Mt. Buckeye for the first time in recent memory. The arrival of June seems to have us back on track, and we are looking at what appears to be an extraordinarily busy summer. According to the experts, the overall economy continues to grow slowly, we are headed toward a double dip recession, we should see the arrival of a healthy economy by 2012 and the second great depression is right around the corner. It all makes sense to me. I wonder if they are the same experts who forecast the weather? I guess that there isn't much sense worrying about things that we can't control, so it's time to put our heads down and grind through the workload one day at a time. Here's hoping that you all get the chance to enjoy some hard earned time off this summer, and the next time we talk, perhaps we can discuss how quickly everything has turned for the better in such a short period of time. In the meantime, courtesy of my mother, make sure that you drink plenty of fluids and don't forget to put on your sunscreen!!

**Bob Bush, Columbus, OH**

Since the last update, all members of the TWI transition/start-up team have returned home and the Norfolk team is rising to the top on their own efforts and merits. Warehouse Manager John Schrecongost has assumed full responsibility for everything on site and the performance continues to be exceptional. Not only are we quite busy, but we are quite full. Last year's peak inventory when the account was handled by another operator was 14.25 million pounds of material. In late June, we were approaching 20 million pounds or roughly 40% more inventory than at any point last year. That's awesome execution in handling the unexpected and ongoing rise in inventory and activity. In addition to Gaye Norris, Office Lead who transferred from Home Ave, we are now joined by official TWI hires Will Lowe (resident cross-trained office, warehouse and inventory control person), Don Gerlach (warehouse professional extraordinaire who transferred from "the other warehouse") and Joe Denson, our Warehouse Lead. We look forward to having others officially join the Terminal team. On a side note, the start-up team experience provided a very nice springboard for inventory control specialist Al Weber from Marvo to be promoted to warehouse supervisor in Columbus, where he now lives. Congratulations and thanks to those who made the start-up a success and to those in control now that the training wheels have been taken off.

Gregory J. Hughes

Laughing not only eases stress, it promotes social bonding, and lowers blood pressure, it may also boost your immune system. So bring some humor into your life, whether it's through friends or even a new TV show.

#### **Take a Deep Belly Breath**

Do this anywhere, anytime.

Push out your bellows and suck air through your nose until your lungs are full.

They'll fill with nitric oxide, a chemical found in the back of your nose that opens up blood vessels. The dose of oxygen will make you feel happier and more alert.



***May the sun in his course visit  
no land more free, more happy,  
more lovely, than this our  
own country!***

My name is John Schrecongost (Shrek-on-gosh), I live in Virginia Beach, VA with my wife (Gina) and two out of four kids (ages 22, 20, 18,16). I manage the TWI warehouse in Norfolk that services the Lanxess account. My career has been very diverse, my Dad had me loading ice cream trucks at the ripe ole age of 13 (back in the day when you could put your kids to work). Following high school and college, I've worked in logistics as a Manager in some way, shape or form for the past 25 years. Throughout the years, my career has taken me from Buffalo, N.Y., Akron, OH, Allentown, PA, Ocean City, MD, Scranton, PA to Virginia Beach, VA. It has been a pleasure living in all of these towns and I still have friends in each one. I am a huge hockey and sports fan, love to cook, ride my motorcycle, travel to Mexico for our annual couples reunion with friends, being in Virginia Beach we do go to the beach most every weekend. Enjoy watching Man vs. Food, ESPN, Hockey Central, Diner, Drive In & Dives. But most of my time is spent with my wife and kids and their activities. It has been a pleasure working for People Services/TWI, and meeting the fine people that make up these two companies, I feel like I have found my work home and I look for many years of success and profitability.

John Schrecongost, Norfolk, VA



Our newest member to join our team on June 13<sup>th</sup> is Scott Weinstock. Scott is the new Manager at the Alcoa warehouse on Gilchrist Rd. Scott received his Associate degree in Mechanical Engineering from Stark State, Bachelors of Science degree from Kent State and his MBA from Ashland College. Scott brings over 20 years of experience in manufacturing and distribution. Scott is married to his lovely wife Paris and they have two children Mike 17 and Sarah 11. Scott's biggest hobby is bass fishing and is a member of one of the local bass fishing clubs were he regularly does fishing tournaments. Please welcome Scott as our newest team member.

### Summit County EPA - Sub-Committee

During a recent Summit County LEPC (Local Emergency Planning Committee) meeting, the state and county representatives decided to formulate a Spill Report Compliance committee and invited Sandy Rilling, People's Services-Safety/Compliance Manager to join. This committee will be checking the Ohio EPA (Environmental Protection Agency) reporting against the LEPC reports to see who is not reporting via the proper channels in Summit County. Sandy was recommended because of TWI's experience with hazardous materials and reporting. Congratulations Sandy!



The winter and early spring months were hectic as we worked hard to bring on a major new account; The Ravago Companies (Entec, Channel Prime Alliance and H. Muehlstein). Thank you to Sharon Keith as she spent several weeks away from her home and regular duties to help us through the transition. We welcome Scott Sexton, Operations Manager, Amy Simpson, CSR and Faye Walker, part time CSR. They all add significantly to the operation. In addition to upgrading the staff, we have upgraded our packaging capability and transportation is handling more bulk than at any time in recent memory. As we move forward the emphasis is on productivity, continuous improvement and profitability. The future is bright for Charlotte.

The Navarre facility was built in 1997. We broke ground to the first 69,000 square feet and then about 6 months later added 100,000 square feet to the south of the existing building. We are a dry goods warehouse. We have numerous customers under roof and each is unique in their own way. We store drums of cleaning and chemical solutions for J. Tech and Chempoint to bags of sugar and whey protein for Nickles Bakery and Hoogwegt US. We re-palletize brick for the Timken Co. and label product for Fitness Quest to ship to Wal-Mart. We normally operate with 2 forklift operators, 2 laborers for building brick and a CSR.

Greg Smith

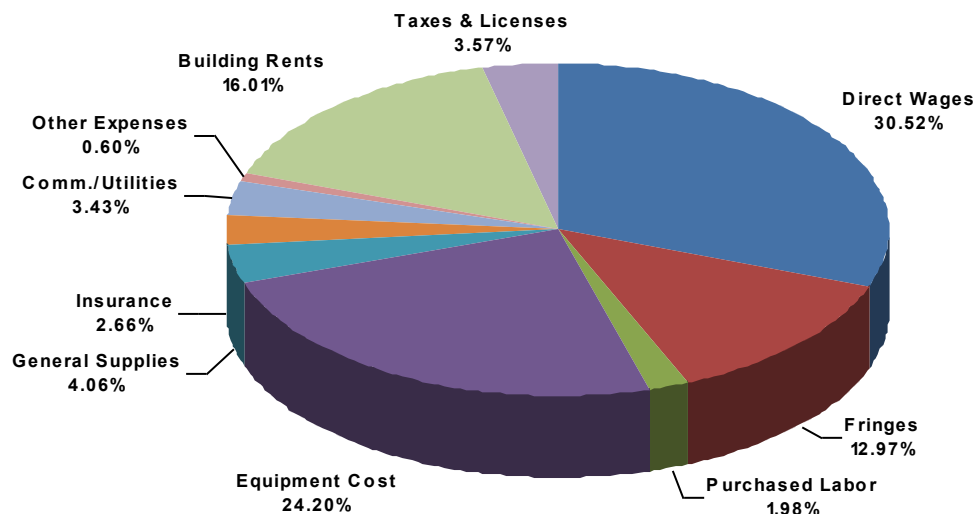
Laura Snyder  
Navarre, OH



I'm a great believer in luck, and I find the harder I work the more I have of it.  
Thomas Jefferson

TOGETHER we stand,  
TOGETHER we fall,  
TOGETHER we win,  
and winners take ALL.

### Peoples Services Operating Costs



The above chart shows Operating Expenses. Note for every dollar of revenue about 45 cents pays wages and benefits for all employees. Chart prepared by Darrell Kamph



*Congratulations!*

Melissa Barnhart, CSR at PCI, recently completed her Bachelor Degree in Accounting from Ohio Valley University.  
**Congratulations  
Melissa!**



Jim Wickiser and Sheri McMichael worked the Peoples booth at a job fair in the McKinley Room at the Canton Civic Center on June 27th. The job fair was sponsored by Congressman Renacci and was a great success. Approximately 2000 job seekers attended. We talked to many applicants and received hundreds of resumes.

PCI – Parkersburg has completed a strong 1<sup>st</sup> quarter of activity with Kraton and other customers. Inventories reached levels of over 98 million pounds of product in storage. The Tolling operation just completed an improvement of a Blending line that allows filling from the blender to bulk, bags and eventually super sack as well. Parkersburg completed an internal OSHA warehouse audit and has compiled a list of items for corrective action to improve the operations. PCI is focused on operational improvement goals in productivity and for continuous improvement. We anticipate a strong year with customers indicating volume increases over 2010 results. This June PCI will have additional asphalt paving completed at the location to include several warehouse areas and an employee parking lot. PCI was pleased that Janet Watson received the employee of the month award for January 2011. Congratulations to Janet!

Steve Schottel, Parkersburg, WV



### Revolutionary Berries

#### Ingredients

- 12 ounces white chocolate chips
- Strawberries
- Blue sugar or edible glitter



Instructions Melt 12 ounces of white chocolate chips in a microwave according to the package directions (make sure the container and the berries are dry; even a little moisture will alter the texture of the candy). One at a time, dip strawberries into the chocolate and then into blue sugar or edible glitter. Set them to harden on waxed paper. Makes 35 to 45 decorated berries.

### Our Flag

I love to see the starry flag  
That floats above my head.  
I love to see its waving folds  
With stripes of white and red.  
“Be brave,” say the red stripes.  
“Be pure,” say the white.  
“Be true,” say the bright stars.  
“And stand for the right.”



It's Spring and things are sure blooming (or is that booming) at 3340 Gilchrist Road. Business has steadily picked up since last year. For the first time, we shipped over 100,000 wheels in a month, not once - but twice in the last 3 months. In May, we set records for a single day, as well as, the monthly shipping totals. Congratulations and THANKS to all for making that happen. We should take pride that we served our client well. We also introduced a new manager to the site. On 6/13, Scott Weinstock joined us as the Warehouse Manager. Scott brings over 20 years of manufacturing and distribution experience having worked for Liquid Control Corp., GOJO, and most recently, Midwest Industrial Supply. We look forward to having Scott's experience and direction as we continue to grow in this business. Please join us in welcoming Scott and his family to our family.

Mike Costello

## TOM'S TECHNICAL CORNER

### Excel – Formatting All Worksheets at Once

**Group Mode** When you select more than one worksheet, the worksheets are in Group mode. Any changes that you make to the visible worksheet are also made to all of the worksheets in the selection. You can tell that you are in Group mode when the title bar of Microsoft Excel includes the word [Group] after your workbook name. Group mode works best when all the worksheets have an identical layout. For example, if all the worksheets have titles in rows 1 through 3, a blank row 4, headings in row 5, data in rows 6 through 99, and a total row in row 100, then you have an easy scenario for using Group mode. In other cases, the top of the worksheet might be identical, but then you'll have a differing number of detail rows on each worksheet. In these cases, you would only want to use Group mode when working on a section of the worksheet that's identical to the other worksheets.

**Selecting All Worksheets** Before selecting all the worksheets, decide which worksheet you want to be the visible worksheet. Right-click that worksheet tab, and choose Select All Sheets. Alternatively, you can select the first worksheet, then hold down SHIFT and click the tab for the last worksheet.

**Selecting Some Worksheets** If you need to select noncontiguous worksheets, hold down CTRL while clicking additional worksheets. Say that you wanted to select the worksheets for months with 30 days. Start by selecting the April worksheet. Then hold down the CTRL key while clicking on the worksheet tabs for Jun, September, and November.

**Applying Changes to the Selected Worksheets** When worksheets are grouped, any changes that you make to the visible worksheet are applied to all of the selected sheets. This includes formatting cells, entering data, and adding formulas to cells. In fact, if you forget that you have worksheets grouped, you can easily destroy data on all of the selected worksheets if you start entering data intended only for the visible worksheet. The [Group] indicator at the top of the application is small and easy to overlook. Get in the habit of exiting Group mode as soon as you've finished applying changes to all of the worksheets.

**Exiting Group Mode** The most reliable way to exit Group mode is to right-click a worksheet tab and choose Ungroup Sheets. There are other methods, but the rules for those methods change depending on if all worksheets are selected or not.